LEGAL PROTECTION ON NATIONAL HEALTH INSURANCE MEMBERS IN INPATIENT HEALTH SERVICES AT R. SYAMSUDIN AND HERMINA HOSPITALS, SUKABUMI, WEST JAVA

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ABSTRACT

Background: The hospital is one of the health facilities that collaborate with BPJS in providing health services. One of the national health insurance (BPJS) participants is a participant who receives BPJS health contribution assistance but can still use health service facilities including inpatient services at hospitals. BPJS Kesehatan participants who receive contribution assistance will still receive good quality and fast service even though they are recipients of financial assistance from the government. This study aimed to explore legal protection on national health insurance members among inpatients health services.

Subjects and Method: This was a qualitative study conducted at R. Syamsudin General Hospital and Hermina Hospital, Sukabumi, West Java, from September to November 2020. A total of 30 key informants consisting of inpatients who registered social health insurance, and hospital management staff from the study location was selected at random. The study variable was legal protection of inpatients who registered social health insurance. The data were collected by in-depth interview and observation. The data were analyzed descriptively.

Results: Legal protection provided by R. Syamsudin General Hospital and Hermina Hospital Sukabumi was more preventive, including: (1) Providing information and special complaints officer facilities for national health insurance; and (2) Providing information and complaints teams for hospital visitors and providing suggestion boxes in several strategic places in the hospital environment. However, repressive legal protection was not carried out because the characteristic of the patient or family of the national health insurance members, especially recipients of contribution assistance were more like to be passive and chose to accept any kind of health services provision.

Conclusion: The legal protection provided by R. Syamsudin General Hospital and Hermina Hospital, Sukabumi, West Java is more preventive in nature, and has been well implemented.

Keywords: legal protection, hospital, national health insurance members, patients

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