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Exploring Public Experiences Using Telemedicine Services In Digital Healthcare Delivery Systems

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ABSTRACT

The rapid development of digital health technologies has accelerated the adoption of telemedicine services in healthcare delivery systems. Telemedicine enables publics to access medical consultations remotely, offering potential improvements in healthcare accessibility, efficiency, and continuity of care. However, understanding public experiences remains essential to evaluate the effectiveness and acceptance of telemedicine in real healthcare settings. This study aims to explore public experiences in using telemedicine services within digital healthcare delivery systems. A qualitative research design was employed using in depth interviews with seven informants who had prior experience utilizing telemedicine platforms for healthcare consultations. Participants were selected using purposive sampling to ensure relevant experience with digital health services. Data were collected through semi structured interviews and analyzed using thematic analysis to identify recurring patterns and key themes related to telemedicine usage. The findings reveal several important themes including accessibility of healthcare services, perceived efficiency in consultation processes, communication dynamics between publics and healthcare providers, and technological challenges encountered during telemedicine interactions. While telemedicine improves convenience and reduces travel time for publics, concerns regarding internet connectivity and limitations in doctor public interaction remain significant issues. The study highlights the importance of improving digital infrastructure and enhancing communication strategies in telemedicine services. These findings provide insights for healthcare providers and policymakers in optimizing telemedicine implementation in digital healthcare systems.

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1. INTRODUCTION

The rapid development of digital technology has significantly transformed various sectors, including healthcare services. One of the most prominent innovations in the digital health landscape is the implementation of telemedicine services, which enable publics to access medical consultations and healthcare information remotely through digital platforms [1, 2]. Telemedicine has emerged as an important component of modern healthcare delivery systems because it allows healthcare providers to deliver services more efficiently while ex-

panding access to medical care for diverse populations. With the increasing availability of internet connectivity and mobile technologies, telemedicine is becoming a practical solution to overcome geographical barriers, reduce travel time, and improve public convenience in accessing healthcare services [3].

The growing adoption of telemedicine is closely linked to global efforts to improve healthcare accessibility and quality in line with the Sustainable Development Goals (SDGs), particularly Sustainable Development Goal 3 Good Health and Well Being, which emphasizes ensuring healthy lives and promoting well-being for all at all ages. Digital health technologies, including telemedicine, play a strategic role in supporting this goal by expanding healthcare access, especially for individuals who face challenges in reaching traditional healthcare facilities. By [4] enabling remote consultations, telemedicine can help reduce disparities in healthcare access, support early medical intervention, and facilitate continuous communication between publics and healthcare providers. Consequently, the integration of telemedicine into healthcare systems has become an important strategy for strengthening health services and improving overall health outcomes [5, 6].

Despite the potential benefits offered by telemedicine services, several challenges remain in their implementation. publics may encounter various barriers when using digital healthcare platforms, such as limited digital literacy, unstable internet connectivity, and difficulties in communicating effectively with healthcare professionals through virtual interactions [7]. In some cases, publics perceive that digital consultations lack the personal interaction that typically occurs during face-to-face medical visits. These challenges indicate that technological advancement alone is not sufficient to guarantee the effectiveness of telemedicine services. Understanding how publics experience telemedicine interactions is therefore essential for evaluating the quality and sustainability of digital healthcare delivery systems [8, 9].

In this context, exploring public experiences provides valuable insights into how telemedicine services are perceived and utilized in real healthcare settings. Qualitative research approaches are particularly useful for examining these experiences because they allow researchers to capture personal narratives, perceptions, and challenges faced by publics when engaging with digital health services. Through in depth interviews with telemedicine users, this study aims to explore public experiences in using telemedicine services within digital healthcare delivery systems [10, 11]. By identifying key themes related to accessibility, communication, efficiency, and technological barriers, the findings of this study are expected to contribute to the improvement of telemedicine implementation and support broader efforts to enhance healthcare accessibility and quality in alignment with global health development goals.

2. LITERATURE REVIEW

2.1. Telemedicine in Digital Healthcare Systems

Telemedicine has emerged as a key component of modern digital healthcare systems, enabling healthcare services to be delivered remotely through digital communication technologies. Telemedicine platforms allow individuals to consult healthcare professionals, receive medical advice, and monitor health conditions without the need for physical visits to healthcare facilities [12]. The integration of telemedicine into healthcare systems has been driven by advancements in digital technologies, increased internet accessibility, and the growing demand for efficient healthcare services. Studies indicate that telemedicine can improve healthcare accessibility, reduce travel time, and enhance the efficiency of medical consultations, particularly for individuals living in remote or underserved areas. As a result, telemedicine has become an important strategy for expanding healthcare coverage and improving the overall effectiveness of healthcare delivery systems [13].

2.2. Public Experiences in Telemedicine Use

Public experiences play a critical role in evaluating the effectiveness and acceptance of telemedicine services. The experiences of telemedicine users provide valuable insights into how digital healthcare platforms are perceived and utilized in real life situations. Previous research has shown that many users appreciate the convenience and accessibility offered by telemedicine, especially in terms of reducing waiting times and facilitating faster access to healthcare consultations [14]. However, studies have also reported several challenges faced by users, including difficulties in communicating with healthcare providers through digital platforms, concerns about the accuracy of remote diagnoses, and limitations in digital literacy. Understanding these experiences is essential for improving the quality of telemedicine services and ensuring that digital healthcare solutions are aligned with the needs and expectations of the public [15].

2.3. Communication and Interaction in Digital Healthcare

Communication between healthcare providers and telemedicine users is a crucial factor influencing the effectiveness of digital healthcare services. In traditional face to face medical consultations, communication involves not only verbal interaction but also nonverbal cues that help healthcare providers understand patient conditions more accurately [16, 17]. In telemedicine environments, the absence of direct physical interaction may influence how information is exchanged between users and healthcare professionals. Some studies have highlighted that telemedicine can still provide effective communication when supported by reliable digital platforms and clear consultation procedures. Nevertheless, other studies suggest that limited interaction and technological constraints may reduce the perceived quality of healthcare communication. Therefore, improving communication strategies within telemedicine platforms is essential for enhancing user satisfaction and service quality [18].

2.4. Challenges and Opportunities in Telemedicine Implementation

Although telemedicine offers numerous advantages, its implementation also presents several challenges that may affect user experiences. Technical barriers such as unstable internet connections, system errors, and limited access to digital devices can hinder the effectiveness of telemedicine services [19, 20]. Additionally, some users may experience uncertainty regarding the reliability of remote consultations compared to traditional in person medical visits. Despite these challenges, telemedicine continues to provide significant opportunities for improving healthcare accessibility and supporting more flexible healthcare delivery models. By addressing technological limitations and enhancing user oriented service design, telemedicine has the potential to become a sustainable solution for digital healthcare systems and contribute to broader efforts to improve healthcare accessibility and quality [21, 22].

3. RESEARCH METHOD

This study employed a qualitative research design to explore public experiences in using telemedicine services within digital healthcare delivery systems. A qualitative approach was selected to gain an in-depth understanding of how individuals interact with telemedicine platforms and how they perceive the effectiveness of digital healthcare services. Specifically, this study applied a phenomenological approach to capture the lived experiences of telemedicine users and identify recurring themes that represent public perspectives on digital healthcare services [23]. The study involved seven informants who had prior experience using telemedicine services. Participants were selected using purposive sampling, ensuring that all informants had meaningful engagement with telemedicine platforms. The participants represented diverse demographic backgrounds including students, private employees, entrepreneurs, teachers, government employees, and freelancers [24]. Their ages ranged from 24 to 40 years, and all participants had used telemedicine services for at least one year. The characteristics of the informants are summarized in Table 1.

Table 1. Characteristics of Informants

Informant Code	Age	Gender	Occupation	Experience Using Telemedicine	Platform Used
I1	24	Female	University Student	2 years	Mobile Telemedicine Application
I2	31	Male	Private Employee	1 year	Hospital Telemedicine Service
I3	28	Female	Entrepreneur	3 years	Mobile Telemedicine Application
I4	35	Male	Government Employee	2 years	Mobile Telemedicine Application
I5	27	Female	Teacher	1 year	Online Consultation Platform

I6	40	Male	Small Business Owner	2 years	Hospital Telemedicine Service
I7	29	Female	Freelancer	1.5 years	Mobile Telemedicine Application

Data were collected through in-depth semi-structured interviews, allowing participants to describe their experiences, perceptions, and challenges related to telemedicine services. Each interview lasted approximately 45–60 minutes and was conducted either face-to-face or through video calls depending on the availability of the informants [25, 26]. The interview guide covered four main topics including accessibility of telemedicine services, communication with healthcare providers, consultation efficiency, and technological challenges encountered during telemedicine use. All interviews were audio-recorded with the consent of participants and subsequently transcribed verbatim for further analysis [27, 28].

The collected data were analyzed using thematic analysis, which involved identifying meaningful patterns and grouping similar codes into broader themes. The analysis process included several steps such as coding the interview transcripts, categorizing similar responses, and interpreting the emerging themes related to public experiences in telemedicine usage. To ensure the credibility of the findings, data triangulation was conducted by comparing responses across different informants and cross-checking the findings with relevant literature and digital healthcare documentation.

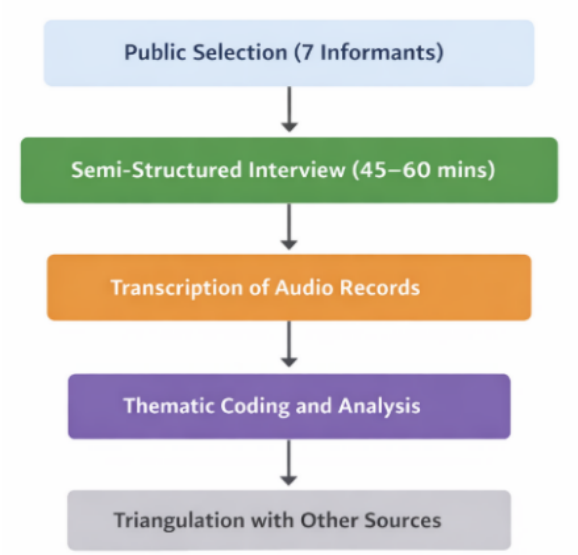

Figure 1. Telemedicine Research Process Flowchart

The overall research procedure followed a systematic workflow beginning with participant selection and ending with the identification of thematic findings. This process is illustrated in Figure 1, which summarizes the stages of the research workflow from data collection to analysis.

4. RESULTS AND DISCUSSION

Analysis of the in-depth interviews with seven informants revealed four main themes regarding public experiences in using telemedicine services: accessibility, communication with healthcare providers, efficiency, and technological challenges. These themes were triangulated across informants and supporting documentation to ensure credibility (see Table 2).

Table 2. Triangulation of Public Experiences in Telemedicine

Theme	Informant Statement	Supporting Informant	Triangulation Source	Interpretation
Accessibility of healthcare services	I1: Telemedicine allows me to consult a doctor without traveling	I3, I4	Platform documentation and prior studies	Telemedicine increases public access to healthcare
Communication with healthcare providers	I2: Sometimes it feels less personal than face-to-face consultations	I5	Literature on digital health communication	Virtual interaction may reduce perceived quality of communication
Efficiency in consultation	I6: Saves travel time and waiting in queues	I7	Hospital service records	Telemedicine improves efficiency and convenience for users
Technological challenges	I5: Internet sometimes disconnects and affects consultation	I2	Platform technical reports	Infrastructure and digital literacy affect user experience and service quality

4.1. Accessibility of Healthcare Services

Participants consistently reported that telemedicine enhances accessibility by reducing the need to travel to healthcare facilities. Informants highlighted that remote consultations are particularly valuable for those living in urban areas with traffic congestion or for individuals with mobility limitations. This finding aligns with previous studies indicating that telemedicine can broaden healthcare reach and support early medical intervention, which also contributes to SDG 3: Good Health and Well-Being by improving access to essential healthcare services. Accessibility was the most frequently mentioned benefit, suggesting that telemedicine is a key tool in increasing public engagement with healthcare.

4.2. Communication with Healthcare Providers

While telemedicine improves access, participants also reported challenges in interpersonal communication. Informants described consultations as less personal compared to face-to-face interactions, limiting non-verbal cues and rapport with healthcare providers. This finding is consistent with prior research emphasizing that digital consultations may reduce the perceived quality of doctor-patient communication. Improving communication strategies, such as using clear verbal explanations and follow-up messaging, is essential to enhance patient satisfaction and trust in telemedicine services.

4.3. Efficiency in Consultation

All informants emphasized that telemedicine significantly saves time and improves efficiency. Participants appreciated reduced waiting times and the ability to schedule consultations flexibly without disrupting daily routines. The efficiency benefit reflects one of the major advantages of digital healthcare delivery systems, where time-saving and convenience are key factors in promoting user adoption. These findings suggest that telemedicine can support healthcare providers in managing patient flow effectively while also increasing public satisfaction.

4.4. Technological Challenges

Despite the benefits, technological barriers were reported by several informants. Issues such as unstable internet connections, system errors, and limited digital literacy were highlighted as obstacles that occasionally disrupted consultations. These challenges underscore the importance of robust digital infrastructure and user-friendly platform design to maximize the effectiveness of telemedicine services. Addressing these barriers is crucial for ensuring that telemedicine is accessible, reliable, and inclusive for all members of the public. The findings demonstrate that telemedicine provides significant advantages in terms of accessibility, efficiency, and convenience, supporting broader public health goals and SDG 3. However, challenges related to communication and technology must be addressed to enhance the overall user experience. These insights

can inform healthcare providers and policymakers in optimizing digital healthcare delivery systems, improving public engagement, and designing patient-centered telemedicine platforms.

5. MANAGERIAL IMPLICATIONS

The findings of this study provide several important implications for healthcare providers and managers involved in the implementation of telemedicine services. First, improving service accessibility and operational efficiency should be prioritized when developing digital healthcare platforms. The study indicates that users value telemedicine primarily for its convenience, reduced travel time, and faster consultation processes. Healthcare institutions can therefore enhance user satisfaction by optimizing appointment systems, reducing waiting times within digital consultations, and ensuring that telemedicine platforms are easy to navigate. Additionally, integrating telemedicine services with existing healthcare systems, such as electronic medical records and hospital information systems, can help healthcare providers deliver more coordinated and efficient care.

Second, healthcare organizations and digital health developers should focus on improving communication quality and technological reliability within telemedicine services. The findings reveal that although telemedicine offers convenience, users sometimes perceive digital consultations as less personal compared to face-to-face interactions. Healthcare providers should therefore develop communication protocols that encourage clearer explanations, patient engagement, and follow-up interactions during virtual consultations. Furthermore, investing in reliable digital infrastructure, stable internet connectivity, and user-friendly platform design is essential to minimize technical disruptions. By addressing these aspects, healthcare organizations can strengthen public trust in telemedicine services and support the broader development of sustainable digital healthcare delivery systems.

6. CONCLUSION

This study explored public experiences in using telemedicine services within digital healthcare delivery systems through a qualitative approach using in-depth interviews with seven informants. The findings revealed that telemedicine provides significant benefits in improving healthcare accessibility and consultation efficiency. Participants highlighted that telemedicine enables them to access medical services more conveniently without the need to travel to healthcare facilities, thereby saving time and reducing logistical barriers. These advantages demonstrate the growing role of telemedicine as an important component of modern digital healthcare services.

However, the study also identified several challenges associated with telemedicine usage. Some participants reported limitations in communication during virtual consultations, where interactions with healthcare providers felt less personal compared to face-to-face consultations. In addition, technological issues such as unstable internet connectivity and platform usability were identified as factors that may influence the overall user experience. These findings suggest that while telemedicine offers substantial benefits, improvements in communication strategies and technological infrastructure are necessary to enhance service quality.

Overall, telemedicine has strong potential to support the development of more accessible and efficient healthcare systems. By addressing the identified challenges and strengthening digital healthcare infrastructure, healthcare providers and policymakers can further optimize telemedicine services to meet public needs. Future research may expand the scope of this study by involving a larger number of participants and exploring additional perspectives such as healthcare professionals' experiences in delivering telemedicine services.

7. DECLARATIONS

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7.2. Author Contributions

Conceptualization: KK; Methodology: BC; Software: AF; Validation: NA and EP; Formal Analysis: KK and BC; Investigation: AF; Resources: EP; Data Curation: NA; Writing Original Draft Preparation: KK and BC; Writing Review & Editing: AF and NA; Visualization: KK; All authors, KK, EP, NA, AF, and BC, have read and agreed to the published version of the manuscript.

7.3. Data Availability Statement

The data presented in this study are available on request from the corresponding author.

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7.5. Declaration of Conflicting Interest

The authors declare that they have no conflicts of interest, known competing financial interests, or personal relationships that could have influenced the work reported in this paper.

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