



# Engaging Patients with Telemedicine Platforms in Chronic Disease Management: A Case Study from Eastern Democratic Republic of Congo

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### Abstract

Telemedicine platforms have shown promise in enhancing access to healthcare services for chronic disease management across various regions, including sub-Saharan Africa. In Eastern Democratic Republic of Congo (DRC), with its limited infrastructure and high prevalence of chronic diseases such as HIV/AIDS, hypertension, and diabetes, the adoption of telemedicine could significantly improve patient engagement and outcomes. The study employed a mixed-methods approach involving qualitative interviews and quantitative surveys among patients who used telemedicine services for chronic disease management. Patient demographics were collected, and data on engagement metrics such as appointment frequency and medication adherence rates were analysed. Analysis revealed that the majority of participants (78%) reported improved adherence to their treatment plans after starting telemedicine use. There was a significant increase in patient satisfaction (mean score: 4.2 out of 5) with telemedicine compared to traditional methods, indicating higher engagement levels and trust in digital healthcare solutions. The findings suggest that telemedicine platforms can be effectively utilised for chronic disease management in Eastern Democratic Republic of Congo, particularly when tailored to the local context and patient needs. Patient feedback emphasised the convenience and accessibility offered by these platforms. Healthcare providers should consider integrating telemedicine into their chronic disease management strategies, focusing on user-centric design features that enhance patient engagement and satisfaction. Future research could explore long-term impacts of telemedicine in this setting. Treatment effect was estimated with  $\text{text}\{logit\}(\pi) = \beta_0 + \beta_1 X_i$ , and uncertainty reported using confidence-interval based inference.

**Keywords:** Sub-Saharan, Africa, Telemedicine, MobileHealthcare, GeospatialTechnology, PatientEngagement, TrafficLightModel

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