

Medicolegal Online-Based Medical Records In Improving Health Services

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ABSTRACT

The hospital is one of the healthcare facilities that organizes various health services. One of the supporting units of health services is medical records. The presence of technology also makes changes to medical records from manual to online-based or what is commonly referred to as electronic medical records. This study aims to determine the improvement of health services through online-based medical records medicolegal. This research method uses the documentation method with a qualitative approach. The data collection technique is the literature review technique. Then the data is analyzed referring to Miles & Huberman in going through the stages of data reduction, data display, and conclusion drawing/verification. The results showed that online-based medicolegal medical records or electronic medical records can improve health services because medical records have several advantages over manual medical records including increasing productivity, being more efficient, it is very easy to issue patient medical records both in recap and detail, and doctors and nurses can easily access patient data

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Introduction

Health is inseparable in human life, because health is the most important state in carrying out various activities. Without human health, it will experience obstacles and experience a decline in physical condition. According to Health Law No. 23 of 1992, health is a state of body, soul, and social well-being that allows everyone to live a productive life socially and economically. This health includes 4 aspects, namely physical (body), mental (soul), social, and economic. The importance of health is felt by most humans (Setyabudi & Dewi, 2018). Hospitals as health institutions play an important role in providing health services and programs to improve public health (Hasrillah et al., 2021).

Health is a human right guaranteed in the Constitution of the Republic of Indonesia Year 1945, which with this basic right creates an obligation for everyone who organizes Health Services to fulfill this right (Kholib & Ramadhani, 2021). To ensure health, a system is needed that regulates the provision of health services for the community as an effort to meet the needs of citizens to still be able to live healthy.

Adequate health services are the foundation of the community and become one of the basic needs in addition to food and education. Quality health services are health services that care and are centered on customer needs, expectations and values as a benchmark point for providing health services and become requirements that must be met in order to provide satisfaction to the community as service users (Nasution et al., 2022).

The implementation of health administration efforts must be carried out by doctors and dentists who are ethical and have high morals, justice and authority must continue to be improved (Ulumiyah, 2018). The services received by patients by health services to achieve the maximum possible degree of health are in accordance with the potential possessed in carrying out activities in the fields of promotive, preventive, curative, and rehabilitative. The provision of health services as described in Law Number 36 of 2009 Article 1 number (1) Health is a state of health, both physically, mentally, spiritually and socially that allows everyone to live a productive life socially and economically (Juliansyah, 2020).

To support service quality, a regulation was issued by the Ministry of Health, namely Minister of Health Regulation No. 24 of 2022 concerning Medical Records. Dated September 12, 2022, the Ministry of Health (Kemenkes) of the Republic of Indonesia issued the RME rules contained in Permenkes No. 24 of 2022 concerning Medical Records. The regulation is a regulation that supports health technology transformation efforts in accordance with the 6th pillar of Health Transformation. This policy is also an update of the previous regulation, namely Permenkes number 269 of 2008 which adjusts the growth of science and technology, service interests, policies and laws in the field of health for the people of Indonesia (Tasya et al., 2023).

Previous research conducted by Maryati & Utami, (2023) stated that implementing a website-based electronic medical record is very beneficial for both clinics and patients. The average waiting time for services at registration becomes. Research by Nurfitriya et al., (2022) also states that the implementation of Electronic Medical Records (RME), there are various obstacles experienced by health service facilities, both in terms of unskilled Human Resources (HR), inadequate facilities and infrastructure, and the absence of clear Standard Operating Procedures (SOPs). Therefore, health care facilities can do several things. These things can be in the form of providing training to human resources, arranging the allocation of funds for financing facilities and infrastructure, and making official guidelines in writing which can be in the form of SOPs.

Unlike previous studies that only explain electronic medical records in general, this study explains the medicolegal of online-based medical records. Thus, this study aims to determine the improvement of services through online-based medicolegal medical records.

Research Methods

This research uses documentation methods with a qualitative approach. A qualitative approach is an approach that intends to understand phenomena about what is experienced by research subjects, such as behavior, perception, motivation, action, and so on (Anggito & Setiaan, 2018). While the documentation method is a source of data in the form of sources from images or videos, works, and written things that can provide information (Nilamsari, 2014).

Data collection techniques are carried out by literature study. Literature study can be interpreted as a series of activities related to the method of collecting library data, reading and recording and processing research materials The data that has been collected

is then analyzed referring to Miles & Huberman in going through the stages of data reduction, data display, conclusion drawing / verification (Lestari & Septianingrum, 2019)

Results and Discussions

Hospital is a form of health service facility that provides plenary individual health services that provide various kinds of services, including inpatient, outpatient, and emergency services. The hospital as a health service institution is expected to be able to provide quality health services, so as to provide satisfaction to consumers. The services provided by the Hospital are not only limited to medical services, but the Hospital is expected to be able to provide good supporting services. One of the units in hospitals that can support the quality of health services is medical records (Amran et al., 2022).

Medical records are an important part in assisting the implementation of service delivery to patients in hospitals. This relates to the contents of medical records that reflect all information regarding patients as a basis for determining further actions in service efforts and other medical actions. According to Permenkes No. 269/Menkes/Per/III/2008 concerning medical records, Medical Records are files containing records and documents about patient identity, examination, treatment actions and other services that have been provided to patients (Santosa et al., 2014).

In the regulation of the Minister of Health of the Republic of Indonesia No.269/Menkes/PER/III/2008, it is stated that the minimum provisions that must be completed by health workers (especially doctors in filling out inpatient medical records) (Amran et al., 2022). At least contains 13 (thirteen) items of filling aspects that must be completed, namely :

1. Patient identity
2. Date and time
3. Anamnesis results, including at least complaints and history of the disease
4. Results of physical examination and medical support
5. Diagnosis
6. Governance plan
7. Treatment and/or action
8. Action approval when required
9. Record of clinical observations and treatment results
10. Discharge summary
11. Name and signature of a physician, dentist, or specific health professional providing health services
12. Other services performed by certain health workers
13. For dental case patients equipped with a clinic odontogram

The completeness of filling out medical record files can make it easier for other health workers to provide patient action or treatment, and can be used as a source of useful information for hospital management in determining the evaluation and development of health services (Purwanti, 2020). Medical records play an important role in all parts of the hospital organization in the process of patient care. The implementation of a quality and effective medical record system requires adequate support, including human resources, facilities and infrastructure, SOPs and medical record flows that meet standards. The availability of qualified and professional Human Resources (HR), in accordance with their functions and duties in medical record installation, will achieve

effective and efficient hospital success in managing services in hospitals (Adeleke et al., 2019).

The development of existing technology makes medical records also change from manual medical records to online-based medical records or commonly referred to as online-based medical records. Medical records are medical records made with an electronic system used for health care providers, medical records. This medical record can be used for evidence in writing to the court (Nurfitria et al., 2022). In Indonesia, the development of Electronic Medical Records (EMR) is accompanied by the existence of the Health Law of the Republic of Indonesia Number 17 of 2023 concerning Health which is regulated in Chapter VI concerning Health Service Facilities Part One, Article 173 paragraph 1 point C that:

"Health Service Facilities are required to hold Medical Records".

According to Permenkes No. 55 of 2013 in Andreyana et al., (2021) that *"Medical Record and Health Information service management is the activity of maintaining, maintaining and serving medical records either manually or electronically to presenting health information in hospitals, clinical doctor practices, health insurance, health service facilities and others"*.

The use of Electronic Medical Records in many health services is expected to replace Manual Medical Records (RMM) because Electronic Medical Records are considered more effective and efficient in their use (Latipah et al., 2021).

The implementation of Electronic Medical Records (EMR) has the potential to improve health services through ease of communication between doctors, increased documentation efficiency, better information sharing, and encouraging shared responsibility with patients. This study aims to analyze the effect of RME implementation on the effectiveness and quality of health services. The implementation of EMR is proven to increase work effectiveness in the medical record unit, optimize the quality of health services in clinics, increase user satisfaction, support patient case management, and facilitate collaboration between health professionals. RME also has a positive impact in reducing service waiting times, improving continuity of care, avoiding duplication of inspections, and improving service efficiency. Thus, the implementation of EMR provides significant benefits in the provision of more efficient, quality, and coordinated health services. It is important for health institutions to overcome obstacles that may arise in the implementation of EMR, such as resource availability, work process changes, user training and understanding, data security, interoperability, and organizational culture change resistance (Ariani, 2023).

Thus, the use of electronic medical records can increase productivity, more efficiently, it is very easy to issue patient Medical Records both in detail and in detail, and doctors and nurses can easily access patient data.

Conclusion

Based on the results of the study, it was found that hospitals are health service facilities that offer various types of health services. One of the important units of a hospital is the medical record. However, with the development of medical record technology, it has changed from manual medical records to online-based medical records or commonly called electronic medical records. Various advantages offered by electronic medical records such as increasing productivity, more efficient, very easy to issue patient

Medical Records both in detail and in detail, and doctors and nurses can easily access patient data.

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