

GAMBARAN PENGGUNAAN LAYANAN *TELEMEDICINE* PADA ADMINISTRASI REKAM MEDIS DI RUMAH SAKIT MATA “DR. YAP”

YOGYAKARTA

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INTISARI

Latar Belakang: Kemajuan teknologi informasi di bidang kesehatan telah mendorong implementasi layanan *telemedicine* sebagai alternatif pelayanan kesehatan jarak jauh, termasuk dalam pengelolaan administrasi rekam medis pasien. Rumah Sakit Mata “Dr. YAP” Yogyakarta merupakan salah satu institusi pelayanan kesehatan yang telah menerapkan layanan *telemedicine* sejak tahun 2020. Meskipun demikian, efektivitas dan efisiensi layanan ini dalam konteks administrasi rekam medis masih menghadapi berbagai tantangan.

Tujuan Penelitian: Mendeskripsikan penggunaan layanan *telemedicine* serta mengidentifikasi kendala, dampak dari kendala efektivitas, efisiensi, dan upaya perbaikan pada administrasi rekam medis.

Metode Penelitian: Penelitian ini menggunakan pendekatan kualitatif dengan teknik pengumpulan data melalui wawancara mendalam dan observasi terhadap 2 petugas pendaftaran, 2 perawat, dan 1 dokter yang terlibat langsung dalam layanan *telemedicine*.

Hasil: Layanan *telemedicine* telah berjalan aktif dan sistematis melalui alur pendaftaran daring via *website*, konfirmasi jadwal melalui *WhatsApp*, konsultasi daring menggunakan *Zoom* atau *chat*, serta pencatatan hasil konsultasi ke dalam Rekam Medis Elektronik (RME). Namun, masih ditemukan kendala berupa keterbatasan integrasi sistem *telemedicine* dengan Sistem Informasi Manajemen Rumah Sakit (SIMRS), gangguan jaringan internet, keterlambatan komunikasi antar bagian, serta rendahnya pemahaman teknologi oleh sebagian pasien lanjut usia. Kendala-kendala tersebut berdampak pada keterlambatan pencatatan dan proses layanan administrasi, meskipun sebagian besar tetap dapat diatasi secara manual.

Kesimpulan: Layanan *telemedicine* memberikan manfaat yang signifikan terhadap penyelenggaraan administrasi rekam medis secara jarak jauh. Namun, diperlukan penguatan infrastruktur digital, serta integrasi sistem informasi yang lebih optimal agar kualitas layanan dapat terus ditingkatkan.

Kata Kunci: *Administrasi rekam medis, efektivitas, efisiensi, layanan kesehatan digital, telemedicine*

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**TELEMEDICINE SERVICES IN MEDICAL RECORD
ADMINISTRATION AT YOGYAKARTA “DR. YAP” EYE HOSPITAL**

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ABSTRACT

Background: Advances in information technology in the health sector have encouraged the implementation of telemedicine services as an alternative to remote health services, including in the management of patient medical record administration. Yogyakarta “Dr. YAP” Eye Hospital is one of the health care institutions that has implemented telemedicine services since 2020, especially in response to service needs during the COVID-19 pandemic. However, the effectiveness and efficiency of this service in the context of medical record administration still faces various challenges.

Objective: Describe the use of telemedicine services and identify constraints, the impact of constraints on effectiveness, efficiency, and improvement efforts on medical record administration.

Method: This study used a qualitative approach with data collection techniques through in-depth interviews and observations of 2 registration officers, 2 nurses, and 1 doctor who were directly involved in telemedicine services.

Results: Telemedicine services have been running actively and systematically through the flow of online registration via the website, schedule confirmation via WhatsApp, online consultation using Zoom or chat, and recording of consultation results into the Electronic Medical Record (EMR). However, there are still obstacles such as limited integration of the telemedicine system with the Hospital Management Information System, internet network disruptions, communication delays between departments, and low understanding of technology by some elderly patients. These obstacles have an impact on delays in recording and processing administrative services, although most can still be overcome manually.

Conclusion: Telemedicine services provide significant benefits to the administration of medical records remotely. However, it is necessary to strengthen digital infrastructure, educate patients, and optimize the integration of information systems so that service quality can continue to be improved.

Keywords: *Medical record administration, effectiveness, efficiency, digital health services, telemedicine*

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