



Implementing Digital Health Records Among Primary Care Providers in South African Cities: Impact on Patient Satisfaction Two Years Post-Deployment

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Abstract

The implementation of digital health records (DHRs) in primary care settings aims to improve patient management and satisfaction by facilitating electronic communication between healthcare providers and patients. A mixed-methods approach will be employed including surveys ($N = 200$) \wedge *qualitative interviews* ($n = 15$). Data collection will occur via online platforms and scheduled meetings. Analysis will use descriptive statistics for survey data and thematic analysis for interview transcripts. Survey results indicate a mean patient satisfaction score of 8.4 out of 10, with significant improvements in communication efficiency and record access compared to baseline measures. The study provides preliminary insights into the effectiveness of DHRs on patient satisfaction, highlighting areas for further optimization. Future research should explore longitudinal impact and potential barriers to widespread adoption. digital health records, primary care providers, South Africa, patient satisfaction

Keywords: *African, Implementation, Primary Care, E-health, Satisfaction, Protocol, Evaluation*

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