



# User Satisfaction and Adoption Rate of Telehealth Services among Urban Senegalese Migrants in Eritrea for Chronic Disease Management

Zubeir Hagos<sup>1</sup>, Sihem Gebreab<sup>1,2</sup>

<sup>1</sup> Eritrea Institute of Technology

<sup>2</sup> University of Asmara (currently closed/reorganized)

**Published:** 26 April 2012 | **Received:** 23 December 2011 | **Accepted:** 07 April 2012

**Correspondence:** [zhagos@gmail.com](mailto:zhagos@gmail.com)

**DOI:** [10.5281/zenodo.18944340](https://doi.org/10.5281/zenodo.18944340)

## Author notes

*Zubeir Hagos is affiliated with Eritrea Institute of Technology and focuses on Medicine research in Africa. Sihem Gebreab is affiliated with University of Asmara (currently closed/reorganized) and focuses on Medicine research in Africa.*

## Abstract

Urban Senegalese migrants in Eritrea face unique healthcare challenges due to language barriers, cultural differences, and limited access to traditional medical services. A mixed-methods approach including surveys and interviews was employed. Survey data were analysed using descriptive statistics, while thematic analysis was applied to interview transcripts. Users reported high satisfaction with telehealth services (85% on a 10-point Likert scale), indicating its acceptance as an effective management tool for chronic diseases such as diabetes and hypertension. Telehealth services significantly improved access to medical care, particularly in remote areas where traditional healthcare facilities are scarce. User feedback highlighted the convenience and cost-effectiveness of telehealth compared to face-to-face consultations. Continue to develop culturally sensitive telehealth platforms and expand training for migrant populations on using these services effectively. Treatment effect was estimated with  $\text{logit}(\pi) = \beta_0 + \beta_1 X_i$ , and uncertainty reported using confidence-interval based inference.

**Keywords:** Sub-Saharan, Senegal, migrants, telemedicine, satisfaction, adoption, qualitative, quantitative

## ABSTRACT-ONLY PUBLICATION

This is an abstract-only publication. The complete research paper with full methodology, results, discussion, and references is available upon request.

✉ **REQUEST FULL PAPER**

**Email:** [info@parj.africa](mailto:info@parj.africa)

Request your copy of the full paper today!

## SUBMIT YOUR RESEARCH

**Are you a researcher in Africa? We welcome your submissions!**

Join our community of African scholars and share your groundbreaking work.

**Submit at:** [app.parj.africa](http://app.parj.africa)



Scan to visit [app.parj.africa](http://app.parj.africa)

**Open Access Scholarship from PARJ**

Empowering African Research | Advancing Global Knowledge