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Implementation Of Patient Rights And Obligations In Health Services In Hospital (Study At Pidie Jaya Regional Hospital)

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Abstract

Healthcare services include all attempts to preserve and enhance a person's health, stop and treat illnesses, and recover their condition. The purpose of this study is to investigate Pidie Jaya Regional Hospital's legal aspects of healthcare services. The study concentrates on the way patients' rights and obligations are carried out and points up the challenges to this process. One used a descriptive method in an empirical study approach. Using both primary and secondary data, data were gathered by observations, interviews, and literary reviews. The results show that Law Number 17 of 2023 on Health rules several areas of healthcare services, including legality, balance, timeliness, good faith, prudence, transparency, autonomy, non-maleficence, beneficence, justice, confidentiality, honesty, and adherence. Patients' rights and obligations are enforced at the Pidie Jaya Regional Hospital by means of processes intended to guarantee that service standards are satisfied and that patients' rights are most respectfully respected. Obstacles such as a lack of knowledge and awareness, problems with facilities and human resources, and administrative and regulatory barriers, however, prevent the full realization of patients' rights and obligations. Notwithstanding these difficulties, Pidie Jaya Regional Hospital has responded to patient complaints by making sure their rights are respected in line with the hospital's dedication and operation as a public health agent. This paper comes to the conclusion that improving service quality depends critically on knowledge and application of pertinent legal components in healthcare services as well as awareness-raising and resource management. It also provides ideas on how satisfying patient rights and enhancing administrative effectiveness in regional hospitals would help to improve healthcare facilities.

Key terms:Hospitals, Healthcare Services, Patient Rights

INTRODUCTION

Health is an important component in human life that helps a person carry out daily activities and contribute to society. (Endang Kusuma, 2016) Health does not only consist of physical health, but also mental and social health. Without good health, a person cannot live his personal or professional life well. (Agus Santoso, 2019) Therefore, the state must guarantee and protect human rights such as health. In the case of Indonesia, the 1945 Constitution of the Republic of Indonesia emphasizes that the human right to health must be protected by the state. Every person has the right to live in prosperity, both physically and mentally, and to have a good and healthy living environment, according to Article 28 H. This article shows that health does not only include physical aspects; it also includes mental aspects and a supportive environment. (Agus Santoso, 2019).

Furthermore, Article 34 paragraph 3 of the 1945 Constitution of the Republic of Indonesia stipulates that the state is responsible for providing adequate public facilities and quality health services. This means that the government must ensure that every citizen has access to high-quality health services, and that there are adequate facilities to support public health (Anisa Kurniasari, 2023). The Indonesian government, through the Ministry of Health, continues to strive to improve the quality of health services in various facilities, including hospitals, due to increasing awareness of the importance of health. (Marcel Seran, 2018) The main goal of health services is to provide good, quality and professional health services to every patient. Apart from being considered consumers of health services, patients also have rights that are protected by law. (Bahder Johan Nasution, 2015)

As consumers of health services, patients have rights protected by law. This includes the right to receive safe, efficient and non-discriminatory services. (Muntaha, 2017) This is stated in various regulations, one of which is Article 2 Paragraph (1) of the Minister of Health Regulation Number 4 of 2018 concerning Hospital Obligations and Patient Obligations, which stipulates that hospitals must provide correct information about hospital services to the public and provide safe,

quality, anti-discriminatory and effective health services by prioritizing patient interests in accordance with standards. However, in practice, there is still often a gap between the quality of hospital services and patient rights. Many patients do not fully understand their rights, so they are often unaware when their rights are violated. Poor understanding of the rights and obligations of patients and healthcare providers often leads to patient dissatisfaction. This is an obstacle in itself in efforts to improve the quality of health services in Indonesia.

Pidie Jaya Regional Hospital is a clear example of this gap, where misunderstandings often occur between medical personnel and patients. This is often caused by poor communication and patients not understanding the procedure being performed. Patients, who should be the primary concern of doctors, often feel confused and do not receive enough information about their condition and the medical actions they should take. (Muhammad Aldy and Herni Johan, 2024) When it comes to efforts to improve the quality of health services in hospitals, patients are often unaware of their rights to obtain clear information about their health conditions, the right to refuse or agree to medical procedures to be carried out, and the right to receive medical care appropriate to their needs. (Alexander Isa, 2018)

On the other hand, medical personnel and hospitals often do not provide patients with sufficient information about their rights and obligations. This represents an unequal relationship between healthcare providers and patients, which often places patients in a less empowered position. This lack of understanding can undermine patient trust in the health care system. (M. Sofyan Lubis, 2017) Ultimately, patients may be dissatisfied with the service they receive. To overcome this problem, the public must be educated more about the rights and obligations of patients in health services. To create a better relationship and mutual respect between both parties, it is important for medical personnel and other health care providers, as well as the patients themselves. With the right information, patients can better understand their rights and be more proactive in monitoring and demanding that those rights be fulfilled. Hospitals and other health facilities must strengthen patient rights and obligations in addition to educating patients. Hospitals must ensure that patients receive informed consent for any medical procedures, and that patients receive clear and complete information. Medical personnel must also be trained to better understand patients' information needs and to be more honest when speaking.

RESEARCH METHOD

This paper uses empirical legal research methods, which aim to understand law in the context of real society. Empirical legal research focuses on how law is applied in practice and examines the relationship between law and society. This research was conducted using a qualitative approach. The aim is to collect descriptive data in the form of written or spoken words and observed behavior from research subjects. (Lexy J. Moleong, 2016)

Researchers can use a qualitative approach to explore legal phenomena comprehensively and comprehensively. This method allows researchers to generate a better understanding of how society applies and responds to law. This research will use both primary and secondary data sources. Primary data sources include direct observations in the field and interviews with related people (for example, patients, medical personnel, and hospital administrators). Secondary data sources include literature research, statutory regulations, and various reports related to the research subject.

Apart from that, this research is descriptive-analytic in nature. Researchers will explain the applicable legal regulations and relate them to legal theories and the practice of implementing positive law. Descriptive methods will be used to provide a clear picture of how existing regulations and policies are implemented in the field, especially in terms of health services at the Pidie Jaya Regional Hospital. In addition, an analysis will be carried out to understand the obstacles that arise in implementing patient rights and obligations in hospitals, and to find solutions to improve the quality of health services in hospitals. By using this method, it is hoped that this research can make a significant contribution to improving health service policies and practices in Indonesia.

RESULTS AND DISCUSSION

Legal Aspects of Health Services in Hospitals

- a. Introduction to Health Services in Hospitals, Health services in hospitals are a basic right guaranteed by the 1945 Constitution and regulated by procedures and standards to improve the quality of life of the community. According to the Big Indonesian Dictionary (KBBI), health services are efforts to help or take care of other people's needs. In the context of public services, the government is responsible for ensuring that all citizens receive adequate health services. (Siti Ardianti, 2023)

- b. **Quality and Factors that Influence Health Services.** The quality of health services is influenced by various factors, including service procedures, completion time, costs, service products, facilities and infrastructure, as well as staff competency. Moenir HAS explains that service is an activity carried out by individuals or groups with certain systems, procedures and methods to fulfill the interests of other people according to their rights. Therefore, the quality of health services must always be considered and improved to achieve optimal results. (Yaumil Chaeriah, 2020)
- c. **Types of Health Services, According to Law no. 17 of 2023 concerning Health,** health services include all forms of activities provided directly to individuals or communities to maintain and improve health status. These services are divided into two main types: individual health services, which aim to cure and restore the health of individuals or families, and community health services, which focus on promotive and preventive measures to improve public health. In addition, health services are categorized into promotive, preventive, curative, rehabilitative and palliative services, each with different goals and methods.
- d. **Regulation and Classification of Hospitals,** Hospitals, as institutions providing health services, are regulated by Government Regulation no. 47 of 2021. Hospitals are classified based on type of service, which includes General Hospitals (classes A, B, C, and D) and Special Hospitals (classes A, B, and C). General hospitals provide a wide range of health services, while specialty hospitals focus on specific areas such as maternal and child health, heart disease, or cancer.
- e. **Types of Hospital Care and Services:** Types of hospital care vary, including inpatient, outpatient, and emergency services. Inpatient care is a service where patients stay overnight in hospital for intensive care or close observation, while outpatient care is a service where patients come for diagnosis and treatment without staying overnight. Hospitals also provide other services such as surgery, maternity, radiology, laboratory, medical rehabilitation, and pharmacy, which are necessary to support public health.
- f. **Hospital Service Procedures:** Hospital service procedures include steps that must be followed by patients and staff to ensure effective and efficient health services. This procedure includes registration, examination, treatment, and payment. Compliance with procedures is essential to ensure that patients receive appropriate and timely services, as well as to maintain hospital operational efficiency. Services that do not comply with procedures can cause various problems, including delays in treating patients and decreasing the quality of health services.

Implementation of Patient Rights and Obligations in Health Services at Pidie Jaya Regional Hospital

- a. **The Importance of Health Services and Implementing Patient Rights and Obligations** Health services are an important part of the government's responsibility to ensure that people's rights are fulfilled. According to Law of the Republic of Indonesia Number 17 of 2023 concerning Health, medical accessibility must be equitable, including for people in remote and low-income areas. To provide efficient and high quality health services, Pidie Jaya Regional Hospital fulfills the rights and obligations of patients. This includes providing clear information about patient rights and obligations and enabling patients to complain and improve services.
- b. **Legality of Medical Practice and Qualifications of Medical Personnel:** The Health Law stipulates that doctors and other medical personnel at the Pidie Jaya Regional Hospital must have the qualifications and authority required according to the Health Law. Law Number 17 of 2023 stipulates that medical practice may only be carried out by medical personnel who have passed medical professional training and education. This qualification ensures that medical personnel have the competence to provide health services that meet standards. The use of technology such as electronic medical records and telemedicine also increases the efficiency and accessibility of services.
- c. **The Procedure for Conveying Patient Rights and Obligations** is used at Pidie Jaya Regional Hospital to explain patient rights and obligations. Minister of Health Regulation Number 24 of 2022 stipulates

that medical records which include patient identity, examination results and diagnosis must be managed properly. The brochure given to each patient outlines their rights, including the right to medical information and privacy, as well as the obligation to provide accurate information and comply with hospital regulations. When a patient registers or begins treatment, nurses and administrators communicate this information directly to the patient.

- d. Challenges in Implementation and Oversight: Even though hospitals have clear procedures, it is difficult to ensure all patients understand their rights and obligations. Even though brochures or explanations have been provided, some patients may not be fully aware of their rights. This shows how important it is to assess and improve the way information is delivered. Hospitals should ensure that information materials are easy to understand and well communicated, and they should also conduct regular training for their employees to ensure that they have the ability to convey information in an effective manner.
- e. Regularly, Pidie Jaya Regional Hospital evaluates and improves the quality of health services to fulfill patient rights and obligations. All hospital staff must comply with standard operating procedures (SOP) which regulate patient rights and obligations. Staff are trained regularly and internal controls are in place to ensure they comply with SOPs and address patient complaints. This method is used to improve the quality of health services and ensure that patient rights and obligations are protected.
- f. Conclusions and Legal Implications: Pidie Jaya Regional Hospital demonstrates fair and quality health service practices by implementing patient rights and obligations according to the law. Minister of Health Regulations and the Health Law regulate patient rights, including the right to information, privacy and security of care, as well as the obligation to provide accurate information and comply with hospital regulations. Implementing these principles will improve the quality of health services and support patients' rights to receive care that complies with legal and ethical standards. To ensure that patient rights and obligations are properly fulfilled, there needs to be continuous efforts to provide information and evaluate services.

Obstacles in Implementing Patient Rights and Obligations at Pidie Jaya Regional Hospital

- a. Basic Consumer Protection and Patient Rights Consumer protection in the context of health services is an important component in ensuring the rights and obligations of patients in hospitals. Patients have the right to legal protection, lawyers and dispute resolution based on Article 4 of Law Number 8 of 1999 concerning Consumer Protection. This is very important to ensure that patients receive services that meet standards and have the right to sue if the service does not meet applicable regulations. Hospitals must provide safe, quality and effective services, as stated in Article 29 paragraph (1) letter (b) of the Hospital Law. Enforcement of this right is in line with these provisions. Minister of Health Regulation Number 4 of 2019, which establishes technical standards for fulfilling basic service quality and procedures for fulfilling standards at the regional government level, supports the provision of quality services. However, many challenges in the field often hinder the implementation of this standard. (Wandani Syahrir, 2023)
- b. Lack of Patient Understanding and Awareness: One of the main obstacles faced by the Pidie Jaya Regional Hospital is that patients and their families do not understand their rights and obligations during treatment. Many patients do not have an adequate understanding of their rights, such as the right to file a complaint or obtain a clear medical explanation. Misunderstanding can lead to incomprehension, which can lead to service dissatisfaction. Low health education among patients also makes the situation worse because patients and families may not be familiar with medical terms or necessary administrative procedures. In addition,

- this problem is exacerbated by less effective communication between medical personnel, patients and their families; This is a major obstacle to fulfilling patient rights and obligations.
- c. **Limited Human Resources and Facilities:** The number and quality of medical staff and hospital facilities are limited. Both are major obstacles to providing optimal health services. Limited staffing can result in delayed diagnosis and treatment due to limited attention to each patient. Training of medical personnel is also important; Poorly trained staff can impact overall service standards. Hospitals may be unable to provide good services if they have inadequate facilities, such as outdated medical equipment or limited space. All of these things can reduce patient satisfaction and the effectiveness of health services.
 - d. **Administrative and Bureaucratic Challenges:** Complicated administrative and bureaucratic procedures often become obstacles in health services, especially in the case of BPJS claims. Complex procedures can slow down the handling and processing of patient complaints, which should be a priority to ensure that patients have prompt access to care. Patient discomfort and delays in essential medical services may result from unverified claims or consent. To maintain service quality, efficiency of administrative processes is very important; however, hospitals often focus more on meeting administrative requirements than on meeting patients' medical needs. To improve service quality and patient satisfaction, administrative procedures must be simplified and bureaucracy must be more efficient.
 - e. **Patient Experiences and Feedback on Services:** The results of interviews with patients at the Pidie Jaya Regional Hospital show the various experiences they have had regarding the implementation of their rights and obligations. Some patients said they were disappointed that there was no clear information about delays and medical explanations. On the contrary, some patients were happy with the service they received, indicating that the positive aspects of hospital services should be maintained. Additionally, some patients reported that they faced difficulties in conveying feedback or complaints, indicating that the process still needs to be improved to make communication and feedback easier. This opinion shows how important it is to improve transparency and complaint processes if we want to improve the overall patient experience. Pidie Jaya Regional Hospital must continue to evaluate and improve service and administration processes, as well as increase patient awareness of their rights. To improve service and patient satisfaction, staff will be trained, facilities updated, and bureaucratic procedures simplified.

CONCLUSION

The research results show that Law Number 17 of 2023 concerning Health regulates the elements of health services in hospitals clearly. Legality, balance, punctuality, good faith, prudence, openness, autonomy, kindness, confidentiality, honesty and compliance with agreements are some of the aspects that are regulated. Protecting patient rights and ensuring health services are delivered according to high standards are the goals of these elements.

At Pidie Jaya Regional Hospital, patient rights and obligations are fulfilled through various mechanisms and procedures. Despite the fact that hospitals have demonstrated good commitment to their responsibilities, there are still several areas that need to be improved, especially in terms of managing patient privacy. However, there are several obstacles that hinder the quality of health services and patient satisfaction at Pidie Jaya Regional Hospital. These obstacles include a lack of patient knowledge and awareness of their rights and obligations, a lack of facilities and human resources, and bureaucratic and administrative issues that can make it difficult to address patient complaints and manage their rights. Hospitals must continue to improve patient education, medical staff training, and more efficient administrative management to overcome this problem. Therefore, the quality of health services can be improved to fully meet patient expectations and needs.

This study produced several recommendations to improve health services at the Pidie Jaya Regional Hospital. First, health workers must receive regular training and monitoring to meet legal requirements and operate in good faith in accordance with Law Number 17 of 2023. To maintain the integrity of medical relationships, this training must include an understanding of the legal aspects of health services as well as communication and ethical skills. Second, hospitals must regularly review and amend their privacy policies to ensure that patient data is managed securely and in accordance with applicable regulations. To find and correct errors in the implementation of privacy policies and to use the latest technologies for safer management of patient data, an effective evaluation and feedback system is essential. Finally, Pidie Jaya Regional Hospital must consider adding medical staff and health workers so that every patient gets the best care and attention. To improve the overall quality of service, regular evaluation of administrative systems, facilities, and training programs as well as improving the training and development of staff skills is essential.

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