

## **Fostering Positive Attitudes and Behavioral Change Among Recipients of Care Accessing Telemedicine Services to Accelerate Universal Health Coverage in Lusaka Zambia with Hubs And Spokes Site.**

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**Background:** It takes recipients of care to embrace and accept a program and to have a successful telemedicine program, recognizes the role healthcare workers play in making sure that it is sustainable for the wellbeing and better health outcomes. The Morehouse school of medicine in Zambia is implementing a telemedicine program to improve care and health outcomes for recipients of care.

**Methodology:** The goal was to promote the use of telemedicine among individuals receiving antiretroviral therapy to enhance their access to medical services it was achieved by providing healthcare workers with the required skills and knowledge to effectively utilize telemedicine as a means of delivering information, education, and communication to recipients of care. The intention was to foster positive attitudes and encourage behavioral changes among ART recipients, individuals receiving antiretroviral therapy, to enhance their access to specialist healthcare services without traveling out to a specialist healthcare facility.

**Results:** The Morehouse School of Medicine, in collaboration with the Ministry of Health, has taken proactive steps to ensure the continuity of care for individuals living with HIV who are accessing antiretroviral therapy and encouraging their active participation in their own health. Recognizing the potential of telemedicine to improve healthcare services and achieve better health outcomes, the initiative focused on training and mentoring healthcare workers in this field. Since 2021, the program has successfully provided telemedicine services to 3,676 individuals out of the 4,189 scheduled individuals, resulting in a missed appointment rate of 4% against a 10% target.

**Conclusion:** The success of a telemedicine program depends on the willingness of recipients of care to embrace and use telemedicine services. Recipients of care need to be open to the idea of receiving care remotely and understand the benefits it can provide and being willing to engage and participate in their own care through telemedicine platforms. To promote the adoption of telemedicine, healthcare providers should prioritize providing patients with comprehensive information, education, and clear communication about the benefits and functionality of telemedicine. Fostering positive attitudes and behavioral change, promoting community engagement and peer support, and enhancing access to telemedicine through the hub-and-spokes site mode is essential to improving health outcomes for recipients of care.