



Views and Perceptions on Telemedicine by Consumers in Delhi

Divas Sharma ; Monika Mittal ; Manoj Pareek

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Abstract

Telemedicine, also known as telehealth, has been around for decades, but despite its many perceived benefits, its adoption has remained low. The objective our study was to know how consumers felt about telemedicine service during COVID -19 and to find out factors influencing consumers' perceptions of telemedicine services, a survey was done using a questionnaire. Social media and e-mail were used to inform people about the research due to onset of pandemic. An e online survey was done from the period of April 1st to June 30th, 2021 in India's capital Delhi and adjoining areas, 122 service users were sampled for the survey. A 10-item scale was used to

assess telemedicine satisfaction, revealing that all participants were satisfied with their telemedicine experience(s) in general. The elements of perception were studied using factor analysis. The results of the analysis revealed that an individual's intention to utilize a system or technology may be influenced not only by factors affecting the user's direct encounter with the system or technology but also by factors affecting the service provider. Patients place a high value on these qualities, thus service providers can design their interface, appointment procedure, and consultation process around them.

Keywords: Telemedicine; perceptions; medicine; healthcare; India

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