

The Moderating Impacts of Government Support on the Relationship Between Patient Acceptance and Telemedicine Adoption in Malaysia

Authors : Anyia Nduka, Aslan Bin Amad Senin, Ayu Azrin Binti Abdul Aziz

Abstract : Telemedicine is a rapidly developing discipline with enormous promise for better healthcare results for patients. To meet the demands of patients and the healthcare sector, medical providers must be proficient in telemedicine and also need government funding for infrastructure and core competencies. In this study, we surveyed general hospitals in Kuala Lumpur and Selangor to investigate patient's impressions of both the positive and negative aspects of government funding for telemedicine and its level of acceptance. This survey was conducted in accordance with the Diffusion of Innovations (DOI) hypothesis; the survey instruments were designed through a Google Form and distributed to patients and every member of the medical team. The findings suggested a framework for categorizing patients' levels of technology use and acceptability, which provided practical consequences for healthcare. We therefore recommend the increase in technical assistance and government-backed funding of telemedicine by bolstering the entire system.

Keywords : technology acceptance, quality assurance, digital transformation, cost management.

Conference Title : ICMAMS 2024 : International Conference on Management and Marketing Sciences

Conference Location : Amsterdam, Netherlands

Conference Dates : February 05-06, 2024