Registration Application Services for BPJS Patients at Hutabaginda Primary Healthcare

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Abstract

Primary Healthcare is one of the most important health service units in health services that are adapted to local government conditions, needs, requirements and regulations. Recording data at the Primary Healthcare manually takes a long time. When a patient forgets to bring a medical card, it takes a long time to get the file which results in a long time in the registration service process, if the file is not found it is necessary to create a new file. will be automatically created, resulting in duplication of data. Most patients forget to bring their medical card when they want to take it. In addition, when making monthly reports, officials must record data one by one as a monthly report. The use of this application is to increase the effectiveness of the information system for the patient registration Primary Healthcare based on the website and the BPJS application called JKN BPJS.

Keywords: Application Utilization, Primary Healthcare, National Health Insurance

Introduction

The BPJS Health Management Information System plays a crucial role in the administration of Indonesia's National Health Insurance (JKN). This system, designed to streamline the healthcare services provided to the community, integrates a variety of components including primary services, hospitals, and health insurance operations. A key component of this system is the P-Care application, which has been instrumental in improving the efficiency and effectiveness of health service delivery across the country(Azhar, 2023). This paper aims to explore the functionalities and challenges associated with the BPJS Health

Management Information System, with a particular focus on the implementation and use of the P-Care application at various healthcare facilities. By examining the integration, operational successes, and hurdles faced by healthcare providers, this study provides insights into the impact of technological advancements on healthcare administration in Indonesia

Literature Review

BPJS Health Management Information System is designed to facilitate the flow of National Health Insurance (JKN) services for the community (Marpaung et al., 2022). This system is used for the system used for the integration of Primary Services, Hospitals and BPJS Health. BPJS Health includes application systems in- Network and Data Communication Infrastructure, database management and operations. Currently, the cleaning service facilities are first class, several areas have implemented the P-Care application, namely the BPJS Health SIM (Id et al., 2023).

P-Care is a patient information service, using the internet and using a computer which is provided by BPJS Health for primary sanitation facilities providing easy access to data from the BPJS server for registration and medical services. Primary Medical Facilities, with 155 disease diagnoses Determined by BPJS Health so that BPJS Health is always monitored and JKN Participants' Assessment of Service. Access Health status is in accordance with the capacity of primary health care facilities and can monitor the number of patient visits and referrals (Morris et al., 2023).

The use of information systems in health service facilities plays an increasingly important role in the implementation of National Health Insurance (JKN) which is organized by the Social Security Administering Body (BPJS). (Wongsuwanphon et al., 2024) BPJS Health has an application called P-Care (primary care) BPJS. The P-Care application has been used since 2014 and continues to be developed in terms of its function and usability (Azhar, 2023). All Community Health Centers and other basic health services that collaborate with BPJS are required to use the P-Care application, so that service data becomes more integrated from every part of the basic health service institution to the Referral Health Service institution (Morris et al., 2023)

The use of P-Care has covered all regions of Indonesia (Ilmi, 2022). One of them is the Hutabaginda Community Health Center. There are still problems with the use of the P-Care information system at community health centers, including the P-Care application which has been implemented, but its use is not yet optimal due to several reasons, one of which is that errors often occur in the P-Care application, namely P-Care officers at Community Health Centers often experience problems. when entering BPJS patient data, this causes officers to double enter BPJS patient data (Langaliya & Gohil, 2023).

Research Method

The type of research is descriptive research with a quantitative approach. This research is the average monthly waiting time for all patients in 2021 who have registered at the patient service registration site. The sample size used was 115 respondents taken by analyzing the data

used in this research in the form of a questionnaire on the use of the BPJS patient application in registration and services.

Result/Findings

In addition, Researchers are needed for the qualitative method to have more thorough, precise, reliable, and valid informants, which makes If there are numbers in the data, it will be simpler for researchers to assess it when it is manually presented (Asia et al., 2024). This is predicated on the discovery that since the research is social in nature, it deals with intricate social issues. Numbers, in which case they serve merely as an analytical tool's assistance. Qualitative data will be presented through data analysis.

Table 1. Condition of Sources based on Gender and Education

Sex	Frequency	Percentage
Male	56	48.69
Female	59	51.31
Total	115	100.00

Level Education	Frequency	Percentage
Senior High Scool	83	72.17
Academy	32	27.83
Total	115	100.00

According to the findings of an interview conducted with Mrs. Safitri, a BPJS Health participant, on Wednesday, August 10, 2022, at 9:00 WIB, she stated that she was already familiar with using the JKN Mobile Program. However, she needed help registering her husband and children for mobile health insurance (Beaney et al., 2023).

According to the findings of an interview conducted with Mrs. Safitri, a BPJS Health participant, It is unfortunate to hear that Mrs. Diana Safitri has been facing issues with the National Service (JKN) registration process (Tang et al., 2024) (Aliabad et al., 2024). It is not uncommon for people to face difficulties in receiving OTP codes, and it can be frustrating when such issues persist even after contacting the care center. Hopefully, the JKN Mobile Program will provide a better experience for users like Mrs. Diana Safitri and make it easier for BPJS Health participants to manage their accounts.WIB stated that she was already familiar with using the JKN Mobile Program (Karliner et al., 2024). However, she needed help registering her husband and children for mobile health insurance.

Additionally, in addition to the resource person mentioned above, Mr. Aris Nasution, a Sibolga City Participant in BPJS Health, stated he already understood the procedures for using the Health Insurance Nationally (JKN) Program for Mobile Programs during an interview conducted with him on Thursday, August 11, 2022, at 09:30 WIB. The issue is with the mobile

JKN application; the connection seems unstable even though I have used WiFi (Sten-gahmberg et al., 2024). Despite the fact that the description indicates it is easy to use, the signal is full, it fails to work. It has been two days since I registered for BPJS Health details, but it never seems to work; it gets stuck on verification or fails to send the code. Mr. Haris Budiman stated this in an interview.

The numerous changes that have occurred since the debut of the Mobile JKN application in 2017 are evidence, according to the Chief of the Membership and Services Division of BPJS, that the application for Health Insurance Nationally (JKN) is always being examined. Evaluations are done to make the most of the JKN Mobile Program for Health Insurance Nationally and to make BPJS Health staff more capable of providing better care to participants in the program and the community (Babu et al., 2023).

According to the findings of an interview conducted on Wednesday, August 10, 2022, at 9:00 WIB with When asked abo Regarding the Health Insurance Nationally (JKN) Mobile Program, Facilities and Infrastructure at the Sibolga Health BPJS Office, About the Health Insurance Nationally (JKN) Mobile Program, please contact Mrs. Diana at the Sibolga Health BPJS Office regarding Facilities and Infrastructure, Mrs. Diana, a participant in BPJS Health Sibolga City, mentioned that the application's connection performance had been quite bad up to this point (Id et al., 2023). She added that, despite having a good network, he could not access the application because the connection from the application frequently had errors and could not be used at all. He also underlined how slowly BPJS staff members were performing (Wongsuwanphon et al., 2024).

Additionally, according to the same source as above and the findings of an interview conducted with When asked about Comprehending the Health Insurance Program (JKN) Program for Mobile Programs on Thursday, August 11, 2022, at 09:30 WIB, Mr. Haris Nasution, a BPJS Health Participant in Sibolga City, mentioned that the JKN Mobile Program did not function well. It is evident from the connection that the application consistently fails to access. He also stressed that the application system is frequently faulty and should be fixed immediately to avoid further complications, as it is challenging to visit the BPJS Health office directly during this pandemic (Eijk et al., 2024).

Based on the findings of an interview conducted, it looks grammatically correct and has no spelling or punctuation errors. However, to make it clearer, we can add some context. For example: "The meeting is scheduled for Friday, August 12, 2022, at 9:00 AM." WIB, with Mrs. Latifah Putri, a BPJS Health Participant, about the Facilities and Infrastructure for the Health Insurance Program (JKN) Mobile Program; she stated that, since she was unable to use the JKN Mobile Program, she believed that the infrastructure and facilities that needed to be improved were the lengthy lines that existed prior to the pandemic; these included the long lines at the ticket collection machines, which caused errors and prolonged the lineups; additionally, the BPJS Health Office lacked sufficient seating, which resulted in participants queuing and not being able to find a seat (Ilmi, 2022). Some even left and went home. In times like this, when there is a pandemic, the line is shifted outside the BPJS Health Building area and the motor vehicle parking spot on the side of the road. This can occasionally result in traffic bottlenecks. Additionally, he wishes for future improvements to the Hutabaginda Primary Healthcare BPJS (Tinam-isan et al., 2024).

Additionally, in line with the above source, In an interview on Thursday, August 11, 2022, at 09:30 WIB, In an interview on Thursday, August 11, 2022, at 09:30 WIB, Mr. Haris Nasution, a BPJS Health Participant in Sibolga City, claimed that the JKN Mobile Program is ineffective and inefficient. For the program to be used as effectively as possible regarding network connections, upgrades, and changes are necessary. He also stated that the JKN Mobile Program is beneficial for BPJS users, particularly during a pandemic like this one. The only drawback is that system errors frequently occur with the application, rendering it unusable and necessitating a trip to the BPJS Health Office (Langaliya & Gohil, 2023).

In addition, according to the findings of an interview conducted on Friday, August 12, 2022 at 9:00 WIB with Mrs. Latifah Putri, a participant in BPJS Health, about the efficacy and effectiveness of the Health Insurance Program (JKN) Mobile Program, she stated that BPJS Health has been successful in offering health services to BPJS Health participants. Simply put, BPJS Health has to improve its current facilities and pay more attention to the lengthy lines. It is impossible to call BPJS Health efficient since it needs to improve its effectiveness in providing health services directly and through apps (Marijnissen et al., 2024).

Discussion

In order to find trustworthy data sources for this study, researchers chose participants who could give them accurate and dependable information. The people who possess knowledge or skills connected to using the JKN Mobile Program are the sources of informants that have been identified. Consequently, the following sources were used in this study: 1) The head of the BPJS Health Participants' Membership and Services Section; 2) BPJS Participants, or the five individuals who visited the BPJS Health office during the study. In order to prevent confusion over the services rendered by one person to another patient, the primary topic of debate in the future will be how to guarantee that all nurses and doctors working in hospitals and health centers use the same service system for each BPJS patient. It is also necessary for the study findings to be classified as social research, which anticipates societal movements and intricate service propriety, rather than merely qualitative research. Because this research uses a qualitative approach, it is easier for researchers to assess the data that will be supplied manually because informants and researchers must be more thorough, accurate, legitimate, and reliable.

Conclusion

Comprehending the Program, it is evident in practice that BPJS Health's socialization efforts are successful in helping individuals comprehend the Health Insurance Program (JKN) Application; however, the JKN Mobile Program's functionality still needs improvement. This is evident from the numerous roadblocks and issues with the application, like the JKN Mobile Program's network issues, which frequently result in errors that make it difficult to access; these are internal issues with the application system that need to be updated, which takes a while. Employees still need to be more timely in addressing issues with the JKN Mobile Program, forcing users and the general public to visit the BPJS Health Office in person to address their needs.

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