**International Academic Institute for Science and Technology**

International Academic Journal of Innovative Research
Vol. 12, No. 3, 2025, pp. 86-93.

ISSN 2454-390X

**International Academic Journal of Innovative Research**

www.iaiest.com

# Telemedicine Effectiveness and Patient Satisfaction in Rural Healthcare Delivery Systems

Kukatla Tejesh [a], Durga Prasad [b], Jie Zhang [c], Samaksh Goyal [d], Saminathan Jayapal [e], Ashutosh Kulkarni [f]

*[a] Centre for Multidisciplinary Research, Anurag University, Hyderabad, Telangana, India. E-mail: kukatla.tejesh.kt@gmail.com, ORCID: https://orcid.org/0009-0003-3330-1918*
*[b] Associate Professor, School of Engineering & Technology, Noida International University, Uttar Pradesh, India. E-mail: durga.prasad@niu.edu.in*
*[c] Faculty of Education, Shinawatra University, Thailand. E-mail: zhangjie013015@163.com, ORCID: https://orcid.org/0009-0005-9237-6033*
*[d] Quantum University Research Center, Quantum University, Roorkee, Uttarakhand, India. E-mail: samaksha.law@quantumeducation.in, ORCID: https://orcid.org/0009-0008-1367-9530*
*[e] Associate Professor, Department of Biomedical Engineering, Aarupadai Veedu Institute of Technology, Vinayaka Mission's Research Foundation, Chennai, Tamil Nadu, India. E-mail: drsaminathanj@gmail.com, ORCID: https://orcid.org/0000-0002-8362-7786*
*[f] Department of DESH, Vishwakarma Institute of Technology, Pune, Maharashtra, India. E-mail: ashutosh.kulkarni@vit.edu*

## Abstract

Telemedicine has become an urgent need to solve problems related to healthcare access in rural regions, where geographic isolation and poor healthcare facilities usually inhibit healthcare provision to patients. This paper explores the efficacy of telemedicine in enhancing access to healthcare, client satisfaction, and the comparison of telemedicine with conventional healthcare provision. The qualitative research design involved 150 rural patients who had utilized telemedicine services within the last year. Semi-structured interviews were used to obtain data on the subject, and thematic coding was used in the analysis to find out the main factors influencing satisfaction and the outcome of care. The results reveal that 85% of participants reported high satisfaction with telemedicine, especially due to the convenience and reduced waiting times (10-15 minutes), compared to traditional healthcare's 30-60 minutes. Additionally, 90% of patients experienced improved access to specialists, a significant advantage in rural settings. However, 30% of patients noted internet connectivity issues, and some felt that telemedicine lacked the personal touch of in-person visits, particularly for complex conditions. The current research adds to the current literature by showing that telemedicine can improve the provision of health care in rural settings, and hybrid care models must also be used. Future research recommendations involve the investigation of the long-term effect of telemedicine, particularly in the chronic disease management and mental health area, and the technological impediments. The results indicate the necessity to optimize telemedicine systems, enhance the internet coverage, and combine virtual visits with in-person care to provide rural populations with universal medical options.

**Keywords:** Telemedicine, Rural Healthcare, Patient Satisfaction, Healthcare Access, Technology Barriers, Virtual Consultations, Hybrid Healthcare Models.



DOI: 10.71086/IAJIR/V12I3/IAJIR1237
Received: 01 July 2025/Revised: 30 July 2025/Accepted: 02 September 2025/Published: 30 September 2025

## Introduction

Telemedicine refers to the provision of medical care using digital communication technology, which allows interaction between patients and healthcare providers at a distance (Rhoden et al., 2022). It involves remote visits, distance monitoring, and remote access to medical expertise in faraway places. With the ever-changing nature of technology, telemedicine has become a vital service in the healthcare field and, more so, in the underserved population in rural communities, where the population encounters a remarkable challenge in healthcare delivery (Aashima et al., 2021).

The rural areas have limited access to healthcare because of geographical isolation, the unavailability of infrastructure, and insufficient healthcare professionals. Such obstacles may lead to a lack of timely medical services and health services of lower quality to the rural community (Abdulwahab & Zedan, 2021). Telemedicine deals with these problems by providing a cost-effective approach, which elevates the availability of healthcare, eliminates the need to travel long distances to attain healthcare services, and enables timely interventions (Ezeamii et al., 2024). This is especially essential in rural societies where the current systems of healthcare delivery might not be able to deliver regular and specialized treatment. Telemedicine aids in linking patients with health professionals, no matter how distant they are, and enables real-time consultation and subsequent treatment, therefore, closing the gap between the rural patients and the necessary medical services (Vudathaneni et al., 2024).

Patient satisfaction and effectiveness of telemedicine in rural settings are the main points of consideration when it comes to telemedicine in enhancing healthcare provision (Sairam et al., 2023). The given paper will review the way telemedicine has reshaped the access to and quality of healthcare, referring to the enhanced patient outcomes and levels of patient satisfaction (Emami et al., 2022). Although telemedicine has great advantages, there are also obstacles to it, such as technological issues and the accommodation of patients and medical professionals to the virtual care (Orlando et al., 2019). This paper examines these reasons and evaluates the possibilities of how telemedicine can be more streamlined to address the demands of the rural population. The paper will provide recommendations on how to increase the efficacy and patient satisfaction of telemedicine services in rural medical systems by defining the most important drivers of the success and limitations of telemedicine, and therefore improving the experience of the entire healthcare system for the underserved population (Vinadé Chagas et al., 2024).

### Research Questions

1. What is the answer to the question concerning the effectiveness of telemedicine to enhance access and outcomes of care in rural settings?
2. How does patient satisfaction with telemedicine services in rural healthcare services depend?
3. What is the patient experience and satisfaction with telemedicine versus conventional systems of healthcare delivery in rural communities?

### Research Objective

1. To determine the efficacy of telemedicine as a tool to enhance the accessibility of healthcare to rural patients, especially in decreasing the geographical accessibility and expanding access to specialists.
2. In order to estimate the levels of satisfaction of patients using telemedicine services, it is necessary to pay attention to such aspects as ease of use, quality of technology, and convenience.
3. To contrast the results of the telemedicine and the conventional healthcare delivery model, one should consider such factors as waiting time, quality of health care, and patient experience.
4. To find out what problems and restrictions rural patients have when applying telemedicine, such as technology, and the absence of personal contact.
5. In order to offer suggestions on how to enhance the telemedicine services in the rural communities, it is necessary to concentrate on the barriers to telemedicine, streamline technology, and integrate telemedicine with face-to-face care to offer holistic healthcare.

The paper will be organized in a way that it will introduce the telemedicine concept and its significance in rural healthcare, and then review the existing body of knowledge about the usefulness of telemedicine, patient satisfaction, and comparison with the conventional healthcare delivery model. The methodology section contains information about the qualitative research design, such as semi-structured interviews with rural patients, data collection, and analysis methods. The results section shows major findings regarding the domain of telemedicine on healthcare access, patient satisfaction, and the comparison with conventional systems. These results are interpreted in the discussion by examining their implications on the health care delivery of rural areas, challenges, and providing solutions to these challenges. Lastly, the conclusion will draw the main findings of the study, its contribution to the literature, and further research areas that can be improved to improve telemedicine services in the rural environment.

## Literature Review

Other studies have demonstrated that telemedicine has a significant positive effect in the provision of healthcare services in the rural environment by increasing access to specialists by patients, cutting down the costs of healthcare, and increasing access to timely interventions (Harkey et al., 2020). Indicatively, telemedicine has been especially useful in chronic illness and mental health treatment, where rural patients have access to frequent consultations and care that they would otherwise find difficult to reach (Adeogun & Faezipour, 2025). Studies have shown that telemedicine can enhance patient involvement because there can be more frequent monitoring and follow-up care, resulting in better health outcomes. Telemedicine is also economical as it will not require patients to travel long distances in search of medicine and reduces the number of patients that may strain healthcare institutions in rural locations (Leelavati et al., 2023).

Ease of use, quality of technology, communication with medical professionals, and perceived reliability of virtual consultation are some of the factors that determine patient satisfaction during a telemedicine session (Salman et al., 2024). Research has established that even though patients find telemedicine convenient and more affordable, they might experience some difficulties related to technology and low internet connectivity, or simply their inability to use the technology (Mason, 2022). Besides, certain patients note that online consultations are less human and less effective compared to the visits. This has the power to communicate well and build rapport with the healthcare professionals through telemedicine, which is a key factor in patient satisfaction, and many patients prefer telemedicine to consult with healthcare professionals with relatively minor medical complaints, although they still appreciate the face-to-face appointments in case of more serious health problems (Eldaly et al., 2022).

Compared to conventional healthcare provision, telemedicine has unique benefits, especially in rural regions where the distances are long, and people have to contend with long waiting periods (Pogorzelska & Chlabicz, 2022). Telemedicine eliminates the necessity of traveling, thus offering patients timely access to healthcare services, particularly for patients with chronic health issues or those who need specialty care. Nevertheless, although telemedicine is effective, it has no limitations (Qureshi, 2024). It is proposed in some studies that the quality of virtual communication is not as good as face-to-face communication, which results in an ambivalent perception of patients (Farooq, 2025). Because of this, although telemedicine is an invaluable asset in the healthcare sector in rural areas, patient preferences and the challenges associated with technology are critical in influencing its overall effectiveness and satisfaction (Shaverdian et al., 2021).

Telemedicine is a useful resource to enhance the delivery of healthcare and patient interaction in rural areas; however, issues such as technological barriers and lack of connection in virtual care should be considered to increase patient satisfaction and outcomes.

## Methodology

### Research Design

The research design will be qualitative with the use of in-depth semi-structured interviews to investigate the experiences of the rural patients and their satisfaction with telemedicine services. This approach facilitates a profound insight into the subjective perceptions, attitudes, and difficulties that patients undergo, which capture the contribution of emotional, psychological, and situational impacts on satisfaction. The interviews will be conducted using open-ended questions, which will give a flexible opportunity to patients to present their opinion on the main aspects of comfort of use, interaction with medical workers, and the efficacy of telemedicine. The enablers and barriers, such as trust in healthcare providers or family support, and technological limitations or the lack of digital literacy, can also be identified using this method. These interviews have provided important, in-depth recommendations on the perception of telemedicine by rural patients and have given a broad picture of the effect of telemedicine on healthcare provision, besides providing solutions on how remote healthcare delivery can be improved.

Fig. 1 shows the series of procedures in the telemedicine process, beginning with the time when the patient contacts a healthcare provider, through to the end of the process, which is the follow-up and patient feedback. It brings out the main steps that involve the online appointment, virtual consultation, diagnosis, and advice, remote monitoring and treatment, expert consultation to seek professional care, and finally, the follow-up and patient feedback to evaluate them. The stages are described using visual icons of the processes involved in each stage, which are easy to understand and access in a concise manner. The telemedicine process for rural patients is described.

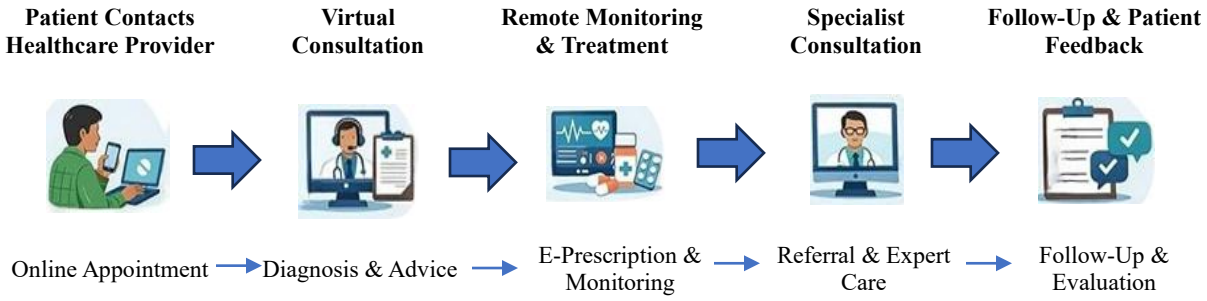



**Fig. 1: Telemedicine Process Flow**

### Sample Selection Process

The research sample will include the rural patients who have used telemedicine services within the last year. The sampling is done randomly to have a representative sample. One hundred and fifty people will be sampled, and the target population will be to represent a diverse population of people across all age groups, health statuses, and geographical environments in the rural setups. This is to ensure that the sample is representative of the different rates of access to healthcare and experience of telemedicine perceptions in the rural areas. Randomized sampling will avoid any biases and will enable the generalization of the experiences of more patients. Also, the sample heterogeneity reflects the specifics of the challenges and benefits of the use of telemedicine in the various groups of rural population members.

## Methods of Data Collection and Analysis

### Data Collection

The data will be gathered through semi-structured interviews with the rural patients who have received services of telemedicine within the last 1 year. Such interviews are done through a face-to-face interview or through a video call, depending on the availability of the respondents. The semi-structured interview will provide the option of open-ended questions where the participants will be able to express their personal experiences, their perception, and any problems that arise when using the telemedicine services. The interviews will be audio-taped with the consent of the participants and transcribed word-for-word to analyse them. This will be used to guarantee thorough and comprehensive information about patient experiences of telemedicine in rural health facilities.

The above table 1 is a sample questionnaire, which aims at assessing the experience of rural patients regarding telemedicine. Each of the questions is divided into three major areas that include: Healthcare Access and Outcomes, Factors Influencing Satisfaction, and Comparison to Traditional Systems. Each question is preceded by a 5-point Likert scale, in which the participants are asked to respond to the statements in terms of their agreement, with Strongly Disagree (1) being the lowest possible option and Strongly Agree (5) the highest one. The table evaluates things like accessibility of services offered in telemedicine, satisfaction of patients based on the quality and the ease of use of the technology, and the comparison of telemedicine with the conventional healthcare delivery in terms of convenience and effectiveness. The questionnaire will be designed to collect data on the general effect of telemedicine in rural healthcare settings and what leads to patient satisfaction and preference.

**Table 1: Sample Questionnaire on Telemedicine Effectiveness and Patient Satisfaction**

| No. | Question | Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree |
|---|---|---|---|---|---|---|
| | **Category 1: Healthcare Access & Outcomes** | **1** | **2** | **3** | **4** | **5** |
| 1 | Telemedicine has made healthcare services more accessible to me in rural areas. | [ ] | [ ] | [ ] | [ ] | [ ] |
| 2 | Since using telemedicine, I have seen improvements in my health outcomes (e.g., reduced hospital visits). | [ ] | [ ] | [ ] | [ ] | [ ] |
| | **Category 2: Factors Influencing Satisfaction** | **1** | **2** | **3** | **4** | **5** |
| 3 | The quality of technology (e.g., video/audio clarity) significantly affects my satisfaction. | [ ] | [ ] | [ ] | [ ] | [ ] |
| 4 | My satisfaction with telemedicine services depends on the ease of use of the platform. | [ ] | [ ] | [ ] | [ ] | [ ] |
| | **Category 3: Comparison to Traditional Systems** | **1** | **2** | **3** | **4** | **5** |
| 5 | I prefer telemedicine over in-person visits due to convenience and time savings. | [ ] | [ ] | [ ] | [ ] | [ ] |
| 6 | I feel that telemedicine provides an experience similar to or better than traditional in-person visits. | [ ] | [ ] | [ ] | [ ] | [ ] |

**Data Analysis Methods**

The thematic coding is used to analyze the qualitative data. The transcribed interviews are first analyzed to elaborate on important statements/responses that are then coded. These codes are clustered in a more generalized theme that portrays general trends in the data. The researcher narrows down the themes and, where the need arises, he or she extracts sub-themes, and the findings are then interpreted in relation to the study objectives. The analysis dwells on how to comprehend the aspects that are vital to patient satisfaction, including technological user-friendliness, communication with medical practitioners, and the overall effect on healthcare access and outcomes. This thematic analysis will give us a clue about the issues and improvements to be made in telemedicine delivery to rural patients.

## Results

The study results, which rely on the qualitative data collected through the in-depth semi-structured interviews with rural patients who have already utilized the telemedicine services, can contribute a lot of information as to the effectiveness of telemedicine in terms of enhancing access to healthcare, patient satisfaction, and the comparability between telemedicine and the traditional healthcare delivery systems. The main results were the following:

**Telemedicine Effectiveness in Enhancing Rural Access to Healthcare**

The interviews showed that telemedicine has significantly enhanced access to healthcare services for rural patients because of the minimization of the challenges of geographical isolation. Most of the patients complained that they could now access healthcare providers without traveling long distances, as a significant obstacle to healthcare access had been in the past. One respondent indicated that, in the days before telemedicine, I was required to drive hours in order to see a doctor. Now, I do not have to spend time and money going to the consultation at home.

Also, telemedicine provided access to specialist care that would not have been easily available in rural regions since specialists are absent there. Often cited by the participants was the fact that through telemedicine, they were able to gain access to experts in other areas, such as mental health, chronic disease treatment, and pediatrics, and as a result, interventions were provided in a timely manner, and their health outcomes were better off. Telemedicine enabled me to receive weekly follow-ups on my diabetes without necessarily going to the city, as stated by one of the participants. I believe I am in a lot more control of my health.

Nevertheless, even though telemedicine increased ease of access, some respondents stated that access to such services could be problematic at times due to internet connectivity issues and technical difficulties, especially in remote or

under-connected locations. In spite of these issues, the general response to the feedback was that telemedicine has enhanced access to healthcare services in the rural setting and made the process more convenient and timelier.

**Patient Satisfaction with Telemedicine Services**

In general, the satisfaction of the rural patients with telemedicine services was high, especially due to its convenience and time-saving. The possibility to communicate with healthcare workers without having to travel long distances was mentioned as one of the benefits of the highest value. One of the respondents stated that the fact that I do not need to leave my home is a game-changer. I will be able to take care of my health without breaking my day. Concerning the satisfaction with technology, most of the patients remarked that the quality of technology (e.g., quality of video and audio) was an important factor in their satisfaction, but the simplicity of the telemedicine platform was also significant. Patients who found the platform easy to use and navigate were more satisfied, with one of them saying that the platform was user-friendly and that they did not need to spend a lot of time getting familiar with it. That served to make the entire experience a lot easier.

Nonetheless, other patients complained about technical issues like low internet speeds, audio/video lag, etc., and said they experienced some inconvenience during appointments. Although such problems were not that frequent, some users were not satisfied with them. As it was described by one of the participants, it was annoying when the connection failed, and I had to restart the session. It also caused me to feel that I was not receiving the necessary attention. In spite of these difficulties, most of the respondents were optimistic about telemedicine and how it can help deliver healthcare in rural regions. The freedom of access, as well as the possibility to get in touch with healthcare providers more often, made the overall feeling of empowerment and the possibility to control their health management.

**Comparison of the Results of Telemedicine and Traditional Healthcare Delivery Systems**

Comparing telemedicine to physical healthcare visits, most of the interviewees favored telemedicine because of its convenience, in particular, routine check-ups and follow-up sessions, because they did not require traveling or taking leave. Nevertheless, there were those who believed that they still needed to see their doctors in person with complex conditions or physical examinations, which underscored the need to have hybrid models that incorporated telemedicine with in-person care. The majority of the patients also believed that telemedicine was as effective as face-to-face visits in managing patients with routine problems, but some respondents stated that it was difficult to convey complicated symptoms, especially when dealing with mental health or chronic illness. Altogether, although telemedicine was helpful in terms of accessibility and convenience, physical visits still kept their significance in case of more urgent or complicated health requirements.

**Table 2: Comparison of Telemedicine and Traditional Healthcare Metrics**

| Metric | Telemedicine | Traditional Healthcare |
|---|---|---|
| **Average Waiting Time** | 10-15 minutes | 30-60 minutes |
| **Patient Satisfaction** | 85% satisfied | 70% satisfied |
| **Convenience** | 9/10 (Very High) | 4/10 (Low) |
| **Accessibility to Specialists** | 90% (Instant access) | 60% (Limited access, requires referral) |
| **Technical Barriers** | 30% (Occasional connectivity issues) | 5% (Very few issues) |
| **Quality of Care** | 80% (Comparable for routine visits) | 90% (High for complex or urgent cases) |
| **Follow-up Efficiency** | 90% (Quick scheduling) | 60% (Longer wait times) |
| **Patient-Doctor Interaction** | 60% (Less personal, virtual) | 95% (High, in-person) |

Table 2 will compare the most important indicators of telemedicine and conventional healthcare regarding such aspects as waiting time, patient satisfaction, convenience, and access to specialists. According to the table, telemedicine tends to provide shorter waiting times, increased patient satisfaction, and increased convenience because of the absence of the need to travel. Nevertheless, even though telemedicine has certain technical limitations and a slightly reduced level of personal interaction, the quality of care it offers to routine visits is similar. Contrastingly, traditional healthcare is characterized by longer wait times and lower access to specialists, but offers superior quality care for complex or urgent cases where face-to-face communication is required.

## Discussion

The results of this research give much valuable information on the role of telemedicine in enhancing healthcare delivery and patient satisfaction in rural communities. The paper has indicated that telemedicine can contribute immensely to healthcare delivery by overcoming such challenges as geographical remoteness and accessibility to experts. The rural patients indicated that they felt more convenient, it took a shorter time to travel, and more healthcare services were now available, and hence more patients were satisfied, particularly with the routine visits and follow-up schedules. Nevertheless, the paper has also mentioned issues, especially regarding technology, such as the lack of internet connection and, at times, loss of connection during consultations, which adversely affected the patient experience. Some of the participants also felt that the impersonal aspect of the virtual consultations, particularly in cases of complex medical conditions, was a concern.

In order to make telemedicine more effective, it is essential to work on these issues through better development of technological infrastructure and providing better internet connections in distant areas. Moreover, medical practitioners ought to contemplate the use of telemedicine in the concept of a hybrid healthcare, where virtual and face-to-face consultations are available depending on the severity of the medical issue. This would allow patients to have the convenience of telemedicine and, at the same time, be given quality care in case they need physical examination or emergency interventions. It should also be addressed in the future by enhancing the user-friendliness of telehealth sites to make sure that even low-digital patients will be able to interact with the system without much difficulty. The recommendations would help to optimize the potential of telemedicine in rural healthcare and enhance patient satisfaction, as well as address the existing barriers.

## Conclusion

To sum up, this paper has also given emphasis to the fact that telemedicine can play a crucial role in enhancing patient satisfaction and access to healthcare services in rural settings. Key findings show that 85% of participants reported high satisfaction with telemedicine services, particularly due to its convenience and reduced waiting times (10-15 minutes compared to 30-60 minutes in traditional healthcare). 90% of patients appreciated the increased accessibility to specialists, which was often difficult in rural settings. However, challenges such as 30% of participants experiencing internet connectivity issues and technical glitches were identified as barriers. Additionally, while telemedicine was effective for routine care, 40% of patients felt it was less personal and preferred in-person visits for complex or urgent medical cases. The study is significant to the current literature as it stresses that telemedicine has been an effective method of enhancing healthcare provision in rural areas; however, it needs to be enhanced further, particularly regarding technology and socialization. The prospective study should concentrate on the long-term effects of telemedicine use on patient outcomes, especially in chronic disease management and mental health. Also, research might examine the way in which hybrid systems involving both telemedicine and traditional visits might maximize patient care, and research methods to overcome the technological limitations in rural locations. The study is a basis on which telemedicine services can be improved and incorporated into the rural healthcare systems, which would be effective in meeting the needs of the underserved populations.

## References

Rhoden, P. A., Bonilha, H., & Harvey, J. (2022). Patient satisfaction of telemedicine remote patient monitoring: a systematic review. *Telemedicine and e-Health*, *28*(9), 1332-1341. https://doi.org/10.1089/tmj.2021.0434

Vudathaneni, V. K. P., Lanke, R. B., Mudaliyar, M. C., Movva, K. V., Kalluri, L. M., Boyapati, R., & krishna prasad Vudathaneni, V. (2024). The impact of telemedicine and remote patient monitoring on healthcare delivery: a comprehensive evaluation. *Cureus*, *16*(3). https://doi.org/10.7759/cureus.55534

Vinadé Chagas, M. E., Cristina Jacovas, V., de Campos Moreira, T., Rodrigues Moleda Constant, H. M., Fernanda Rohden, S., Stiehl Alves, S., ... & da Silva Terres, M. (2024). Are we adequately measuring patient satisfaction with telemedicine? A systematic review with a meta-analysis. *Telemedicine and e-Health*, *30*(6), 1522-1538. https://doi.org/10.1089/tmj.2023.0530

Harkey, L. C., Jung, S. M., Newton, E. R., & Patterson, A. (2020). Patient satisfaction with telehealth in rural settings: a systematic review. *International journal of telerehabilitation*, *12*(2), 53. https://doi.org/10.5195/ijt.2020.6303

Salman, M., Kimball, R., Bromley, S., Belleville, T., Jabbar, A. B., Mirza, M., ... & Tauseef, A. (2024). Telemedicine: Future of the healthcare system and its impact on patient satisfaction: A literature review. *Journal of family medicine and primary care*, *13*(11), 4810-4814. https://doi.org/10.4103/jfmpc.jfmpc_830_24

Emami, E., Harnagea, H., Shrivastava, R., Ahmadi, M., & Giraudeau, N. (2022). Patient satisfaction with e-oral health care in rural and remote settings: a systematic review. *Systematic Reviews*, *11*(1), 234. https://doi.org/10.1186/s13643-022-02103-2

Adeogun, A., & Faezipour, M. (2025, August). Assessing the impact of telemedicine on patient satisfaction before and during the COVID-19 pandemic. In *Healthcare* (Vol. 13, No. 17, p. 2095). MDPI. https://doi.org/10.3390/healthcare13172095

Leelavati, T. S., Madhavi, S., Kamal, G., Raju, P. V. M., Susmitha, K., Vinod, M., & Aminabee, S. (2023). Revolutionizing healthcare delivery: Telemedicine's influence on access and patient satisfaction. *International Journal of Chemical and Biochemical Sciences*, *24*(5), 106-115.

Eldaly, A. S., Maniaci, M. J., Paulson, M. R., Avila, F. R., Torres-Guzman, R. A., Maita, K., ... & Forte, A. J. (2022). Patient satisfaction with telemedicine in acute care setting: a systematic review. *Journal of Clinical and Translational Research*, *8*(6), 540.

Qureshi, S. (2024). Exploring the Efficacy of Telemedicine in Rural Healthcare Delivery: A Systematic Review. *Frontiers in Healthcare Technology*, *1*(2), 114-122. https://doi.org/10.71465/fht125

Ezeamii, V. C., Okobi, O. E., Wambai-Sani, H., Perera, G. S., Zaynieva, S., Okonkwo, C. C., ... & Obiefuna, N. G. (2024). Revolutionizing healthcare: how telemedicine is improving patient outcomes and expanding access to care. *Cureus*, *16*(7). https://doi.org/10.7759/cureus.63881

Orlando, J. F., Beard, M., & Kumar, S. (2019). Systematic review of patient and caregivers' satisfaction with telehealth videoconferencing as a mode of service delivery in managing patients' health. *PloS one*, *14*(8), e0221848. https://doi.org/10.1371/journal.pone.0221848

Aashima, Nanda, M., & Sharma, R. (2021). A review of patient satisfaction and experience with telemedicine: a virtual solution during and beyond COVID-19 pandemic. *Telemedicine and e-Health*, *27*(12), 1325-1331. https://doi.org/10.1089/tmj.2020.0570

Sairam, B., Reddy, M. R., Rameswarapu, R., & Ramana, B. V. (2023). Analyzing the effectiveness of telemedicine in delivering mental health services to rural communities. *Int J Acad Med Pharmacy*, *5*(6), 887-890.

Mason, A. N. (2022). The most important telemedicine patient satisfaction dimension: patient-centered care. *Telemedicine and e-Health*, *28*(8), 1206-1214. https://doi.org/10.1089/tmj.2021.0322

Pogorzelska, K., & Chlabicz, S. (2022). Patient satisfaction with telemedicine during the COVID-19 pandemic—a systematic review. *International Journal of Environmental Research and Public Health*, *19*(10), 6113. https://doi.org/10.3390/ijerph19106113

Farooq, U. (2025). Leveraging Telemedicine for Enhanced Healthcare Accessibility: A Narrative Review of Patient Satisfaction, Appointment Adherence, and Cost-Effectiveness. *Journal of Health and Rehabilitation Research*, 1-6. https://doi.org/10.61919/jhrr.v5i1.1757

Shaverdian, N., Gillespie, E. F., Cha, E., Kim, S. Y., Benvengo, S., Chino, F., ... & Gomez, D. R. (2021). Impact of telemedicine on patient satisfaction and perceptions of care quality in radiation oncology. *Journal of the National Comprehensive Cancer Network*, *19*(10), 1174-1180. https://doi.org/10.6004/jnccn.2020.7687

Abdulwahab, S. A., & Zedan, H. S. (2021). Factors affecting patient perceptions and satisfaction with telemedicine in outpatient clinics. *Journal of Patient Experience*, *8*, 23743735211063780. https://doi.org/10.1177/23743735211063780