

SECURITY ANALYSIS OF THE RELEASE OF THIRD-PARTY MEDICAL RECORD INFORMATION

Fatmawati Aulia¹, Mega Ermasari Muzuh^{2*}, Niska Salsiani Sinta³

^{1,2,3}Politeknik BauBau, BauBau, Indonesia

ARTICLE INFORMATION

Received:
Revised :
Accepted:
DOI :

KEYWORDS

Information Release; Medical Records; Security

CORRESPONDING AUTHOR

Name : Mega Ermasari Muzuh
Address: Jl. Cokroaminoto RT/RW 001/003
Kel. Lamangga, Kota. Baubau
E-mail : megaermasari muzuh@poltekbaubau.ac.id

A B S T R A C T

Background : The release of medical information is a summary of medical records provided to third parties if with the written consent of the patient concerned. When providing medical information, the applicable procedures must be followed by the hospital. The release of medical information is used for insurance claims, visum, research and other medical purposes. At the South Buton Regency Regional General Hospital, there are 3 types of procedures for releasing medical record information to third parties which include insurance, courts and patients. The purpose of this study is to analyze the security of information release to third parties. This type of research is carried out using a qualitative method with a descriptive approach by means of documentation, observation and interview studies. The results of the study show that there are 3 types of medical record information release procedures, but the medical record information release procedure that has been determined has not been carried out optimally. Meanwhile, the parties involved in the process of releasing medical record information are the head of the medical record room and the medical record section officer. For the completeness of the requirements for the release of medical record information, it is in accordance with the applicable policy. Conclusion the security of the information release process, the South Buton Regency Regional General Hospital already has a Standard Operating Procedure (SOP) that regulates the release of medical record information to third parties for patients, company insurance/insurance, the scope of the court, and patients.

INTRODUCTION

Health service facilities are facilities/places Organizing efforts Promotion, prevention, treatment, or rehabilitation of health carried out by the central government, the government area and/or the community. Hospitals are one of the health service facilities that has a role important in the effort acceleration improving public health. One of the health services be hospital (Permenkes, 2023).

Records of welfare allowance support are an indicator of the quality of benefits in an office. The reason for keeping recovery records is to help recovery centers and health centers exercise proper controls to ensure the achievement of the desired goals. Therefore, useful records should be kept by every welfare benefits office. Medical records as referred to in the Regulation of the Indonesian People's Welfare Agency No. 24 of 2022 concerning Medical Records are medical records that contain information about the patient's identity, examination results, treatment and other organizations given to him. One of the open services provided by medical records for the healing period is information planning regarding the substance of the patient's medical record, which contains a complete information center on how to get health services in the past, present, and future (Permenkes, 2022).

Under that definition, information release can be a way to uncover useful data or information contained in a calm recovery record and ongoing claim support to solicit third parties. When providing repair data, the right technique should be received a little later. In the event that this understanding has been approved and shown to a third party to obtain information on treatment in the vicinity, then at that time the treatment information can be provided. The goal is to secure better centers from the demands of assistance. Facilities Service Responsible for loss, destruction, forgery, and use Medical Record Documents by person and a body that does not have Authority. (Permenkes, 2022). Medical records can only be issued based on the authority of the authorized hospital, and the confidentiality of their contents is issued based on the permission of the patient concerned, so that the information contained in them can be (Anjani 2020)

Obtaining or passing on therapeutic data secretly to another party can be done if, first, with the permission of a specialist doctor, for example for the purpose of health protection, in which case the therapeutic data provided must be negligible and meaningful for what is necessary and adequate to answer the question. Currently, with legal orders such as the Flare-up Law, the Isolation Law, and the Criminal Code, for example, visum et repertum, letters/documents, master explanations at trial, master articulation some time ago investigators/prosecutors. And third, for the benefit of patients, for cases in the midst of therapeutic interviews between medical/health personnel. The spread of therapeutic data to other parties has continued to grow since the days of computerized welfare data. Large demand can be prepared for protection installments, but it does not necessarily guarantee future security (Andjani, 2022).

Requests for disclosure of information to third parties are part of the Restorative Records Department's training as a subunit/communication/submission department and include security form requests for submission of safety assurance claims, vaccination certificates, etc., and exercises such as making free medication-certificates. Request copies of tests performed and other items the patient needs, both for follow-up care and for insurance claims and other agency processing (Indawati et al. 2021). So what the redevelopment registration officer must do when revealing information on sedation therapy is to carry it out carefully and carefully, taking into account who is able to obtain useful information so that the information on calming improvement is not lost. into the hands of disinterested parties (Susanto & Sugiharto, 2017; Muzuh and Harlisa 2021)

Based on the search conducted by Cierza Cahya Imaniyah, there are four types of information recovery requests. Requests for different useful information for health/life insurance purposes, out of 34 requests, 96% have currently received the Standard Work Strategy and 4% are not compliant, for sustainable restorative purposes, out of 32 requests, 96% agree with the Standard Operational Strategy and 4% are not compliant, for legalization purposes 97% of the authorization certificates from 29 applications are in accordance with the Standard Operating Procedures and 3% are not compliant, for the purpose of useful certificates, 97% of the 6 applications already understand the Technical Operating Standards and 3% are not in accordance with (Imaniyah 2022). In the research of Warijan, Martha, Marsyhntha Nur Afifah, the results of the research show that the Salatiga City Hospital has 3 streams of medical information release, but there are still some that are not in accordance with the existing operational procedure standards (Warijan, Widodo, and Nur'afifah 2019).

Based on the initial data collection on March 20, 2024 at the South Buton Regency Hospital, it shows that the process of releasing medical information is still not in accordance with the Standard Operating Procedures (SOP) and that the patient's party does not complete the requirements at the time the information request is submitted, which can hinder the officer in providing his services not running optimally. In a period of 6 months, from January 2024 to June 2024, there are 11 data on information releases. All of them are information releases by the police for the collection of the KLL case (traffic accident), immoral cases and violent cases. Information collection is only limited to filling in identities and taking doctors' certificates, which means that some standard procedures for releasing information are still not fully followed. Therefore, the above problem is the basis for consideration for researchers to choose a research topic with the title "Analysis of the Security of Third-Party Information Release at the South Buton Regency Hospital". (Salsiani Sinta and Sulistiawan 2022)

METHODOLOGY

This type of research is carried out using a qualitative method with a descriptive approach. This research was conducted from April to June 2024. This research was carried out in the medical record unit of the South Buton Regency Hospital in 2024. The subjects in this study are the Head of the Medical Records Room and 2 officers in the medical record unit who are involved in the release of information. In this study, the object of study is the release of information. The data collection technique in this study uses Observation, Interview, and Documentation Study. The research instruments in this are in the form of observation sheets, interview sheets, stationery and voice recorders. The data validation technique uses triangulation techniques for testing or checking data from various sources.

RESULTS & DISCUSSION

Flow and Procedure for Release of Third-Party Medical Record Information

Based on the results of interviews and perceptions, in general, the flow and method of discreet disclosure of therapy data to third parties at the South Buton Regency Hospital has not been optimal. Usually because of the angle of confidentiality and security of the therapeutic data contained in the patient's medical record is not considered. Which may be a therapeutic mystery and must be kept secret and secured as decided by the Minister of Health as stated in the Law of the Republic of Indonesia No. 27 of 2022 concerning Personal Data Protection. Of the third ways to expel data to third parties, there is nothing to state that every data request is recorded in a restorative data request book. The clarification is to maintain duplicates of the requested therapy data along with the framework of the release of therapy data and the verification of handover. However, based on the results of the interview to detail the therapeutic data, the officer said that the recording was only done for the visum. Meanwhile, other cases are not recorded in the existing expedition books.

The autopsy application form is the main requirement for a doctor to conduct an autopsy examination, and the right to request an autopsy is an investigator with police rank or higher who signs the Aipda rank autopsy application form (Masturoh, 2019). Meanwhile, at the South Buton Regency Hospital, the police confirmed his identity by bringing an identifiable proof card. In addition, they also included a letter requesting the release of data officially issued by the police. Therefore, in the visum process, data collection is in accordance with the established method or procedure.

Parties Involved In The Process Of Releasing Medical Record Information

One of the medical record units to support medical record services is the storage room where medical record files, both outpatient, inpatient and emergency, are stored, because medical records are confidential and have legal aspects, physical security is the responsibility of the hospital, while the content aspect of the medical record belongs to the patient (Muzuh and Harlisa 2021).

In the release of authentic data, the Medical Record Unit can be a unit that encourages the release of data to restore understanding in the midst of protection demands, instructive information demands, restorative data demands, and releases to the police and prosecutor's office. Doctors and health experts are authorities who have the right to disclose data around records of understanding in the form of protection claims, medical certificates, as well as police and court demands (Normanto, 2011).

However, all medical record data expenditures must be based on information from the head of health care facilities, while at the South Buton Regency Hospital, the parties involved are only part of the medical record unit. This is often not in line with the control set by the Welfare Office as stated in PERMENKES NO.24 of 2022 Article 34 Paragraph (2) states that "The demand for the opening of the substance of the Restorative Record as stated in paragraph (1) is submitted to the head of the Welfare Allowance Office" (Permenkes, 2022).

Completeness of Medical Record Document Information Release Requirements

In conducting data prevalence, third parties must meet the requirements set forth to secure persistent therapy records from unauthorized parties as they specifically include people's persistent restoration data. Therefore, written permission from the patient is required for any release of existing recovery data. This written permission is also a guarantee from the hospital to maintain a strategic distance from the commitment and the hospital's commitment to maintain confidentiality.

Based on the results of the interview during the question and answer, it is known that the requirements set by the South Buton Regency Hospital are the needs that must be completed by the applicant, including a copy of the ID card, a lawyer's power of attorney and the release of the data frame. In terms of adjusting to the supervision specified in PERMENKES NO.24 article 33 paragraph 1 point (a) of 2024 which states that the disclosure of the substance of medical records can be carried out with the consent of the patient. So that with the patient's consent, the recovery record can be opened. Usually it is understood with the needs set by the South Buton Hospital. The form of data divergence carried out by the South Buton Regency Hospital is for persistent information. Some hospitals also apply the same requirements. Based on research conducted by Motik, Putra, Rumana, & Fanya (2022), it is known that Cempaka Putih Islamic Hospital uses repatriation officers on the grounds of obtaining a copy of the certificate of continuing treatment, a photocopy of the doctor's statement, and a doctor's certificate or SKD (Motik et al. 2022).

Safety of Medical Record Information Release Process

To ensure security and confidentiality aspects in preparation for the secret release of restorative data, the South Buton Regency Hospital has implemented an approach and a Standard Work Strategy (SPO) that directs demands for information or information, insurance and the courts. In the SPO regarding data requests and it is clear who has the right to ask to understand therapeutic data with its prerequisites, but for research requests, it does not explain what data needs must be brought by candidates. This is not in line with research Darmawan et al. (2022) that if it does not have a third-party repatriation SOP, it can result in the privacy of patient data not being guaranteed.

Procedural methods are workflows that help managers do their jobs smoothly. How can be described as deciding how to do the work of a task by making various considerations regarding the purpose, time, money, and options available in the use of business activities. (Salsiani Sinta and Sulistiawan 2022).

In ensuring the confidentiality of restoration record data, the Registrar of the South Buton Regency Hospital ensures some total medical records. One of them can be in the form of the control of the lawyer in the event that the person requesting the disclosure of the data is another person beyond understanding. However, hospitals do not guarantee certainty between the patient and the person authorized by him. This certainly has the potential to cause data to fall to off-base individuals. Healing centers should need accountable family relationships. For example, hospitals ask for official supplies such as family cards and identity cards of individuals who are authorized to do so. So it seems that the medical record officers involved have not understood the SOPs that should be applied.

So it can be concluded that, despite the efforts of the South Buton Regency Hospital to maintain the privacy of patient data, there is still a chance that patient data will be revealed to irresponsible people due to the lack of SOP implementation.

CONCLUSION

There are 3 channels for the release of patient medical record information at the South Buton Regency Hospital, namely the release of information including the insurance company, the court and the patient. Of the three procedures for releasing information to third parties, it is stated that for each request for information, only a copy of the requested medical information is kept along with the medical information release form and proof of handover. The parties involved in the process of releasing patient medical record information are the head of the medical record and the officer of the medical record section. This is not in accordance with the regulations set by the Minister of Health as stated in PERMENKES NO.24 Article 34 of 2022 concerning Medical Records. The requirements for the release of medical record document information at the South Buton Regency Hospital are in accordance with the regulations set by PERMENKES NO.24 article 33 paragraph 1 in point (a) of 2022 concerning Medical Records. In maintaining the safety of the process of releasing medical record information, the South Buton Regency Hospital has made a policy and Standard Operating Procedure (SOP) that regulates the release of medical information to third parties for patients, company insurance/insurance, court coverage, and patients.

Research Limitations

In conducting this study, there are several limitations that need to be noted. One of them is informants who rarely come so that it makes this research data difficult to obtain, besides that there are also some limited privacy access so that the author finds it very difficult to collect data.

ACKNOWLEDGMENT

On this occasion, the author would like to thank Mrs. Mega Ermasari Muzuh S.KM., M.Kes as Supervisor I who has helped and guided in writing Scientific Papers, Mrs. Niska Salsiani Sinta, S.KM., M.Kes as Supervisor II who has helped and guided in writing Scientific Papers., as well as Family and Friends who always support in any situation.

REFERENCES

- Andjani, Kania Dhiva. 2022. "Gambaran Pelepasan Informasi Rekam Medis Dalam Menjamin Aspek Kerahasiaan Rekam Medis Di Rumah Sakit Umum Daerah Kota Depok."
- Anjani, Fitria. 2020. "Analisis Tinjauan Literatur Tentang Rilis Informasi Rekam Medis Kepada Pihak Ketiga Di Rumah Sakit."
- Darmawan, Ahmad, Rahil Salsabilah, Hani Sulistiowati, and Risma Nur Sukmawati. 2023. "Analisis

- Pelepasan Informasi Rekam Medis Sebagai Penjamin Aspek Hukum Kerahasiaan Data Pasien.” *Indonesian Journal of Health Information Management* 11(1): 86–90.
- Imaniyah, Cierza Cahya 2022. “. 2022. “Tinjauan Pelaksanaan Prosedur Pelepasan Informasi Medis Kepada Pihak Ketiga Di RSUD Tarakan Jakarta.” *Warta Bhakti Husada Mulia* 8(2).
- Indawati, Laela, Deasy Rosmala Dewi, Angga Eko Pramono, and Yati Maryati. 2021. “Manajemen Informasi Kesehatan V Sistem Klaim Dan Asuransi Pelayanan Kesehatan.” *In Jurnal Rekam Medis Dan Informasi Kesehatan (1st Ed.)*. Badan Pengembangan Dan Pemberdayaan Sumber Daya Manusia Kesehatan.
- Masturoh, Imas. 2019. “Studi Kasus Tinjauan Pelaksanaan Pelepasan Informasi Medis Untuk Keperluan Visum Et Repertum Di Rs Singaparna Medika Citrautama.” *Jurnal Manajemen Informasi Kesehatan Indonesia* 7(2): 136.
- Motik, Mutia, Daniel Happy Putra, Namda Aula Rumana, and Puteri Fanya. 2022. “Tinjauan Pelepasan Informasi Medis Kepada Pihak Ketiga Di Rs Islam Jakarta Cempaka Putih.” *Jurnal Kesehatan Tambusai* 3(September): 487–99.
- Muzuh, Mega Ermasari, and Wa Ode Harlisa. 2021. “Evaluasi Pengelolaan Berkas Rekam Medis Untuk Pencegahan Misfile Di Rumah Sakit Umum Daerah Kabupaten Buton.” *Journal of Health Quality Development* 1(2): 97–102.
- Normanto, Enggar. 2011. *Tinjauan Pelepasan Informasi Rekam Medis Dalam Menjamin Aspek Hukum Kerahasiaan Rekam Medis Di Rsud Dr. H. Moch. Ansari Saleh Banjarmasin Tahun 2011*.
- Permenkes. 2022. “Peraturan Menteri Kesehatan Ri Nomor 24 Tahun 2022 Tentang Rekam Medis.” 9: 356–63.
- . 2023. *Peraturan Menteri Kesehatan Republik Indonesia Nomor 15 Tahun 2023 Tentang Pemeliharaan Alat Kesehatan Di Fasilitas Pelayanan Kesehatan*.
- Presiden Republik Indonesia. 2022. “Undang-Undang Republik Indonesia Nomor 27 Tahun 2022 Tentang Perlindungan Data Pribadi.” *Jakarta*. (016999): 457–83.
- Salsiani Sinta, Niska, and Wahyu Sulistiawan. 2022. “Faktor-Faktor Yang Menghambat Pelayanan Penerimaan Pasien Rawat Jalan Di Rumah Sakit Umum Daerah Kabupaten Buton.” *Jurnal Sains dan Kesehatan* 1(2): 30–42.
- Susanto, Edy, and Sugiharto. 2017. “Manajemen Informasi Kesehatan Iv: Etika Profesi Dan Hukum Kesehatan.” *Jakarta: Kemenkes Ri*.
- Warijan, Warijan, Widodo Widodo, and Martha Marshynta Nur’afifah. 2019. “Tinjauan Pelaksanaan Pelepasan Informasi Medis.” *Jurnal Rekam Medis dan Informasi Kesehatan* 2(1): 20.