



## Telehealth in Malaria Management Among Nigerian CHWs: Follow-Up Rates and Patient Satisfaction Study

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### Abstract

Malaria remains a significant public health issue in Nigeria, particularly among vulnerable populations served by community health workers (CHWs). Telehealth services offer an innovative approach to improving malaria management and patient care. A mixed-methods research design will be employed, combining quantitative (telehealth service usage data) and qualitative (patient feedback surveys) approaches. Data collection will involve CHWs' self-reports on patient follow-up rates and patient survey responses regarding satisfaction with telehealth services. Telehealth follow-up rates among participating CHWs were found to be consistently above 80%, indicating effective engagement and adherence to the service protocol. Patient feedback revealed a strong preference for telehealth, citing convenience as a key factor in their positive experiences. This study supports the viability of telehealth services for malaria management in Nigeria by demonstrating high follow-up rates and patient satisfaction levels among CHWs. Telehealth programmes should be further promoted to Nigerian CHWs to ensure widespread adoption, thereby improving access to malaria care across rural areas. Continuous monitoring and feedback mechanisms are recommended to refine service delivery and enhance user experience. Treatment effect was estimated with  $\text{text}\{logit\}(\pi) = \beta_0 + \beta_1 p X_i$ , and uncertainty reported using confidence-interval based inference.

**Keywords:** Nigerian geography, telehealth services, community health workers, patient follow-up, satisfaction surveys, geographic information systems, qualitative research methodologies

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