

## REVIEW OF THE IMPLEMENTATION OF RELEASE OF DISEASE-RELATED HEALTH INFORMATION ON THE MEDICAL RESUME OF ER PATIENTS

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### A B S T R A C T

*Healthcare providers are responsible for maintaining the security of health data contained in medical records from potential loss, damage, falsification, or unauthorized access given that medical information is confidential. Therefore, in the implementation of information release, it is necessary to have approval from the patient himself. This study aims to determine the implementation of the release of disease-related health information on the medical resume of emergency room patients at Baubau City Hospital, using qualitative research methods with a descriptive approach. The data collection technique uses observation and interview methods. The research subjects were 1 doctor, and 3 nurses who were on duty in the ER installation. The object of the study is the implementation of the release of disease-related medical information on the medical resume of the ER patient, data analysis using interactive analysis. The research at Baubau City Hospital confirms that there is an established Standard Operating Procedure (SOP) for the release of medical information, and it is being properly followed. However, a challenge arises when family members seek information about the patient's condition, as details can only be shared with individuals authorized by the patient. To address this, the hospital informs families about the confidentiality of medical information and emphasizes that only authorized persons can receive it. The study concludes that while the SOP for information release is effectively implemented, managing unauthorized information requests remains a challenge.*

## INTRODUCTION

Health development is a competency of national development that aims to increase the awareness, encouragement, and ability of each individual. in living a healthy lifestyle, in order to achieve an optimal level of public health. This health development effort involves all elements of the Indonesia nation, including the community, the private sector, and the government. Health workers are one of the most vital human resources in the health development process (Wahyuni, S, Budiati, 2022).

Health workers are individuals who work in health care facilities, both in the medical and non-medical fields (Permenkes No. 36, 2012). Health services are an activity or series of activities carried out by the government and society as a whole, integrated, and sustainable to maintain, treat, treat diseases, and restore health. Health services are components of the service system that aims to improve the quality of public health. The place of providing health services is a hospital (Undang-Undang No. 29, 2004).

According to (Permenkes No. 3, 2020), hospitals are health service institutions that provide comprehensive health services, including inpatient care, street care, and emergency handling. Health development to achieve optimal health has an impact on the development of health information which must also increase. As a means of health the hospital is expected to improve the quality of services that will be provided to patients. Improving the quality and services in hospitals, the role of medical records is needed.

Medical records are part of the hospital's public services, one of which is providing the release of complete information about past, current, and future health service procedures. Therefore, the patient's medical record file is very important because it includes the identity and physical condition of the patient, this is in line with (Permenkes No. 24, 2022) which explains that a medical record is a document that contains information about the patient's identity, examination results, treatment, actions, and other services that have been provided to the patient.

In the context of medical confidentiality, the disclosure of information for the benefit of the patient's health including health maintenance, treatment, cure, treatment, administration, and payment of insurance or health financing guarantees must be done with the patient's consent, either in writing or through an electronic system. Without the patient's written consent, the hospital or doctor is not allowed to provide patient data to third parties. Therefore, patients must make or sign a letter of consent to provide access to medical record files to other parties in order to obtain medical data from doctors or hospitals. Given the confidential nature of medical information, healthcare providers are responsible for keeping health data contained in medical records secure from potential loss, damage, falsification, or unauthorized access (Permenkes No.36 2012).

According to research conducted by Mita Handayanti and Nanda Aula, the implementation of medical information disclosure at Muhammadiyah Hospital Taman Puring has not been fully in accordance with the applicable standard operating procedures (SPO). Research shows that 68.4% of the processes of receiving written requests from third parties do not meet standard operating procedures. In the second procedure, which is a written request for patients under the age of 14, there was a discrepancy of 42%. In addition, in the fifth process involving the verification of real identity to confirm the relationship between the requester and the patient, the discrepancy reached 58%. Overall, the average compliance with SPOs in the release of medical information is 76%, while 24% still do not comply with existing SPOs.

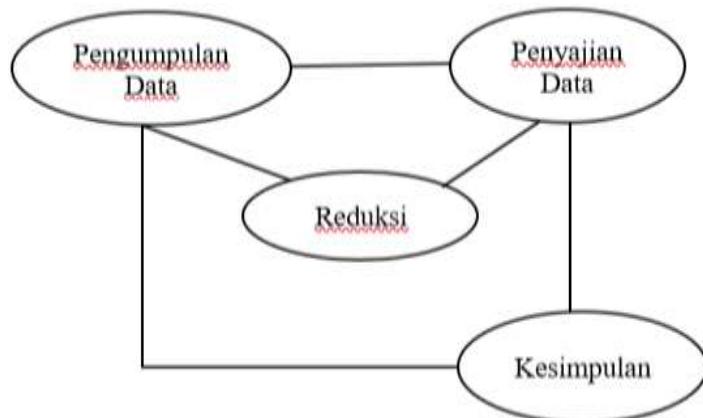
Based on the results of initial observations that researchers have made at the Baubau City Hospital on March 20, 2024, the implementation of the release of health information at the Baubau City Hospital already has a Standard Operating Procedure (SOP), and its implementation is in accordance with the applicable Standard Operating Procedures (SOP).

This study aims to find out how the release of disease-related health information on the *medical resume* of ER patients at Baubau City Hospital, which includes procedures in the release of disease-related health information on the *medical resume* of ER patients, obstacles in the implementation of the release of disease-related health information on the *medical resume* of ER patients, as well as efforts to overcome problems in the implementation of the release of disease-related health information on the *medical resume* of ER patients.

## METHODOLOGY

This study uses qualitative research with a descriptive approach. Descriptive research is a method used to analyze data by detailing or describing the data that has been collected as it is, without aiming to make generalized conclusions or generalizations (lii. B.A.B., & Penelitian, n.d. 2015). The subjects of this study are 1 general practitioner, as well as 3 nurses who bear the responsibility for disclosing medical record information related to the medical resume of ER patients. The object of this study is the release of health information related to the medical resume of ER patients at Baubau City Hospital in 2024. The research site will be carried out at the Baubau City Hospital in the emergency room. The research location is located on Jln. Drs. H. Laode Manarfa No. 20 Baadia Village, Murhum District, Baubau City. The time of this research will be carried out in May-June 2024. In this study, data were obtained through observation and interview methods.

In the context of data examination, triangulation refers to a data validation method that is carried out by using various sources or additional data to verify or compare the validity of existing information (Moleong, 2001) .The triangulation used in this study is source triangulation. While data analysis uses an interactive analysis model, the data analysis method can be depicted through visualization as seen in the figure below (Abdul, 2020) :



**Figure 1.** Data analysis techniques

## RESULTS AND DISCUSSION

Procedures for the release of disease-related health information on the medical resume of ER patients at Baubau City Hospital.

According to (Moekijat, 2008), a Standard Operating Procedure (SOP) is a series of sequences or steps that describe how a job is carried out, including aspects related to what is done, how to do it, where to do it, and who carries it out. Standard Operating Procedures (SOPs) are a series of written instructions that are set regarding various government administration processes, including the method and time of implementation, location, and parties who do it (Kemenpan RI, 2008).

Based on the results of research, the Baubau City Hospital already has procedures for the implementation of information release or already has SOPs. This is not in line with the findings of the research of (Wuryaningsih et al., 2011), where at the dr. Soediran Mangun Sumarso Hospital there is no fixed procedure related to the implementation of the release of health information.

Every officer responsible for releasing disease-related health information on the medical resume of ER patients is in accordance with the applicable Standard Operating Procedures.

As explained above, the Standard Operating Procedure is a rule or stages in carrying out an activity. Therefore, in (Kemenpan RI, 2008), it is explained that the existence of Standard Operating Procedures can be used or utilized As a form of standardization of methods used by employees in completing their tasks, the workflow functions to reduce errors and omissions that may occur during the implementation of duties. It also aims to increase productivity and success in the execution of individual and organizational obligations as a whole. In addition, the workflow helps employees to be more independent and reduce dependence on management interventions, thereby reducing the active role of leaders in daily processes.

Based on the results of the study, the informant said that every officer responsible for releasing disease-related health information on the medical resume of the ER patient was in accordance with the existing SOP

The flow of the implementation of the release of disease-related health information on the medical resume of ER patients at Baubau City Hospital.

According to the Business Dictionary, a workflow is a set of tasks that are determined in an organization to produce the final result. Workflow can be understood as process automation where documents, information, or work are processed by several individuals according to certain rules to achieve a specific goal. This workflow involves regular activity steps and has specific rules that lead to the achievement of predetermined goals (Badri Munir Sukonco, 2007).

Based on the results of the research, the flow of the implementation of the release of disease-related health information on the medical resume of the ER patient at the Baubau City Hospital starts from the patient/patient's family who requests that the patient be transferred to the hospital. Then the officer explained that the hospital would not bear all the risks associated with the request to be

transferred to another hospital. Then the officer will give the patient or the patient's family the opportunity to discuss before taking the care, after that the guard will convey the patient's or the patient's family's desire to be transferred to another hospital to the guard doctor or the main DPJP doctor either directly or via telepin/SMS, then the guard will make a medical resume and a nursing resume at the end of the service while being treated at the hospital signed by the doctor guard or main DPJP doctor. Then explain the contents of the patient's medical resume and nursing medical resume and then invite the patient or the patient's family to sign. Then the officer handed over the medical resume and the original nursing resume in white to the patient or the patient's family. Meanwhile, medical resumes and nursing resumes with yellow and pink will be stored in the patient's medical record file.

Who has the right to carry out the process of releasing health information related to diseases on the medical resume of ER patients at Baubau City Hospital.

The one who has the right to convey patient medical information is a health professional in a health service place who has the authority and responsibility to do so, because not just any officer can provide or convey related to patient medical information because it is a secret of the patient that must be kept confidential by every officer or every health service provider. Healthcare workers refer to individuals who are dedicated to the health field and have the knowledge and skills acquired through special education in the field for different types of specific jobs, they also require special authority to carry out health measures (Permenkes No. 4, 2018).

Based on the results of the study, those who have the right to carry out the process of releasing health information related to diseases on the medical resume of ER patients at the Baubau City Hospital are the doctors who treat the patients and the nurses who also take care of the patients.

Requirements required in the release of disease-related health information on the medical resume of the ER patient at Baubau City Hospital.

According to the Great Dictionary of the Indonesian Language (KBBI), a condition is a promise as an obligation or request that must be fulfilled, or everything that is necessary to convey an intention. The existence of requirements is made to be fulfilled by someone in order to get something they want or to fulfill a provision of something they want.

Patients who receive health services at hospitals have the right to the confidentiality of their medical information, in accordance with Article 32 letter (i) (Undang-Undang No. 44, 2009) concerning Hospitals. The law stipulates that patients have the right to privacy and confidentiality protection regarding their health conditions, including medical data (Narendra, Ratna Dewi, and Ismiyati 2021). This is also in line with Law Number 36 of 2009 concerning Health Workers, Article 57 paragraph (1), which states that every individual has the right to the confidentiality of his or her health status submitted to the party providing health services (Permenkes No. 36, 2012).

Based on the results of the study, the requirements for the release of information related to diseases in the medical resume of the ER patient where the requirement has been written or stated on the general consent sheet that the patient authorizes his medical information to be known to his family, whose name has been written on the general consent sheet in the approval section of the release of information and there must be an official letter of request, but if it is given to the patient himself there is no requirement because Patients have the right to know information related to them.

Information notified to patients or patients' families during the process of releasing health information related to diseases on the medical resume of ER patients at Baubau City Hospital.

Medical information is data recorded in a patient's medical record file, which can be used for various purposes such as financing, administration, documentation, and legal. The use of medical records is closely related to the process of issuing medical information. The issuance of medical information refers to the request for data from medical record files for certain purposes, which can be made by the patient himself, the patient's family, health workers, or other legitimate parties in accordance with applicable regulations. In simple terms, the issuance of patient medical information can be interpreted as an activity of revealing patients' medical secrets (Narendra et al., 2021).

Based on the results of the study, the information notified to the patient or the patient's family is in accordance with the format of the medical resume starting from the results of the examination, the follow-up plan, and then the patient's education.

In what form the medical record file is released or given.

Medical records according to (Permenkes No. 24, 2022), are documents that contain patient identity data, examinations, treatments, actions, and other services that have been provided to patients. Therefore, medical records as files containing patient medical information must be kept confidential so that not just any individual can access and utilize the medical record documents. Every health service failure has a responsibility to protect medical record files and patient identities because patient medical record files are confidential.

Based on the results of the research, the medical record file was released or given in the form of a form or white NCR paper.

Obstacles or obstacles during the process of releasing health information related to diseases on the medical resume of ER patients at Baubau City Hospital.

According to (Hamalik, 1992), it states that Obstacles are everything that hinders, hinders, or interferes with a person in daily life, which arises alternately and can hinder individuals in achieving their goals. Meanwhile, in the Great Dictionary of Indonesian Language (KBBI), obstacles are obstacles or obstacles. So it can be concluded that obstacles are everything that hinders or obstacles that occur while doing a job or activity to be able to achieve goals.

Based on the results of the study, the obstacle is all the patient's family who wants to know the patient's sick condition while the release of information can only be explained to the person who has been approved for the release of the information.

Efforts were made to overcome the problem of releasing health information related to diseases in the medical resume of ER patients at Baubau City Hospital.

According to (Wahyudi & Amalia, 2022), effort is an effort or step taken to achieve a certain goal or intention (such as thought or effort). Meanwhile, efforts in the Great Dictionary of Indonesian Language (KBBI) are efforts or efforts (to achieve certain goals, solve problems, find solutions, and so on). Therefore, it can be concluded that efforts are all efforts that can be done to a job or that is being done by humans with the intention of getting better usefulness and in accordance with the intention to achieve the desired goal.

Based on the results of the study, the informant said that the efforts made to overcome the problem are when all the patient's family wants to know about the patient's sick condition, then we must inform that the release of information or information related to the patient's sick condition is confidential and should only be notified to the patient's family who has been authorized by the patient himself.

## CONCLUSION

In the procedure for the release of disease-related health information on the medical resume of ER patients at Baubau City Hospital, there is a Standard Operating Procedure. And every officer responsible for releasing information has been in accordance with the existing SOPs. The obstacle is that there are all the patient's families who want to know the patient's sick condition while the release of information can only be explained to the person who has been approved for the release of the information. The efforts taken to deal with the problem are when all the patient's family wants to know about the patient's sick condition, the officer must inform that the release of information or information related to the patient's sick condition is confidential and can only be informed to the patient's family who has been authorized by the patient himself. The limitation of this study is that every doctor or nurse whose staff in the ER installation does not explain or inform the patient's family that the release of medical information related to the patient's disease can only be explained or informed to the patient's family whose name has been listed in the general consent, that the patient has authorized his family whose name is only written on the sheet to be notified regarding the patient's

sick condition. Because information related to the patient's disease is a secret that must be maintained by every officer.

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