

Despite the growing body of research on telemedicine in Saudi Arabia, significant gaps remain that warrant further investigation. Although some studies indicate a desire among healthcare professionals for more training and guidelines regarding telemedicine practices, comprehensive assessments of their knowledge and attitudes remain limited (Kheir et al., 2022; Bashir et al., 2023). Second, while studies have highlighted the importance of privacy and confidentiality concerns in telemedicine, particularly within the Saudi cultural context, there is insufficient research addressing how these concerns impact patient satisfaction and willingness to engage with telemedicine services (Alqurashi, 2023; Alsaahli, 2021). Additionally, while the COVID-19 pandemic has accelerated the adoption of telemedicine in Saudi Arabia, there is a lack of longitudinal studies examining the long-term impact of telehealth on patient outcomes and satisfaction (Alhamam et al., 2021). Finally, while the Saudi government has made significant investments in telemedicine infrastructure, studies exploring the effectiveness of these investments and their impact on patient satisfaction are scarce (Alfaleh et al., 2022; Alamri et al., 2022).