

KNOWLEDGE OF PATIENTS ABOUT THEIR RIGHTS IN HOSPITAL

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ABSTRACT

Providing health services focuses on patients. The results of service will be optimal if the patient and family are aware of their rights so that service is in line with expectations, values, and culture. It is part of the patient's right to be fulfilled. The patient is entitled to a demand for something that is his personal need in accordance with justice, morality and legalistic.

This study has three objectives, namely to find out the description of patient and family knowledge about the right to obtain information, the right to obtain services, and the right to make decisions in one nationally accredited hospital in Indramayu. This study used descriptive design. The population was the patients in four inpatient rooms with an average number of 660 per month. The sampling technique used accidental sampling. Sample size was calculated using formula Z with sample size 244 respondents taken proportionally from 4 inpatient room. The data collection tool used a questionnaire with 15 statements.

The result of the research showed less knowledge about the right of information as much as 22,6% (55 respondents), less knowledge about right to get service as much as 13,9% (34 respondents), less knowledge about decision right as much 42,6% (104 respondents). The research conclusion was patient's knowledge about patient's rights is still less as much 20,1% (49 respondents). Research suggestions are expected to improve hospital information systems so that information media sources can be accessed easily and optimize the controlling of information delivery by officers.

Keywords: Knowledge, Patient's Rights

INTRODUCTION

According to the Law of the Republic of Indonesia Number 29 of 2004 concerning Medical Practice states that patients are each person who conducts consultations on his health problems to obtain services that are needed both directly and indirectly. The patient came to the hospital in a state of resignation to surrender his full treatment to the hospital health team who cared for him.

Patients are independent legal subjects who are considered to be able to make decisions for the benefit of

themselves. Patients are always considered unable to make decisions because he is sick is wrong, in everyday life usually the expression of desire or will is considered as the starting point of decision making [8]. The legal position between a sick person and a healthy person remains the same.

According to Mendri (2017) patients have ethical principles namely autonomy. This principle supports the individual's right to self-determination. This shows that the relationship between patients and health workers does not depend on the

dominant role such as health workers who take over all decisions without patients getting information first [7].

Rights and obligations are also made to affirm the pattern of strong relationships between patients and health workers. The results of service to patients will increase if patients and families are right or those who have the right to make decisions are included and the process is in accordance with expectations, values, and culture. Patients who get information about their rights and obligations will know how to behave and feel confident [5]. Rights are a person's demands for something that is his personal needs in accordance with justice and legality or something that is true, belonging, belonging, authority, power to do something because it has been determined by law. While the obligation is something that must be done or must be done by a person or legal entity [12].

A preliminary study was conducted in one of the accredited hospitals in Indramayu Regency with 12 patients selected from four inpatient rooms. Patients in inpatient room have more complicated interaction. The results were obtained from interviews with 12 patients with 12 (100%) patients having low knowledge regarding the rights of patients. Patients do not know anything about their rights. Lack of knowledge about the rights of patients causes patients to be less able to defend their interests. A person's knowledge will be better, there needs to be an understanding of these rights so that mutual respect for the rights of others is formed [4].

RESEARCH METHOD

The research method used was descriptive to examine a phenomenon that occurs in the field based on existing empirical facts [9]. This study described the patient's knowledge of rights in the Inpatient Room of one accredited Hospital in Indramayu Regency in 2018.

The population of this study were all patients in four inpatient rooms of one of the Indramayu District Hospital accredited. The number of samples was 244 respondents taken using accidental sampling technique.

The instrument of this study used a questionnaire containing 15 statements (9 favorable and 6 unfavorable. Data was analyzed by univariate analysis. The results of the analysis on these variables are displayed in the form of frequency distribution and percentage of each variable [1].

RESULT

The following table describes the characteristics of respondents:

Tabel 1.

Respondent Frequency Distribution by Age

The following table describes the characteristics of respondents:

Variable	Minim um (Years old)	Maxim um (Years old)	Median (Years old)	Standar d Deviati on
Age	13	55	41,00	12,500

Based on table 1, it can be seen that the age of the youngest respondent is 13 years old and the oldest is 55 years old with a standard deviation of 12,500.

Tabel 2.

Respondents' Frequency Distribution by Age, Gender, Education, Employment, Visit

Category	Frequency	Percentage (%)
< 41 years old	115	47,1
≥ 41 years old	129	52,9
Total	244	100
Gender	Frequency	Percentage (%)
Male	133	54,5
Female	111	45,5
Total	244	100
Education	Frequency	Percentage (%)
No Education	6	2,5
Elementary School	125	51,2
Junior High School	55	22,5
Senior High School	55	22,5
College	3	1,3

Total	244	100
Employment	Frequency	Percentage (%)
Work	134	54,9
Doesn't Work	110	45,1
Total	244	100
Visit	Frequency	Percentage (%)
First	167	68,4
More than once	77	31,6
Total	244	100

Based on table 2, it can be seen from the results of 244 respondents, aged 41 years as many as 129 respondents (52.9%), male sex as many as 133 respondents (54.5%), elementary school education as many as 125 respondents (51.2 %), based on the work of respondents who worked as many as 134 respondents (54.9%) and based on the visit of the respondent the first time they were admitted to the hospital which was 167 respondents (68.4%).

Patient Knowledge about Patient Rights

Table 3. Distribution of Frequency of Respondents 'Knowledge about Patients' Rights

Criteria	Frequency	Percentage (%)
Good	89	36,5
Enough	106	43,4
Less	49	20,1
Total	244	100

Based on the table above it is known that, respondents' knowledge of rights and obligations in the Inpatient Room in on of the accredited Indramayu Hospital is less knowledgeable as many as 49 respondents (20.1%).

Patient knowledge about patient's rights to information, right to obtain services, right to make decisions and obligations

Table 4. Respondent's frequency of knowledge distribution about patient rights to information, right to obtain services, and right to make decisions.

Based on table 4. it is known that, the respondent's knowledge about the patient's rights to information is less knowledgeable as many as 55 respondents (22.5%), respondents 'knowledge of the right to obtain less knowledgeable

services is as many as 34 respondents (13.9%), respondents' knowledge of rights making less knowledgeable decisions as many as 104 respondents (42.6%) and respondents' knowledge about the obligations of less knowledgeable patients as many as 46 respondents (18.9%).

Sub Variabel	Criteria	Frequency	Percentage (%)
Right to Information	Good	116	47,5
	Enough	73	29,9
	Less	55	22,6
Total		244	100

Sub Variabel	Criteria	Frequency	Percentage (%)
Right to Obtain Services	Good	148	60,7
	Enough	62	25,4
	Less	34	13,9
Total		244	100

Sub Variabel	Criteria	Frequency	Percentage (%)
Right to Make Decisions	Good	66	27,1
	Enough	74	30,3
	Less	104	42,6
Total		244	100

DISCUSSIONS

Patient knowledge about patient rights

Based on the results of research conducted in the Inpatient Room of one Hospital in Indramayu District, 36.5% of respondents were well-informed to understand the rights. Some patients in one hospital in Indramayu Regency have good knowledge about the rights of patients, although there are still patients who lack knowledge. Knowledge of rights is grouped into 3 aspects of rights, namely the right to obtain information, the right to obtain services and the right to make decisions. Based on the results of the research of the three scores regarding rights, it was found that the patient's knowledge lacked the right to make decisions.

According to Ismani (2013) patients have the right to consent, supported by several statements, perhaps patients who have this lack of knowledge because the patient is afraid to reveal that this is one of the patient's rights during treatment [4].

The patient has the right to exercise his rights to improve himself, his services or health personnel and his own hospital [11]. Confidentiality, and the client's right to refuse and make complaints. Poor patient knowledge about the right to make decisions.

Patient knowledge about the right to information

Based on the results of research conducted in the Inpatient Room of one Hospital in Indramayu District, 47.5% of well-informed respondents understood the right to information, less knowledge as much as 22.6%. Most of the patients in one of the hospitals in Indramayu Regency have less knowledge about the right to obtain information.

The important aspect that must be possessed by the respondent is that the patient has the right to receive information about rights and obligations, the patient has the right to receive information about the condition of the diagnosis, actions to be taken, the purpose of the action, the risk of doing or not doing the act, including rules or rules that apply in the hospital where the patient is treated and the rate or method of payment at the hospital [13]. However, in this study there is the lowest aspect that must be improved, namely at the point of statement the patient has the right to obtain information about the disease, actions that will be carried out, benefits from actions, complications and health improvements and costs [2].

patient knowledge about the patient's right to get service

Based on the results of research conducted in the Inpatient Room of one Hospital in Indramayu District, 60.7% of respondents were well-informed about the right to obtain services. This shows that some patients in one hospital in Indramayu Regency have good knowledge about the right to obtain services. The

right to obtain services is 5 statements where the statement that has the highest percentage score, namely the statement of knowledge on the aspect of the right service does not waste time, effort, does not cause physical or material harm [14]. This means that the patient fully understands that the patient has the right to get the right service in all actions so as to avoid the risks that may occur that can harm physical eg disability or cause new problems that are obtained during the treatment process or the same as the patient entitled to protection [10].

Patient knowledge about patient's rights to make decisions

Based on the results of research conducted in the Inpatient Room of one Hospital in Indramayu Regency, less knowledgeable respondents as much as 42.6% lack of understanding of the right to make good decisions and knowledge 27.1%. Some of the patients in one hospital in Indramayu Regency have less knowledge about the right to make decisions.

The patient has the right to make any decision for his body, the aspects contained in the decision making are divided into 6 statements, there are very lacking aspects, namely signing a letter of agreement or rejection without obtaining complete information in advance and suing or suing the hospital if the service is not appropriate, some of these statements are lacking because the patient is afraid to reveal that this is one of the patient's rights during treatment. The patient has the right to exercise his rights to improve himself, his services or health personnel and the hospital itself [3].

CONCLUSIONS

- Patient's knowledge of the rights of patients with less knowledge categories as much as 20.1% (49 respondents).

- Patient's knowledge of the right to information with less knowledge categories as much as 22.6% (55 respondents).
- Patient's knowledge about the right to obtain services with less knowledge categories as much as 13.9% (34 respondents).
- The patient's knowledge of the right to make decisions with the category of poor knowledge is 42.6% (104 respondents).

SUGGESTIONS

For Hospital

It is expected that hospital as input material to improve information management by distributing information media.

For Educational Institutions

It is expected that the results of this study can be useful for reference in its specific teaching on management courses and it is expected that the next researcher will explore more about the application of the rights and obligations of patients associated with influencing factors such as nurses' attitudes, knowledge and actions.

For Patients

It is expected that patients who have knowledge of rights and obligations are able to apply during the treatment process with the information obtained.

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