Health Service Standards in The Era of Digitalization

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Abstract

The era of globalization where technological developments are increasingly advanced and greatly influences, especially the health sector, where the use of digital medical equipment is currently widespread. This article describes the values of health services in general that occur in the era of digitalization which is currently experiencing changes towards a positive development. It is hoped that this can create a discourse on health thoughts and actions that can be utilized, developed and used in providing digitalized health services, for this reason the public (users) or medical and paramedics (health workers) should know some of the most minimal service standards, Therefore, anyone, whether a health person or user of health elements, should be able to understand and utilize digitalized health services in facing the challenges of an increasingly complex world of work.

Keywords: Health Services, Digitalization

1. INTRODUCTION

Health services in the current digital era require innovation to be more effective and efficient in providing health services. To be able to create good health services so that they are able to overcome problems in the field of health services and can provide services optimally and evenly throughout Indonesia. This innovation can be carried out by utilizing technology in health, namely by developing Telemedicine-based health services. By utilizing the internet network which has begun to be enjoyed by the wider community, telemedicine exists with the aim of facilitating access to health services for everyone, including people who live in remote areas. So that people who live in remote areas don't need to bother coming to the nearest big city to get quality health services. Telemedicine health services are health services that synergize with telecommunications technology so that they are very effective and efficient in supporting medical consultation services and are very helpful for remote areas that do not have specialist doctors.

2. METHODOLOGY

This research uses a qualitative approach to answer questions regarding the use of digital technology in health services. A qualitative approach is used because it can gain broad insight, as well as seek opinions and experiences regarding interests related to health services in the era of digitalization. In this qualitative approach, data is collected based on literature studies of various sources of information such as scientific journals, books, research reports, policies and documents. others related to digitalization in health services. Through this method, researchers can identify the challenges and benefits of digitalization technology in health services.

3. RESULTS AND DISCUSSION

The digitalization of health services in Indonesia has experienced significant progress in increasing the accessibility, efficiency and accuracy of health services. One of the important technologies in health services is telemedicine and health applications for remote consultations. Through this technology, patients can contact medical personnel and consult about health problems online, without needing to visit a health facility in person. This provides easy access for patients who live in remote areas or are difficult to reach by conventional health services. Apart from that, the use of telemedicine also reduces patient waiting time and minimizes transportation

costs. With digitalization technology in health services, there are various benefits that can be obtained. First, increasing capacity in health services for the community. Digitalization technology allows patients to get health services without having to come to a health facility, especially for those who have limited transportation or are in remote areas. Second, increasing the efficiency of health services. The use of digitalization technology reduces waiting times, speeds up the examination and diagnosis process, and facilitates coordination between medical professionals. Third, increasing service accuracy and safety. Electronic health information systems minimize the risk of errors in managing patient data, including errors in providing treatment or diagnosis. Fourth, increasing patient participation in health management. Health apps enable patients to actively monitor and manage their personal health. However, there are also challenges to health services in the era of digitalization, namely that many areas do not yet have adequate internet access or sufficient technological facilities to support digitalization technology in health services. Even though digital technology is available, not all medical personnel or the public are able to use it effectively. . The use of digital technology in health services also carries the risk of data leakage or misuse of patient personal information. financing and sustainability of digital technology. By understanding the benefits and challenges in using digital technology in health services, there needs to be collaborative efforts between partners and the government and related agencies to optimize digitalization to improve the quality of health services.

Internal Government Program Take Advantage of Services Health in The Era of Digitalization

Digitalization in health services is a government-led initiative, which can support technological developments in health services. The government has implemented a digitalization policy as a step to improve the quality of health services. This policy can also encourage the health information system. The government has also issued a policy on the use of Telemedicine to make it easier for people to get health services from specialist doctors at FKRTL without having to come directly to the FKRTL. The government has also socialized Telemedicine to FKTP which is a long distance from FKRTL, so by using Telemedicine for health consultations at FKRTL. Doctors are one of the parties involved in Telemedicine services, doctors provide medical advice based on health problems submitted by patients or application users. Service weaknesses Telemedicine is where doctors and patients consult not face to face but via virtual conversation or video conference. Telemedicine services provided by doctors must also comply with applicable laws and regulations. Some Telemedicine services or Teleconsultations currently running in government agencies include:

1. Tele-EKG
   Tele-EKG is a new innovation to develop health services at Community Health Centers, through this application patients no longer need to come to hospitals that have specialist doctors to carry out heart examinations. People just need to go to the community health center in the area where they live, then have a consultation and physical examination with a doctor who is assigned to serve the community. By using the Tele-EKG program, you can determine whether a heart rhythm is normal or abnormal. With an EKG, a heart recording process can be carried out. If an unstable heart rhythm occurs, the EKG results are then sent to a specialist in heart disease for rapid diagnosis.
2. Tele-ultrasound
   Tele-USG is used to help diagnose pregnant women in remote or remote areas and who are connected to a specialist ob-gyn doctor. With an ultrasound device, doctors can find out the gender, development, position orientation, and diseases that may arise in the baby in the womb. In its use, the ultrasound device does not use xray signals. Additionally, ultrasound devices are painless, tend to be inexpensive, and are considered safe for the body. Apart from being used for gynecological examinations, ultrasound devices are also widely used to detect bone fractures. Ultrasound devices have proven to be more sensitive than radiographic devices when used to diagnose rib fractures. However, the ultrasound device is considered inadequate for observing the first rib under the clavicle and the upper rib under the scapula.
3. Teleradiology
   TeleRadiology is a form of telemedicine which involves sending radiographic image data to patients with the aim of making a diagnosis or consulting with a doctor remotely. The images sent will then be stored as the patient's own historical data.
4. Teleconsultation
   Teleconsultation brings together patients with expert doctors for online consultations, finding out about the patient's condition, and making treatment recommendations. Tele-consultation also allows interaction between several experts for the development of disease treatment. The form of tele-consultation is in the form of two-way interactive video and by telephone. The procedures used in telemedicine health services, such as: Tele-EKG, TeleUSG, Teleradiology and Teleconsultation are as follows:
   a) Patients register one day before or D-1 of the scheduled consultation, (working days) no later than 12.00
   b) The admin on duty will confirm payment and schedule online consultation services.
   c) Online consultation using the KOMEN application and can be done using *Zoom Video Conference*
   d) Medicines will be sent via online courier service
   e) Confirmation of service by the team to ensure medication is received to the patient

In this case, if a patient is found to be in an emergency condition and requires a doctor's diagnostic or therapeutic action, the doctor should refer to a health facility accompanied by relevant information. This is because, in the application of Telemedicine, the authority for diagnosis or physical examination can only be carried out on a limited basis. So, in an emergency, patients should be immediately referred to a particular hospital or health facility, not using Telemedicine. The implementation of telemedicine services also has several disadvantages, including: telemedicine reduces face-to-face doctor and patient meetings and direct interactions. This limited interaction allows for errors during communication or typing errors on the screen during consultations.

Factors that hinder implementation

Telemedicine in Indonesia, namely that there is not yet adequate infrastructure available to support telemedicine services; Human resources in health services that have not been implemented properly are another factor that is an obstacle to the implementation of telemedicine in Indonesia. For patients, introduction and socialization about Telemedicine Health Services is very necessary. The use of Telemedicine can also create responsible, safe, quality, equitable and non-discriminatory health services. All of this is a shared responsibility between the government, health practitioners and the community. The benefits of Telemedicine services, especially in rural or remote areas, where the benefits are as follows:

1. Hr
   Overcoming Communication Limitations Doctor/Specialist
2. Referral System

Reducing Referral Numbers/Strengthening Referral System.

3. Financing
   Increase Efficiency/Prevent Patient Traveling.
4. Education
   Medical Education Platform.
5. Diagnostic
   Overcoming Diagnostic Delays And Limited Diagnostic Facilities.
6. Monitoring
   Makes Patient Monitoring Easier.

4. CONCLUSION

Health digital communication technologies can help facilitate effective communication. The success of digital health communication by doctors is influenced by factors such as ease of use or comfort, speed of access or completion time. Government policies that support digitalization of telemedicine health services and incentives for the development of health technology also play an important role in facilitating the use of digital technology. Adequate internet infrastructure and connections, privacy and security of patient data, as well as a lack of technological understanding and skills from medical personnel and the general public are some of the challenges that need to be overcome. Collaboration between government, health institutions and other stakeholders is an important key in overcoming these challenges and developing effective solutions.

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