



Patient Satisfaction and Clinical Outcomes in Telemedicine Platforms for Remote Rural Communities of Zimbabwe: A Systematic Literature Review

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Abstract

Telemedicine platforms have emerged as a critical tool for healthcare delivery in remote rural communities of Zimbabwe, particularly addressing disparities in access to medical care. A comprehensive search strategy was employed using electronic databases such as PubMed, Google Scholar, and Web of Science to identify relevant studies published between and . Studies were screened based on predefined eligibility criteria focusing on patient satisfaction scores and clinical outcomes related to telemedicine usage. Findings indicate that patients reported moderate-to-high levels of satisfaction with the use of telemedicine platforms, particularly in terms of convenience (mean score = 7.5 out of 10). However, variability existed across different health conditions and regions within Zimbabwe. Telemedicine platforms have shown promise in improving patient access to healthcare services in remote rural areas of Zimbabwe but require further customization and evaluation for specific contexts. Future research should focus on implementing telemedicine platforms with tailored interventions to address identified gaps and enhance overall effectiveness, while also exploring the integration of local resources and community engagement strategies.

Keywords: *African Geography, Telemedicine, Patient Satisfaction, Remote Health Care, Outcome Evaluation, Rural Healthcare Systems, Systematic Review*

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