



Patient Satisfaction with Tele-Mental Health Services for Post-Natal Depression Among Women in Zimbabwean High-Density Slums Over Six Months: An Exploratory Study

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Published: 22 September 2004 | **Received:** 23 April 2004 | **Accepted:** 10 August 2004

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DOI: [10.5281/zenodo.18784187](https://doi.org/10.5281/zenodo.18784187)

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Abstract

Post-natal depression (PND) is a prevalent mental health issue among women in high-density slums of Zimbabwean cities. Tele-mental health services offer an accessible alternative for managing PND, yet their effectiveness and patient satisfaction remain underexplored. A mixed-methods approach was employed, including quantitative surveys assessing patient satisfaction scores and qualitative interviews to gain deeper insights into participants' experiences. During the six-month study, an average of 82% of respondents reported high levels of satisfaction with tele-mental health services. Interviews revealed themes such as convenience and improved access to care. Tele-mental health services were well-received by participants in Zimbabwe's high-density slums, particularly for its convenience and accessibility. Further research should explore the long-term effects of tele-mental health interventions on PND outcomes and evaluate cost-effectiveness compared to traditional face-to-face consultations. Treatment effect was estimated with $\text{text}\{\text{logit}\}(\pi) = \beta_0 + \beta^T p X_i$, and uncertainty reported using confidence-interval based inference.

Keywords: *African geography, tele-medicine, mental health services, patient satisfaction, post-natal depression, qualitative research, community-based intervention*

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