



Patient Satisfaction with a Telemedicine Platform in Rural Northern Ethiopia: A Case Study

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Abstract

In rural Northern Ethiopia, access to healthcare services is limited due to geographical barriers and resource constraints. A mixed-methods approach was employed, including surveys and focus group discussions among patients using the telemedicine platform. Data were analysed to determine patient satisfaction levels. Patient satisfaction scores indicated an average rating of 8 out of 10 on a Likert scale for service quality, with thematic analysis revealing common themes related to communication effectiveness and access to healthcare. The telemedicine platform was well-received by patients in terms of service quality, suggesting its potential as a viable option for rural healthcare delivery. Further research should be conducted to explore the scalability and cost-effectiveness of this approach within different contexts. Telemedicine, Chronic diseases, Patient satisfaction, Rural Ethiopia Treatment effect was estimated with $\text{text}\{\text{logit}\}(\pi) = \beta_0 + \beta^T X_i$, and uncertainty reported using confidence-interval based inference.

Keywords: *African healthcare, Chronic disease management, Telemedicine, Rural health access, Patient satisfaction, Focus group methodology, Geographic information systems*

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