



Journal Homepage: - www.journalijar.com
**INTERNATIONAL JOURNAL OF
 ADVANCED RESEARCH (IJAR)**

Article DOI: 10.21474/IJAR01/9957
 DOI URL: <http://dx.doi.org/10.21474/IJAR01/9957>



RESEARCH ARTICLE

ASSESSMENT OF PATIENT SATISFACTION ON TELEDERMATOLOGY SERVICES IN BAMYAN PROVINCIAL HOSPITAL, AFGHANISTAN.

Dr Mohammad Saleem Naikpai.

Master of Hospital Administration Department of Public Health, Maulana Azad University, Jodhpur, India.

Manuscript Info

Manuscript History

Received: 18 August 2019

Final Accepted: 20 September 2019

Published: October 2019

Abstract

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Introduction:-

There is a shortage of medical specialists within the provincial departments of health in Afghanistan because as per Essential Package of Hospital Services (EPHS) there is no any dermatology specialty services in provincial hospitals. Telemedicine is a potential way of providing specialist services, at a distance, to rural areas. This study assesses patient satisfaction and issues, technological and operational, associated with the establishment of a videoconference-based (Live teleconsultation) teledermatology service.

Objectives:-

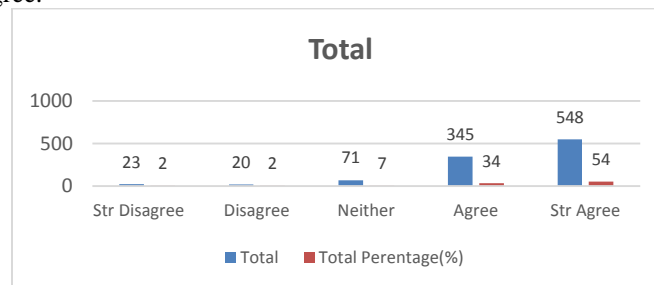
1. To assess the level of patient satisfaction with teledermatology care in selected hospitals.
2. To find out the community awareness about telemedicine services in BPH.

Method:-

This study is cross sectional and conducted between Feb - June 2019 in Bamyan province hospital. The data collected by female Surveyors. For analysis we used analytical approach and it has analyzed in MS-excel (MS office 2013).

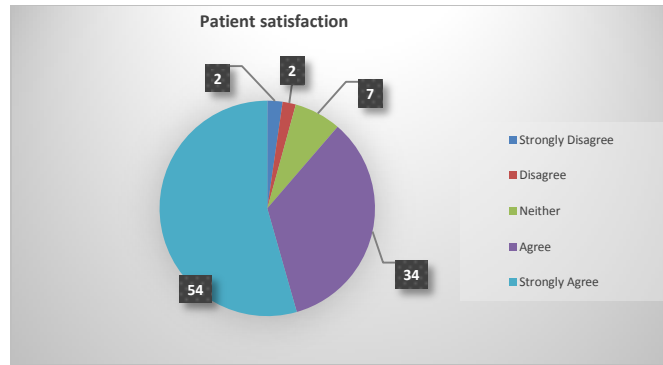
Result:-

1. 226 dermatology patients interviewed
2. 68% were aware and 32% never experienced.
3. Overall satisfaction was 88% with strongly agree and agree (118 patients) but in details 7% neither, 2 disagree and 2% strongly disagree.



Corresponding Author:-Dr Mohammad Saleem Naikpai.

Address:- Master of Hospital Administration Department of Public Health, Maulana Azad University, Jodhpur, India.

**Conclusion:-**

As part assessment that we have done in Bamyan Provincial hospital, all requested patient attended to response the questions. Telemedicine is new in Bamyan province, but this is good that 68% of the people who interviewed were aware and 32% never experienced. In addition, 71 % (89 patients) got information from health workers and 29 % (37 patients) from community elders and community board members. Levels of patient satisfaction were satisfactory. Overall satisfaction was 88% (118 patients) but in details 54% were strongly agree, 34% agree, 7% neither, 2 disagree and 2% strongly disagree.