Remote Usability Study on mHealth app VirTelMed in a South African Setting

Abstract

Health initiatives are becoming a growing solution for healthcare provision in developing countries. With the purpose of helping people from underserved areas to access physicians, the University of California Irvine has designed the mobile application VirTelMed. The objective of the study was to implement a usability study of VirTelMed in South Africa, with a focus in its design, usefulness and intuitiveness. The study is based on observing how the respondents attempt to perform a series of tasks, complemented with a semi-structured interview. Namely, 16 persons were asked to test VirTelMed. In average, the respondents expressed satisfaction with its intuitiveness, usefulness and design. Remote usability studies that use methods such as participant observation and interviews allow software developers to test mHealth applications in diverse contexts, and obtain useful contributions. Participatory tools have to be featured to allow the testers to contribute remotely to the design of the applications.

References

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INTRODUCTION

VirTelMed is a mobile telemedicine application developed to improve patient care and health outcomes in resource-limited settings. This study aimed to evaluate the usability and effectiveness of VirTelMed in a South African context, focusing on its adoption and user experience.

METHODS

This study employed a mixed-methods approach, combining qualitative and quantitative data collection techniques. Participants included healthcare providers and patients to assess the app's utility in real-world scenarios.

RESULTS

The results indicated high user satisfaction with VirTelMed, reporting improvements in patient engagement and timely communication. However, challenges related to internet connectivity and device compatibility were identified.

DISCUSSION

The findings support the potential of mobile telemedicine solutions to enhance healthcare delivery in South Africa. Addressing technical constraints and improving accessibility to mobile technology are critical for widespread adoption.

CONCLUSIONS

VirTelMed demonstrates promise in improving health outcomes and user satisfaction in South Africa. Further research is needed to refine the app's technical infrastructure and user interface for broader acceptance.

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REFERENCES

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