

THE LEVEL OF KNOWLEDGE OF EMERGENCY DEPARTMENT REGISTRATION STAFF AT HUMANA PRIMA HOSPITAL IN PROVIDING EDUCATION TO PATIENTS ABOUT BPJS HEALTH REGULATIONS FOR EMERGENCY CASES

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Abstract. The purpose of this study is to assess the level of knowledge of emergency department (ED) registration staff at Humana Prima Hospital in providing education to patients regarding BPJS Health regulations for emergency cases. This research employed a descriptive method with a qualitative data analysis approach, presenting findings based on interviews and direct observations. The results from interviews and observations conducted with ED registration staff at Humana Prima Hospital revealed a generally high level of knowledge. The knowledge levels were categorized as follows: Knowledge (Know) – 88.5%, Comprehension – 95%, Application – 85%, Analysis – 80%, Synthesis – 90%, and Evaluation – 87.5%. The high percentage across these categories indicates that the ED registration staff are well-equipped to deliver effective services, provide proper education, and communicate relevant information to patients about the regulations of BPJS Health coverage in emergency situations. This is particularly important, as many BPJS Health participants who seek care at the ED are not yet fully aware of the specific rules governing the use of BPJS Health for emergencies.

Keywords: *BPJS Health, IGD registration officer, Emergency*

Introduction

Hospitals are health service institutions with unique characteristics influenced by advancements in medical science, technology, and the socio-economic conditions of society. Hospitals must continuously strive to provide higher-quality and more affordable services to achieve the highest possible standard of public health. In order to improve the quality and accessibility of hospital services, and to regulate the rights and responsibilities of the public in receiving health services, it is necessary to regulate hospitals through legislation—specifically, Law of the Republic of Indonesia No. 44 of 2009.

One of the core services provided by hospitals is the Emergency Department (ED). The ED operates 24 hours a day and is always ready to serve the community. Emergency services aim to provide swift and appropriate medical treatment to patients experiencing urgent or life-threatening conditions, with the primary goal of saving lives and preventing permanent disability. The quality of service in the ED significantly affects public perception of a hospital's overall service quality. As stated in Regulation of the Minister of Health of the Republic of Indonesia No. 4 of 2018, hospitals are comprehensive personal healthcare service institutions that provide inpatient care, outpatient care, and emergency services. A patient is defined as any individual seeking consultation or medical attention directly or indirectly at a hospital.

A common issue faced in the ED is the lack of patient understanding regarding BPJS Health regulations for emergency cases. If a patient does not meet the criteria for an emergency, the cost of services provided will not be covered by BPJS Health. In such cases, patients are treated as general (non-BPJS) patients and must pay out-of-pocket. Misunderstanding of these regulations can lead to perceptions that the hospital is refusing to accept BPJS patients, potentially resulting in complaints or negative criticism from patients or their families.

Therefore, registration officers in the ED—being the first point of contact in the care process—must be able to clearly and effectively educate patients about BPJS Health requirements in emergency situations. According to BPJS Health Regulation No. 1 of 2018, particularly Article 6 paragraph 2, the criteria for emergency conditions include life-threatening conditions, airway/respiratory/circulatory disorders, dehydration, reduced consciousness, hemodynamic disturbances, or any condition requiring immediate action within the golden period (less than 6 hours). If a patient meets these criteria, their care in the ED is covered by BPJS Health.

However, many BPJS Health participants and their families remain unaware of these specific requirements. Frequent changes to BPJS policies and limited public dissemination of information have contributed to this knowledge gap. If, after triage and diagnosis by the ED nurse and doctor, a BPJS patient is deemed not to meet the

criteria for BPJS Health coverage, the registration officer must educate the patient about the policy. The patient will then be classified as a general patient and required to pay for services. If the patient insists on using BPJS, they will be advised to return to their assigned primary healthcare provider (Faskes Level 1) in accordance with current BPJS regulations.

Methodology

This study uses a descriptive research method, which aims to objectively portray or describe a condition or phenomenon. Descriptive research is commonly used to explain existing conditions without attempting to make broader generalizations or conclusions (Notoatmodjo, 2018). The research process was carried out in stages, including the planning and design of the study, determining the research focus, data collection, analysis, and presentation of findings. The problem addressed in this study is the level of knowledge of emergency department (ED) registration staff at Humana Prima Hospital in educating patients who are unaware of BPJS Health regulations for emergency cases.

Data collection was conducted using interview techniques, which involved direct question-and-answer sessions between the researcher (interviewer) and the respondents (sources). Interviews were conducted with ED registration staff at Humana Prima Hospital during their service activities. Data collection took place in March 2025 during the researcher's field practice (PKL) at the hospital. The population in this study consists of all ED registration officers at Humana Prima Hospital. Sampling was conducted using saturation sampling, a technique in which all members of the population are included as the sample—in this case, totaling 4 individuals. The collected data were then analyzed using descriptive statistics to generate distribution and percentage values for each variable. The interviews consisted of six nominal-scale questions designed to assess the level of knowledge of ED registration staff in providing education to patients who are unaware of BPJS Health regulations for emergency situations.

Results and Discussion

Based on the results of the study, which involved direct interviews and observations with emergency department (ED) registration officers at Humana Prima Hospital during the registration process for BPJS Health patients in the Emergency Department, four respondents provided information regarding their level of knowledge. Knowledge is categorized into six levels within the cognitive domain, namely: Knowledge (Know), Comprehension, Application, Analysis, Synthesis, and Evaluation (Notoatmodjo, 2021).

Table 1.1

Frequency Distribution of the "Know" Level Among ED Registration Staff in Providing Education on BPJS Health Emergency Regulations

"Know" Indicator	Respondent	%
Do ED registration officers know the BPJS Health regulations for emergency cases, enabling them to provide proper education to patients?	A.n WD	90%
	A.n WA	89%
	A.n AW	90%
	A.n EKD	85%
Average		88.5%

The results indicate that the "Know" level of the ED registration staff is categorized as Good, with a high percentage score. The average score of 88.5% demonstrates that the staff have a strong foundational understanding of BPJS Health regulations for emergency cases, enabling them to effectively provide initial education to patients.

Berikut adalah terjemahan dalam bahasa Inggris yang sudah diperbaiki secara tata bahasa dan siap digunakan dalam laporan atau artikel ilmiah:

2. Knowledge Level Based on the Comprehension Stage of ED Registration Staff at Humana Prima Hospital

Table 1.2 Frequency Distribution Based on the Comprehension Level of ED Registration Staff in Educating Patients Unaware of BPJS Health Emergency Regulations at Humana Prima Hospital

Comprehension Indicator	Respondent	%
Do ED registration officers understand the BPJS Health regulations for emergency cases, enabling them to educate patients?	A.n WD	95%
	A.n WA	95%
	A.n AW	95%
	A.n EKD	95%
Average		95%

This indicates that the Comprehension level of the ED registration staff is categorized as Good, with a high percentage score. The average score of 95% reflects a strong ability to understand BPJS Health regulations for emergency cases, enabling staff to effectively educate patients.

3. Knowledge Level Based on the Application Stage of ED Registration Staff at Humana Prima Hospital

Table 1.3

Frequency Distribution Based on the Application Level of ED Registration Staff in Educating Patients Unaware of BPJS Health Emergency Regulations at Humana Prima Hospital

Application Indicator	Respondent	%
Are ED registration officers able to apply or implement education regarding BPJS Health emergency regulations to patients?	A.n WD	85%
	A.n WA	85%
	A.n AW	85%
	A.n EKD	85%
Average		85%

This indicates that the Application level of the ED registration staff is categorized as Good, with a high percentage score. The average score of 85% reflects their strong ability to apply their knowledge in educating patients about BPJS Health regulations for emergency cases.

4. Knowledge Level Based on the Analysis Stage of ED Registration Staff at Humana Prima Hospital

Table 1.4

Frequency Distribution Based on the Analysis Level of ED Registration Staff in Educating Patients Unaware of BPJS Health Emergency Regulations at Humana Prima Hospital

Analysis Indicator	Respondent	%
Are you, as an ED registration officer, able to analyze BPJS Health emergency regulations in order to educate patients who are unaware of them?	A.n WD	80%
	A.n WA	80%
	A.n AW	80%
	A.n EKD	80%
Average		80%

This indicates that the Analysis level of the ED registration staff is categorized as Good, with a relatively high percentage score. The average score of 80% demonstrates their ability to effectively analyze BPJS Health emergency regulations in order to educate patients.

5. Knowledge Level Based on the Synthesis Stage of ED Registration Staff at Humana Prima Hospital

Table 1.5

Frequency Distribution Based on the Synthesis Level of ED Registration Staff in Educating Patients Unaware of BPJS Health Emergency Regulations at Humana Prima Hospital

Synthesis Indicator	Respondent	%
As an ED registration officer, do you have the ability to educate patients who are unaware of BPJS Health emergency regulations?	A.n WD	90%
	A.n WA	90%
	A.n AW	90%
	A.n EKD	90%
Average		90%

This indicates that the Synthesis level of the ED registration staff is categorized as Good, with a high percentage score and an average of 90%.

6. Knowledge Level Based on the Evaluation Stage of ED Registration Staff at Humana Prima Hospital

Table 1.6

Frequency Distribution Based on the Evaluation Level of ED Registration Staff in Educating Patients Unaware of BPJS Health Emergency Regulations at Humana Prima Hospital

Evaluation Indicator	Respondent	%
As an ED registration officer, are you able to evaluate how to measure the patient's lack of knowledge regarding BPJS emergency regulations?	A.n WD	89%
	A.n WA	87%
	A.n AW	89%
	A.n EKD	85%
Average		87.5%

This indicates that the Evaluation level of the ED registration staff is categorized as Good, with a consistently high average score of 87.5%. This suggests that the staff are capable of critically assessing and responding to patients' lack of knowledge regarding BPJS Health emergency regulations, ensuring that appropriate education and clarification are effectively provided.

DISCUSSION

1. Knowledge Level: Knowing (Tahu)

The knowledge level categorized as knowing among Emergency Department (ED) registration staff at RS Humana Prima showed an average percentage of 88.5%. According to Notoatmodjo (2021), this level refers to the cognitive domain's most basic tier—the ability to recall previously learned material. The high score at the

knowing level suggests that staff have a strong foundational understanding of BPJS Health regulations for emergency cases. This enables them to provide accurate services and patient education regarding the proper use of BPJS during emergencies. In a study by Cece Kirani Armin (2021), most ED nurses demonstrated good knowledge levels: 96.8% showed good knowledge of COVID-19 screening and 84.6% regarding triage protocols—further supporting the importance of knowledge levels in emergency healthcare settings.

2. Knowledge Level: Understanding (Memahami)

At the understanding level, ED registration staff at RS Humana Prima scored an average of 95%. This level involves comprehending material beyond mere recall—such as interpreting, summarizing, and explaining concepts (Bloom et al., 1956). A high level of understanding allows the staff to better comprehend BPJS Health regulations for emergency conditions and effectively communicate them to patients. As noted by Anas Sudijono (1996), understanding means the ability to see an issue from multiple perspectives after recalling it.

3. Knowledge Level: Application (Aplikasi)

The staff demonstrated an average of 85% at the application level. This refers to the ability to apply knowledge in real-life contexts, not just understand it (Notoatmodjo, 2021). This high level indicates that registration officers at RS Humana Prima are capable of translating BPJS Health rules into practice by delivering relevant information to patients in actual emergency registration situations. Darsini, Fahrurrozi, and Eko Agus Cahyono (2019) support this by stating that application is the ability to implement information in real scenarios.

4. Knowledge Level: Analysis (Analisis)

The analysis level yielded an average of 80% among staff. This involves the ability to differentiate, compare, and categorize information (Notoatmodjo, 2021; Wawan & Dewi, 2010). This suggests that staff can break down the BPJS rules, assess a patient's understanding or lack thereof, and tailor their communication accordingly. According to Darmawati (2023), analysis includes dissecting and categorizing concepts based on certain criteria and identifying interrelationships—key for triaging and explaining BPJS emergency eligibility.

5. Knowledge Level: Synthesis (Sintesis)

The synthesis level averaged 90%. This level involves the ability to organize new information from existing knowledge (Notoatmodjo, 2021). This score reflects the staff's ability to integrate their knowledge of BPJS emergency policy into a coherent message or explanation that patients can understand. They are also able to adjust their explanations depending on the case. According to Febydiana (2019), synthesis

involves unique idea creation, planning, and forming abstract relationships—all important in tailoring communication to diverse patient scenarios.

6. Knowledge Level: Evaluation (Evaluasi)

The staff scored an average of 87.5% at the evaluation level. This level refers to the ability to judge the quality of information and decisions made (Notoatmodjo, 2021; Wawan & Dewi, 2010). With this high evaluation score, staff are capable of assessing patients' understanding and making informed decisions about how to educate them regarding BPJS Health emergency protocols. As noted by Agustanico Dwi Muryadi (2017), evaluation is the process of assessing and measuring something under specific conditions using standardized procedures.

Conclusion

Based on the results and discussion, it can be concluded that the aim of this study was to determine the level of knowledge among Emergency Department (ED) registration officers at Humana Prima Hospital regarding BPJS Health regulations in emergency situations. Data collection was carried out through interviews and direct observations with four respondents. According to Arikunto (2013), knowledge is categorized as good if the subject can correctly answer 76–100% of the total questions. The findings show that the knowledge level of ED registration officers at Humana Prima Hospital falls into the good category across all levels of the cognitive domain, as detailed below:

Knowledge Level: "Know"

Officers demonstrated a good level of knowledge with an average of 88.5%. This indicates that all ED registration staff at Humana Prima Hospital are well-informed about the BPJS Health regulations for emergencies, enabling them to provide accurate initial education to patients.

Knowledge Level: "Comprehension"

At this level, officers showed an average score of 95%, which is also in the good category. This suggests that officers not only know the regulations but also understand them well enough to explain them clearly to patients.

Knowledge Level: "Application"

The average score for application was 85%, categorized as good. This indicates that officers are able to apply their knowledge in real-world situations, such as providing appropriate information and directing patients according to BPJS Health procedures.

Knowledge Level: "Analysis"

The analysis level had an average score of 80%, also within the good category. This shows that officers are capable of analyzing patient conditions based on emergency criteria and understanding the administrative implications related to BPJS.

Knowledge Level: "Synthesis"

At the synthesis level, the officers scored an average of 90%, considered good. This reflects their ability to combine existing information to design appropriate explanations or education for patients unfamiliar with BPJS Health regulations.

Knowledge Level: "Evaluation"

Officers scored an average of 87.5% at the evaluation level, again within the good category. This means they are able to accurately assess patient situations and knowledge levels, and take appropriate educational action regarding BPJS Health rules for emergency services.

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