

Evaluation of the Implementation of the Medical Information Release Procedure in the Issuance of Birth Certificates at the Regional General Hospital of South Buton Regency

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A B S T R A C T

The implementation of the release of medical information in the issuance of Birth Certificates is an important part of medical record services that must pay attention to the confidentiality of patient data and administrative accuracy. This study aims to evaluate the implementation of the procedure for releasing medical information in the issuance of Birth Certificates at the South Buton Regency Hospital based on the Context, Input, Process, and Product (CIPP) evaluation model. This research will be carried out at the South Buton Regency Hospital in 2026 using a qualitative method with a phenomenological design. Data collection techniques are carried out through interviews, observations, and documentation with instruments in the form of interview guidelines, observation sheets, and documentation. The results of the study show that in the context aspect, there is no special SOP for the issuance of Birth Certificates, so that the service still refers to the general SOP of hospitals. In terms of inputs, facilities and service infrastructure are available, but some of the processes are still carried out manually. In the process aspect, services have been carried out through coordination and verification of patient data, but there are still delays in service and administrative errors. In the product aspect, the published documents have been in accordance with the patient's medical record data, but data typing errors are still found. In conclusion, the implementation of the procedure for releasing medical information in the issuance of Birth Certificates has gone quite well, but there is still a need to develop a service system and prepare special SOPs so that services are more optimal.

INTRODUCTION

Hospitals are health service institutions that provide inpatient, outpatient, and emergency services and have responsibilities in providing protection for patient safety, service quality, and legal certainty in the implementation of health services (Ministry of Health of the Republic of Indonesia, 2020). In the service process, various clinical and administrative information of patients is documented in medical records that function as a source of service information as well as documents that have legal aspects. Regulation of the Minister of Health of the Republic of Indonesia Number 24 of 2022 emphasizes that the implementation of medical records must ensure the security, confidentiality, integrity, and availability of medical record data (Permenkes RI No.19, 2024). The confidentiality of medical information is an important part of protecting patients' rights so that the provision of information to other parties must be carried out based on the authority, consent, and provisions of applicable laws and regulations (Darmawan, 2023). Therefore, the release of medical information requires clear, documented, and accountable procedures so as not to cause confidentiality violations, ethical issues, and legal consequences for patients and hospitals (Narendra et al., 2020).

In practice, the implementation of medical information release still faces problems in fulfilling requirements, verifying the applicant's identity, patient consent, and officer compliance with the established procedures. Warijan, Widodo and Nur'afifah, (2019), found that in the implementation of medical information release, there are still requirements and filling out forms that are not complete, but they are still accepted by officers so that the implementation is not fully in accordance with standard operating procedures. The problem of confidentiality can also be affected by access to medical records and the availability of supporting facilities, which in some hospitals have not fully fulfilled the security

and confidentiality aspects of patient information (Ananta, Sinta and Amiruddin, 2025). Inconsistencies in the procedures for releasing information have the potential to cause confidentiality violations and legal disputes for hospitals (Yumna Athiyyah, Erawantini Feby, 2021). Juridically, health data protection is the right of patients and health service facilities are obliged to maintain the confidentiality of health information in accordance with the provisions of laws and regulations (Permenkes RI No. 17, 2023).

One of the services that requires proper management of medical information is the issuance of a Birth Certificate. The document contains information about the baby and the parents as well as the time and place of birth so that the accuracy of the information, the validity of the data, and the process of its issuance have administrative and legal consequences, while documents containing patient information need to be published through the identity verification mechanism and authorization of the authorities (Darhayati et al., 2022). Research on the security of medical information release at the South Buton Regency Hospital shows that aspects of security and information control are still part of the process that needs to be considered in the implementation of medical information release (Tiara, Mega Ermasari Muzuh, 2023). Meanwhile, other studies show that the release of medical record information is also related to the fulfillment of legal aspects and the protection of patient data confidentiality (Setyaningsih et al., 2025). This condition shows that the evaluation of the procedure for the release of medical information needs to be carried out thoroughly, especially when the information is used in the issuance of official documents related to identity and population administration.

Previous research has shown that the problem of releasing medical information is related to the completeness of requirements, compliance with SOPs, security, confidentiality, and legal aspects of patient information management (Yumna Athiyyah, Erawantini Feby, 2021). Research by Darhayati et al., (2022), emphasizes the importance of identity verification and authorization in the management of documents containing patient information, while Tiara, Mega Ermasari Muzuh, (2023), specifically examines the security of medical information release at the South Buton Regency Hospital. In terms of evaluation, Khaerudin and Suharto, (2022), explained that the evaluation was carried out to determine the program's achievements, identify supporting and inhibiting factors, and be the basis for improvement. Amalin and Nuraini, (2022), show that the Context, Input, Process, and Product (CIPP) model can be used to comprehensively evaluate services, Nurahmawati and Noor, (2024) show that the model can be used to assess the readiness of resources and the implementation of a service. Although various studies have discussed the release of medical information and evaluation of services, there are still limited studies that specifically evaluate the implementation of medical information release procedures in the issuance of birth certificates at the South Buton Regency Hospital using the CIPP model, so there are research gaps that need to be studied. The Context, Input, Process, and Product (CIPP) evaluation model is relevant to evaluate the procedure because it is able to assess the needs and policies of the Context aspect, the readiness of resources and procedures in the Input aspect, the implementation of activities in the Process aspect, and the results achieved in the Product aspect (Amalin and Nuraini, 2022).

Based on a preliminary study conducted on February 2, 2026 at the South Buton Regency Hospital, it is known that the process of issuing a Birth Certificate still refers to the Standard Operating Procedure (SOP) for Information Release as a guideline for providing medical information sourced from the patient's medical records, which regulates the application mechanism, verification of the applicant's identity, patient consent, and confidentiality of medical information, but there is no special SOP that is specifically designed to provide medical information. specifically regulates the flow of the issuance of a Birth Certificate. The results of the preliminary study also show that the issuance of Birth Certificates is still carried out manually using forms that are not fully standardized, there has never been a formal evaluation related to compliance with information confidentiality and patient consent, and there are still differences in the workflow of officers in verifying identity and recording the release of medical information; in 2025, the South Buton Regency Hospital will issue 153 Birth Certificates without the

support of special SOPs, with obstacles in the form of unclear writing on birth certificates and limited document scanners. This condition shows that there is a gap between the implementation of services and medical information management standards, so a systematic evaluation is needed using the Context, Input, Process, Product (CIPP) approach to assess the implementation of the issuance of Birth Certificates at the South Buton Regency Hospital. Based on this description, this study aims to evaluate the implementation of the procedure for releasing medical information in the issuance of Birth Certificates at the South Buton Regency Hospital based on the aspects of Context, Input, Process, and Product

METHODS

This study uses a qualitative method with a phenomenological design to understand the phenomenon and experience of informants related to the implementation of the procedure for releasing medical information in the issuance of Birth Certificates at the South Buton Regency Hospital. Qualitative research is used to obtain in-depth data through direct interaction with the research subject, while phenomenology is used to understand the meaning of individual experiences of the phenomena studied (Sahir, 2021; Abdussamad, 2021). The research subjects were 6 people, consisting of 2 medical record officers, 1 registration officer, 2 OBGYN officers, and 1 head of medical record installation as triangulation informants, while the object of the research was the implementation of the procedure for releasing medical information in the issuance of Birth Certificates based on the aspects of Context, Input, Process, and Product (CIPP). The research was carried out in February-May 2026 at the South Buton Regency Hospital. Data was collected through interviews, observations, and documentation studies with instruments in the form of interview guidelines, observation sheets, documentation study sheets, stationery, and voice recorders, while the validity of the data was carried out through triangulation of sources and techniques. Data analysis is carried out through the stages of data reduction, data presentation, and verification to obtain conclusions based on research findings.

RESULTS & DISCUSSION

Evaluation of the Implementation of the Medical Information Release Procedure in the Issuance of Birth Certificates on the Context Aspect

Based on the results of research that has been conducted at the South Buton Regency Hospital in the context aspect, it is known that the implementation of the issuance of Birth Certificates has been supported by policies regarding the confidentiality of medical records and the release of medical information available in the medical record unit and accessible by service officers. Officers involved in services have understood the importance of maintaining the confidentiality of patient data and carrying out information release in accordance with applicable procedures. Policy socialization is carried out through superiors' directions, meetings, briefings, and new employee orientation, but its implementation has not been carried out regularly. In addition, obstacles are still found in the form of the unavailability of special SOPs that regulate the issuance of Birth Certificates, service processes that are still carried out manually, and the need for policy adjustments to be more in line with service characteristics.

The results of the study were then strengthened through direct observation of the implementation of the procedure for releasing medical information in the issuance of Birth Certificates. The results of the observation show that there are written policy documents on the confidentiality of medical records and medical information release policy documents that can be accessed by officers. However, there is no specific regulatory document or SOP that regulates the procedure for issuing a Birth Certificate so that its implementation still refers to the SOP for the release of medical information in general. These findings show that the context aspect already has a policy basis, but has not fully met the needs of special services for the issuance of Birth Certificates.

Table 1. Observation Results on Context Aspects Based on Medical Information Release Procedures in Issuance of Birth Certificate at South Buton Regency Hospital

Yes	Observation Indicators	The re	None	Remarks
1	A written policy document on the confidentiality of medical records is available	✓		Medical record confidentiality policy documents are available and implemented as guidelines in maintaining the confidentiality of patient information.

Yes	Observation Indicators	The re	None	Remarks
2	Medical information release policy document available	✓		There is already an SOP for the release of information
3	There are regulatory documents/decrees related to the issuance of a Birth Certificate		✓	There is no SOP or special regulation that regulates the procedure for issuing a Birth Certificate so that its implementation still refers to the SOP for the release of medical information in general.
4	Policy documents are stored in the relevant unit and can be accessed by officers	✓		The necessary documents are available, easily accessible, and used by officers as guidelines in the implementation of services.

Source: Primary Data, 2026

Context evaluation is an activity to describe and determine the program environment, the needs that have not been met, the goals to be served, and the program goals to be achieved. Context evaluation also aims to assess the condition of the object as a whole, identify strengths and weaknesses, diagnose problems, and adjust program goals and priorities to existing needs. Thus, context evaluation is the basis for determining the direction of the program to suit the needs of the environment and the goals served (Asyraf Suryadin, Winda Purnama Sari, 2022).

In the implementation of medical information release, policies, procedures, and supervision are an important part of ensuring the protection of patient data confidentiality. Research by Narendra et al., (2020) explained that the release of medical information must be carried out based on the written consent of the patient and follow hospital policies to ensure the protection of health data. Furthermore, the research of Darhayati et al., (2022), shows that the availability of SOPs has not always been followed by optimal supervision so that it still has the potential to pose a risk of information leakage. Aulia, Muzuh and Sinta, (2024), also stated that strengthening approval procedures and documentation is an important part of maintaining the protection of patient data. Based on the research, it can be seen that the existence of policies, procedural clarity, documentation, and supervision are important elements in the implementation of medical information release.

The results of the research at the South Buton Regency Hospital show that the policy regarding the confidentiality of medical records and the release of medical information has been available and understood by the officers. This condition is in line with the research of Narendra et al., (2020), and Aulia, Muzuh and Sinta, (2024), which emphasize the importance of policies, procedures, and documentation in maintaining the confidentiality of patient information. However, this study found that there is no specific SOP for the issuance of Birth Certificates so that the implementation of services still refers to the SOP for the release of medical information in general. The findings are in line with Darhayati et al., (2022), which shows that the existence of SOPs needs to be supported by optimal supervision and implementation so that the goal of patient information protection can be achieved.

In addition, the results of the study show that policy socialization has been carried out through superiors' directions, meetings, briefings, and new employee orientation, but has not been carried out regularly. This condition shows that officers' understanding of the confidentiality of medical information has been formed, but the continuity of socialization still needs to be strengthened so that the understanding and implementation of policies remains consistent. From the results of observations, it is also known that the available policies can be accessed by officers, but there are no special regulations that regulate the flow of issuing Birth Certificates. Thus, the implementation of the context aspect can be considered to have gone quite well but not optimally, because it already has a policy basis and understanding of officers, but there are still shortcomings in the availability of special SOPs and the continuity of policy socialization.

Based on these results, it is necessary to prepare a special SOP for the issuance of a Birth Certificate that regulates the flow of services, authority of officers, identity verification, approval, recording, and a more specific information release mechanism. In addition, policy socialization needs to be carried out on a scheduled and continuous basis so that all officers involved have the same understanding of service procedures. The improvement is expected to make the implementation of the issuance of Birth Certificates more directed, uniform, and in accordance with the principle of confidentiality of medical information.

Evaluation of the Implementation of Medical Information Release Procedures in the Issuance of Birth Certificates on Input Aspects

Based on the results of research that has been conducted at the South Buton Regency Hospital on the input aspect, it is known that human resources, forms, birth data recording books, computers, and printers have been available and used to support the issuance of Birth Certificates. Officers in general have understood the flow of services through superiors' directions, meetings, and briefings, but not all officers have received special training related to the release of medical information. In addition, the available SOPs are still in the form of SOPs for the release of medical information in general, while some of the service processes are still carried out manually and there is no special application for the issuance of Birth Certificates. This condition shows that input support in general is available, but there are still limitations in special SOPs, service systems, and officer competency improvement.

The results of the study were strengthened through direct observation of the facilities and infrastructure that support the implementation of the issuance of Birth Certificates. The results of the observation show that the SOP for the release of medical information, Birth Certificate forms, birth data recording books, computers, and printers have been available and used in services. However, the special SOP for the issuance of Birth Certificates is not yet available and scanners have not been used in the service process.

Table 2. Observation Results on Input Aspects Based on the Procedure for Releasing Medical Information in the Issuance of Birth Certificates at South Buton Regency Hospital

Yes	Observation Indicators	There	None	Remarks
1	SOP for the release of medical information in the form of documents is available	✓		SOP for release of medical information is available in the medical record unit
2	There is a special SOP for the issuance of a Birth Certificate		✓	There is no special SOP for the issuance of a Birth Certificate
3	Birth Certificate form/format available	✓		Birth Certificate form available
4	Birth data recording books/sheets available	✓		Used for recording maternal and infant data
5	Computers available in the associated unit	✓		Used for mail input and typing
6	Printer available for mail printing	✓		Used in the printing of Birth Certificates
7	Scanner available (if used)		✓	The scanner has not been used in the service process

Source: Primary Data, 2026

Input evaluation is oriented towards determining the resources and strategies needed to achieve program objectives, including human resources, facilities and infrastructure, budgets, rules, and implementation procedures. Input evaluation is used to ensure that the available resources and strategies are adequate to support the implementation of the program (Asyraf Suryadin, Winda Purnama Sari, 2022)

Research by Yumna Athiyyah, Erawantini Feby, (2021), and Tiara, Mega Ermasari Muzuh, (2023), shows that the implementation of services is influenced by the availability of resources, supporting facilities, and the suitability of implementation with SOPs. The findings of this study are in line with the research because even though basic facilities and officers have been available, limitations are still found in the form of the absence of special SOPs, processes that are still manual, and not optimal training of officers.

Based on the results of the study, the input aspect in the implementation of the procedure for releasing medical information in the issuance of a Birth Certificate can be considered quite good but not optimal. The availability of facilities and infrastructure has supported services, but it is necessary to prepare special SOPs, improve competencies through training, and develop service systems to reduce manual processes. These improvements are needed so that the available resources can be used more effectively and support the implementation of the issuance of Birth Certificates more optimally.

Evaluation of the Implementation of the Medical Information Release Procedure in the Issuance of Birth Certificates on Process Aspects

Based on the results of research that has been carried out at the South Buton Regency Hospital on the process aspect, it is known that the implementation of the issuance of Birth Certificates has been carried out through coordination between units, starting from the delivery room or PONEK, medical

records, filing, to registration. The issuance process is carried out through the collection and completion of baby data, search for medical record files, verification of patient identity, and re-checking before the letter is given to the patient. However, there are still several obstacles, namely incomplete patient data, typo errors, delays in searching files because they are still borrowed from other units or are tucked away, and network disruptions. This condition shows that the service process has been running, but there is still a need to improve the accuracy and develop of the system to minimize obstacles in the issuance of Birth Certificates.

The results of the study were strengthened through direct observation of the process of issuing Birth Certificates. The results of the observation showed that there was evidence of letter applications, identity verification using ID cards and family cards, doctor's signatures and hospital stamps, recording of the issuance of letters, and the use of maternal and infant medical record data as the basis for issuing documents. The findings show that the verification process and documentation of the issuance of letters have been carried out in the service.

Table 3. Observation Results on Process Aspects Based on the Procedure for Releasing Medical Information in the Issuance of Birth Certificates at the South Buton Regency Hospital

Yes	Observation Indicators	There	None	Remarks
1	There is a written flow/procedure for issuing a Birth Certificate	✓		Refers to the ongoing service procedures
2	There is proof of application for a Birth Certificate	✓		Using patient identity
3	There is proof of verification of the applicant's identity on the document	✓		Verification using ID cards and family cards
4	There is a signature/consent on the medical release document	✓		The letter is signed by the doctor and stamped with the hospital
5	There is a recording of the process of issuing letters (register/logbook)	✓		Letter issuance recording available
6	There is evidence of the use of maternal and infant medical record data	✓		Data are taken from the patient's medical records

Source: Primary Data, 2026

Process evaluation is an activity to monitor the implementation of the program and assess its suitability with the plan or procedure that has been set. This evaluation is also used to identify obstacles during implementation and provide information as a basis for improvement and decision-making (Asyraf Suryadin, Winda Purnama Sari, 2022).

Research by Setyaningsih et al., (2025), Yumna Athiyyah, Erawantini Feby, (2021), and Tiara, Mega Ermasari Muzuh, (2023), show that the implementation of medical information release requires data verification, fulfillment of requirements, and compliance with SOPs to maintain service accuracy. The results of this study are in line with these findings because the process of issuing a Birth Certificate has been carried out through identity verification, coordination between units, the use of medical record data, and re-checking before the document is given to the patient. However, there are still obstacles in the form of incomplete data, typo errors, delays in searching files, and network disruptions. This condition shows that the process aspect has run quite well but is not optimal, so it is necessary to increase the accuracy of officers, complete data, and develop service systems so that the process of issuing Birth Certificates can run more effectively and precisely.

Evaluation of the Implementation of Medical Information Release Procedures in the Issuance of Birth Certificates on Product Aspects

Based on the results of research that has been conducted at the South Buton Regency Hospital on the product aspect, it is known that the Birth Certificate issued in general is in accordance with the patient's medical record data and applicable administrative requirements. The document has contained the identities of the mother and baby, equipped with the doctor's signature and official stamp, and the archive is stored in a medical record unit according to the applicable storage system. However, small errors in the form of mistyping names, ages, or addresses are still found that cause documents to need to be corrected or reprinted. To minimize these errors, officers re-check and coordinate before the letter is given to the patient. This condition shows that the service results have gone quite well, but the accuracy in the data input and verification process still needs to be improved.

The results of the study were strengthened through direct observation of the document for the issuance of the Birth Certificate. The results of the observation showed that the identity data of the mother and baby was fully available, there were no blanks on the form, the writing could be read clearly,

and the document was equipped with signatures and official stamps as a form of legality. In addition, the Birth Certificate archive has been stored in the medical record unit and compiled according to the applicable storage system. The findings of these observations strengthen the results of the interview that the service output in general has met the elements of completeness, readability, legality, and document storage.

Table 4. Observation Results on Product Aspects Based on the Procedure for Releasing Medical Information in the Issuance of Birth Certificates at South Buton Regency Hospital

No.	Observation Indicators	There	None	Remarks
1	The data in the Birth Certificate is available in complete	✓		Contains the identity of the mother and baby
2	Birth Certificate filled in without blank sections	✓		Data is filled in according to the available form
3	The writing on the letter is clearly read	✓		The prints are well readable
4	The letter has an official signature and stamp	✓		As a form of document legality
5	Birth Certificate Archives are stored in the medical record unit	✓		Archives are stored in the medical records unit
6	Archives are arranged according to the storage system	✓		Archives are organized according to the applicable storage system

Source: Primary Data, 2026

Product evaluation aims to measure, interpret, and assess the achievement of the results of a program and to find out the extent to which the results have met the goals and needs of the targets. The results of product evaluation can be used as a basis for determining the sustainability, improvement, or development of the program at the next stage (Asyraf Suryadin, Winda Purnama Sari, 2022).

Research by Narendra et al., (2020), Aulia, Muzuh and Sinta, (2024), and Darhayati et al., (2022), shows that the accuracy of data, service documentation, and supervision of the implementation of SOPs are important parts of maintaining the quality and safety of medical information release. The results of this study are in line with Narendra et al., (2020), because the Birth Certificate is issued based on the patient's medical record data and through checks before it is given. The findings regarding the need for precision in documentation are also in line with Aulia, Muzuh and Sinta, (2024), while the importance of supervision of the implementation of procedures is in accordance with Darhayati et al., (2022).

Based on the results of the research, the product aspect in the implementation of the procedure for releasing medical information in the issuance of a Birth Certificate can be considered quite good but not optimal. The document output has met the elements of data completeness, readability, legality, and storage, but there are still typos that require correction or reprinting. Therefore, it is necessary to increase the accuracy of officers, re-check before documents are issued, and strengthen the data verification process to minimize errors and improve the quality of Birth Certificates.

CONCLUSION

Based on the results of the study on the evaluation of the implementation of the procedure for releasing medical information in the issuance of Birth Certificates at the South Buton Regency Hospital using the Context, Input, Process, and Product (CIPP) model, which involves 6 informants and includes 4 aspects of evaluation, it can be concluded that the implementation of the procedure in general has been running, but it is still not optimal. In the context aspect, the policy of confidentiality of medical records and the release of medical information has been available and understood by officers, but there is no special SOP for the issuance of Birth Certificates and policy socialization has not been carried out regularly. In terms of inputs, human resources, forms, record books, computers, and printers have been available, but some of the processes are still done manually, special applications are not yet available, and officer training is not optimal. In terms of the process, the issuance of letters has been carried out through coordination between units, identity verification, the use of medical record data, and re-checking, but data incompleteness, file search delays, typos, and network disruptions were still found. In terms of product, the Birth Certificate generally contains maternal and infant data, equipped with official signatures and stamps, and the archives are stored in the medical record unit, but typing errors are still found that require correction or reprinting. Based on these findings, it is recommended to the hospital through the Medical Record Installation to compile and establish special SOPs for the issuance of Birth Certificates, conduct periodic socialization, and improve the competence of officers through training. In addition, hospitals and information technology units are advised to develop special systems

or applications to reduce manual processes, while registration officers, medical records, and obgyns need to improve accuracy, coordination, and implement double checks before letters are printed and submitted to applicants.

The limitation of this study is that the research was only conducted at the South Buton Regency Hospital with a focus on the implementation of procedures for releasing medical information in the issuance of Birth Certificates so that the results could not describe the implementation in other health service facilities. Data collection through interviews, observations, and documentation also depends on the openness of the informant and the condition of the service at the time the research is conducted. In addition, this study has not conducted quantitative measurements of service time, the frequency of document issuance errors, and the level of compliance of officers at each stage of the procedure, so that the results of the study better describe the conditions of implementation qualitatively.

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