

# Accessibility, Utilization, and Patient Satisfaction to Telemedicine Among the Prime Working Age Group in Southern Manila District, National Capital Region

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## **Abstract**

Telemedicine is a crucial modern healthcare essential in the Philippines, particularly in public and private teleconsultations, due to concerns about healthcare access. The study evaluates the accessibility, utilization, and patient satisfaction of telemedicine among the prime working age group (ages 25-54) in Southern Manila District. The study utilized a quantitative descriptive-correlational design with non-probability sampling methods, including quota and voluntary sampling, with a sample size of 210 chosen for representative cities, and collected data through a structured online questionnaire. The study's reliability was confirmed by specialist experts, achieving a high Cronbach's alpha value of 0.984, and the research protocol was rigorously approved by the University's Ethics Review Committee. The respondents rated telemedicine as somewhat accessible, moderately utilized, and satisfactory (Mean = 3.05, 3.14, 3.13). The research found a significant relationship in income for accessibility, utilization, and patient satisfaction variables (P value = 0.0014, 0.013, 0.001). Age, civil status, educational attainment, and internet connection type (P value = 0.001, 0.004, 0.003, 0.033) were also significant factors in accessibility. The respondent's profile had no significant influence on utilization. Lastly, age and civil status (P value = 0.010, 0.000) have also significantly impacted patient satisfaction. The majority of respondents consider telemedicine acceptable, but there's room for improvement to ensure the equal importance of in-person and virtual appointments. In addition, the prime working group prefers programs that minimize expenses while ensuring accessibility and ease of use for all. Telemedicine can be enhanced through apps, patient feedback, personalized discussions, and high-quality treatment, while infographics can improve patient understanding and access to virtual care. All submissions must include a concise and factual abstract.

## **Keywords**

Telemedicine, Accessibility, Utilization, Patient Satisfaction, Telehealth