

**IMPLEMENTATION OF TELEMEDICINE LAW BETWEEN HEALTH  
SERVICE FACILITIES AND THE COMMUNITY IN HEALTH  
SERVICES**

**(Study at Sari Asih Hospital, Tangerang City)**

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**ABSTRACT**

This study aims to determine how the implementation of telemedicine law between health care facilities and the community in health services and the influence of factors that affect the implementation of telemedicine law between health facilities and the community in health services at Sari Asih Hospital, Tangerang City. The research informants were 3 (three) doctors. With the determination of informants through purposive sampling method. Types and sources of data include primary data and secondary data obtained by interview, literature, and documentary methods. Data processing using data reduction and data categorization methods and analyzed by content analysis and comparative analysis. The results showed that telemedicine services between health care facilities and the community at Sari Asih Hospital Tangerang City have been well implemented, measured from 2 (two) parameters, namely the implementation of telemedicine in teleradiology services which include facilities, infrastructure, and digital file delivery, and features contained in the telemedicine service website and the implementation of telemedicine in clinical teleconsultation services including registration on the website, consultation via whatsapp and video call, distribution of medicines to patients via online motorcycle taxis, as well as monitoring if experienced ongoing health problems are also good. Factors that tend to influence the implementation of telemedicine laws between health service facilities and the community in health services at the Sari Asih Hospital, Tangerang City, are legal factors, law enforcement factors, facility factors, community factors, and cultural factors.

**Keywords:** Legal Implementation, Telemedicine, Health Services Facilities, Community, Health Facilities.

**IMPLEMENTASI HUKUM TELEMEDICINE ANTARA FASILITAS  
PELAYANAN KESEHATAN DAN MASYARAKAT DALAM  
PELAYANAN KESEHATAN  
(Study at Sari Asih Hospital, Tangerang City)**

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**ABSTRAK**

*Penelitian ini bertujuan untuk mengetahui bagaimana implementasi hukum telemedicine antara fasilitas pelayanan kesehatan dan masyarakat dalam pelayanan kesehatan serta faktor yang berpengaruh terhadap implementasi hukum telemedicine antara fasilitas kesehatan dan masyarakat dalam pelayanan kesehatan di Rumah Sakit Sari Asih Kota Tangerang. Informan penelitian sebanyak 3 (tiga) dokter. Melalui metode purposive sampling. Jenis dan sumber data meliputi data primer dan data sekunder yang diperoleh dengan metode wawancara, kepustakaan, dan dokumenter. Pengolahan data menggunakan metode reduksi data dan kategorisasi data serta dianalisis dengan analisis isi dan analisis perbandingan. Hasil penelitian menunjukkan bahwa pelayanan telemedicine antara fasilitas pelayanan kesehatan dan masyarakat di Rumah Sakit Sari Asih Kota Tangerang telah terimplementasi dengan baik, diukur dari 2 (dua) parameter yaitu implementasi telemedicine dalam pelayanan teleradiologi yang meliputi sarana, prasarana, dan pengiriman file digital, dan fitur yang terdapat dalam website pelayanan telemedicine dan implementasi telemedicine dalam pelayanan telekonsultasi klinis meliputi pendaftaran di website, konsultasi via whatsapp dan video call, pendistribusian obat kepada pasien melalui ojek online, serta pemantauan jika mengalami masalah kesehatan berkelanjutan. Faktor yang cenderung memengaruhi implementasi hukum telemedicine antara fasilitas pelayanan kesehatan dan masyarakat dalam pelayanan kesehatan di Rumah Sakit Sari Asih Kota Tangerang yaitu faktor hukum, faktor penegak hukum, faktor sarana atau fasilitas, faktor masyarakat, dan faktor budaya.*

*Kata Kunci: Implementasi Hukum, Telemedicine, Fasilitas Pelayanan Kesehatan, Masyarakat, Pelayanan Kesehatan*