

Layanan Telemedicine Tuai Respon Positif dari Peserta JKN dan Fasilitas Kesehatan

Jakarta (03/08/2022) – Layanan telemedicine yang diujicobakan di 8 Fasilitas Kesehatan Tingkat Pertama (FKTP) dan 10 Fasilitas Kesehatan Rujukan Tingkat Lanjutan (FKRTL) mendapat tanggapan positif dari peserta JKN maupun fasilitas kesehatan yang bekerja sama dengan BPJS Kesehatan. Sebanyak 87% peserta JKN yang menjadi responden merasa kehadiran telemedicine memudahkan mereka memperoleh pelayanan kesehatan. Tak hanya itu, 83,4% dari mereka juga setuju bahwa pelayanan telemedicine mempercepat waktu untuk mendapatkan konsultasi medis dari rumah sakit rujukan.

Hal tersebut disampaikan oleh Direktur Utama BPJS Kesehatan, Ghufron Mukti saat menjadi salah satu pembicara dalam acara Seminar Nasional VIII, Healthcare Expo VI & Kongres VI Asosiasi Rumah Sakit Swasta Indonesia (ARSSI) bertajuk “Peluang Telemedicine ke Depan”, Rabu (03/08). Ghufron mengatakan, bukan hanya peserta JKN, fasilitas kesehatan yang bekerja sama dengan BPJS Kesehatan pun menyambut positif keberadaan layanan telemedicine.

“Uji coba tersebut kami lakukan di 5 wilayah, yakni Jakarta Selatan, Medan, Serang, Yogyakarta, dan Gorontalo. Hasilnya, 71% peserta JKN responden puas terhadap layanan telemedicine. Dari sisi penyedia layanan kesehatan, 100% FKTP maupun FKRTL yang menjadi responden menyatakan akan menggunakan layanan telemedicine secara berkelanjutan. Selain itu, lebih dari 85% fasilitas kesehatan responden juga menilai telemedicine meningkatkan akses layanan kesehatan bagi masyarakat,” kata Ghufron.

Melihat respon yang menggembirakan, pada tahun 2022 ini BPJS Kesehatan memperluas uji coba penerapan telemedicine dari 5 wilayah menjadi 18 wilayah. Ghufron mengatakan, layanan telemedicine yang dilaksanakan antara dokter FKTP dengan dokter spesialis di rumah sakit berupa konsultasi untuk menegakkan diagnosis, memberikan terapi, dan/atau mencegah keparahan penyakit. Nantinya, peserta JKN yang mengakses layanan dasar di FKTP dan memerlukan konsultasi dokter spesialis, tidak perlu datang ke rumah sakit. Dokter FKTP akan mengonsultasikan keluhan peserta kepada dokter spesialis di rumah sakit melalui telemedicine.

“Hingga saat ini, terdapat 100 FKTP Non-Daerah Terpencil dan Daerah Terpencil yang telah memanfaatkan layanan telemedicine. Layanan ini juga telah dimanfaatkan oleh 117 rumah sakit, 62 apotek dan ruang farmasi Puskesmas yang tersebar di wilayah Indonesia. Melalui telemedicine, harapan kami peserta JKN yang berada di seluruh pelosok negeri, termasuk di daerah terdepan, terpencil, dan tertinggal (3T), bisa semakin mudah mengakses layanan kesehatan,” ucap Ghufron.

Ketua Pengurus Harian Yayasan Lembaga Konsumen Indonesia (YLKI), Tulus Abadi mengungkapkan bahwa pihaknya optimis hadirnya telemedicine akan memberikan kemudahan bagi konsumen untuk mengakses layanan kesehatan di fasilitas kesehatan.

“Implementasi telemedicine ke depannya harus diiringi dengan kesiapan infrastruktur, product knowledge, proses bisnis, dan Sumber Daya Manusia (SDM) yang mumpuni. Di samping itu, juga perlu regulasi yang kuat untuk mendukung pengembangan telemedicine itu sendiri, serta kanal pengaduan khusus bagi pasien yang memanfaatkan layanan ini,” tuturnya.

Direktur Pelayanan Kesehatan Rujukan Kementerian Kesehatan RI, Siti Khalimah mengungkapkan bahwa telemedicine adalah jawaban atas sejumlah tantangan pelayanan kesehatan di Indonesia saat ini, seperti belum meratanya penempatan SDM tenaga kesehatan di beberapa daerah dan keterbatasan akses layanan rujukan.

“Ini adalah kesempatan kita untuk melakukan transformasi digital dan bioteknologi kesehatan, salah satunya yaitu telemedicine. Bersama BPJS Kesehatan, kami melaksanakan uji coba telemedicine tahap kedua di 100

FKTP se-Indonesia sampai dengan 31 Desember 2023 mendatang. Harapan kami, telemedicine mampu mendekatkan akses layanan kesehatan ke masyarakat,” katanya.

Informasi lebih lanjut hubungi:

Humas BPJS Kesehatan

BPJS Kesehatan Kantor Pusat

Care Center 165

Website : www.bpjs-kesehatan.go.id

PRESS RELEASE**Telemedicine Services Receive Positive Responses from JKN Participants and Health Facilities**

Jakarta (03/08/2022) – The telemedicine service which was piloted in 8 First Level Health Facilities (FKTP) and 10 Advanced Level Referral Health Facilities (FKRTL) received positive responses from JKN participants and health facilities who collaborates with BPJS Kesehatan. 87% of JKN participants who became respondents felt that the presence of telemedicine made it easier for them to obtain health services. Not only that, 83.4% of them also agree that telemedicine services speed up the time to get a medical consultation from the referral hospital.

This was conveyed by the President Director of BPJS Kesehatan, Ghufron Mukti as a speaker at the VIII National Seminar, Healthcare Expo VI & VI Congress of the Indonesian Private Hospital Association (ARSSI) with the theme "Telemedicine Opportunities for the Future", Wednesday (03/08). Ghufron said that not only JKN participants, health facilities who collaborates with BPJS Kesehatan also welcomed the existence of telemedicine services.

"We carried out these trials in 5 areas, namely South Jakarta, Medan, Serang, Yogyakarta, and Gorontalo. As a result, 71% of respondents which consist of JKN participants are satisfied with telemedicine services. In terms of health service providers, 100% of FKTP and FKRTL respondents stated that they would use telemedicine services on an ongoing basis. In addition, more than 85% of health facilities respondent also consider that telemedicine increase the access to health services for the community," said Ghufron.

Seeing the encouraging response, in 2022, BPJS Kesehatan will expand the pilot application of telemedicine from 5 regions to 18 regions. Ghufron said that telemedicine services carried out between FKTP doctors and specialist doctors in hospitals were in the form of consultations to establish a diagnosis, provide therapy, and/or prevent disease severity. Later, JKN participants who access basic services at the FKTP and require specialist consultation, they won't need to come to the hospital. The FKTP doctor will consult participant complaints to specialist doctors at the hospital via telemedicine.

"To date, there are 100 FKTP in Non-Remote and Remote Areas that have utilized telemedicine services. This service has been utilized by 117 hospitals, 62 pharmacies and Public Health Center pharmacy rooms spread across Indonesia. Through telemedicine, we hope that JKN participants who are located in all corners of the country, including in frontier, remote, and disadvantaged areas (3T), can more easily access health services," said Ghufron.

Chairman of the Indonesian Consumers Foundation (YLKI), Tulus Abadi said that his party was optimistic that the presence of telemedicine would make it easier for consumers to access health services at health facilities.

"In the future, the implementation of telemedicine must be accompanied by the readiness of infrastructure, product knowledge, business processes, and qualified Human Resources (HR). In addition, strong regulations are also needed to support the development of telemedicine, as well as a special complaint channel for patients who use this service," he said.

The Director of Referral Health Services at the Indonesian Ministry of Health, Siti Khalimah, revealed that telemedicine is the answer to a number of health service challenges in Indonesia today, such as the uneven placement of human resources for health workers in several regions, and also the limited access to referral services.

"This is our opportunity to carry out digital transformation and health biotechnology, one of which is telemedicine. Together with BPJS Kesehatan, we are conducting the second phase of telemedicine trials in 100 FKTPs throughout Indonesia until December 31, 2023. We hope that telemedicine is able to bring access to health services closer to the community," she said.