

EVALUATION OF TELEMEDICINE SERVICE ON THE PATIENT SATISFACTION ON THE SELECTED MEDICAL CENTER ALONG QUEZON

ABSTRACT

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This study evaluates the effect of telemedicine services on patient satisfaction in selected medical centers in Quezon City. It aims to determine the demographic factors influencing satisfaction and identify barriers to effective telemedicine use. The study emphasizes how mobile technology, particularly telemedicine, has transformed healthcare delivery by improving accessibility, efficiency, and cost-effectiveness. Despite these advantages, telemedicine implementation presents challenges that must be addressed, including infrastructural limitations, the need for provider training, and the assurance of patient data security. The study adopts a quantitative approach and utilizes a descriptive research design to gather data from thirty (30) purposively selected patients who have experienced telemedicine consultations. A survey questionnaire served as the primary data collection tool, focusing on factors influencing patient satisfaction and identifying recurring challenges in the use of telemedicine services. The findings revealed that most respondents were male and belonged to the lower-middle-income class. Overall, patient satisfaction levels were high, although differences were observed based on age, sex, location, and socio-economic status. Health status influenced only the perceived usefulness of the service. The most reported issue was poor internet connectivity, which negatively impacted the telemedicine experience. Despite these challenges, telemedicine was recognized as a viable solution to improve healthcare access and service satisfaction. The results underscore the potential of telemedicine to enhance healthcare delivery and patient satisfaction in the Philippines. However, recurring challenges such as connectivity problems, technical malfunctions, and concerns regarding privacy must be addressed for wider adoption. The study recommends customized training for healthcare providers and infrastructure development to support telemedicine services. Future longitudinal studies are suggested to assess the long-term impact of telemedicine on patient outcomes and satisfaction. These findings offer practical insights into optimizing telemedicine in local healthcare systems.

RECOMMENDED CITATION

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