



FACTORS RELATED TO BPJS PATIENT SATISFACTION CLASS III

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ABSTRACT

Background: Quality health services that are customer or patient oriented are the main strategy for health care organizations in Indonesia, in order to continue to exist in the midst of increasingly strong global competition. The quality of health services in hospitals is strongly influenced by the service delivery process.

Objective: This study aims to examine the factors associated with patient compliance BPJS Inpatient Class III. The location of this research is BLUD RSUD H. Padjonga Dg. Ngalle Kabupaten Takalar

Method: This type of research is a quantitative study using a cross sectional. The sampling technique used random sampling as many as 98 patients.

Result: The results of the bivariate study showed that there was a relationship between doctor's services and patient satisfaction of BPJS Inpatient Class III ($p=0.000$), the relationship between nursing services and patient satisfaction of BPJS Inpatient Class III ($p=0.021$), there was a relationship between medical support services with patient satisfaction for BPJS Inpatient Class III ($p = 0.001$), there is a relationship between administrative services and patient satisfaction for BPJS inpatient Class III ($p = 0.001$) and there is a relationship between doctor services and patient satisfaction for BPJS inpatient Class III ($p = 0.000$)

Suggestion: It is necessary to improve the quality, both the quality of physical facilities, available personnel, medicines and medical equipment including resources.

INTRODUCTION

Health is very important for all humans because without good health, it will be difficult for every human being to carry out daily activities. The realization of a healthy state is the will of all parties, be it individuals, families

or groups, the government as well as society as a whole (Iryadi, 2014).

Departing from UHC then the Indonesian National Social Security Council (DJSN) formed the National Social Security System (SJSN) which is contained in Law Number 40

of 2004 and states that all Indonesian people are required to have National Health Insurance (JKN).

Quality health services that are customer or patient oriented are the main strategy for health service organizations in Indonesia, in order to continue to exist in the midst of increasingly strong global competition. One of the most appropriate strategies in anticipating open competition is through a plenary quality approach that is oriented to a quality service process, and the results of quality health services are in accordance with the wishes of the customer or patient.

From data sourced from the Data and Information Center of the Ministry of Health of the Republic of Indonesia (PUSDATIN KEMKES RI) which was taken in 2019, there were 208,054,199 people registered as JKN participants. With details for Contribution Assistance Recipients (PBI) sourced from the APBN amounting to 92,107,598 people, for the PBI category sourced from the APBD amounting to 29,873,383 people, for the non-PBI category the Wage Recipient Workers (PPU) category amounting to 49,833,095 people, and for the category of Non-Wage Recipient Workers (PBPU) there are 31,100,248 people and for the Non-Worker (BP) category as many as 5,139,875 people

(Kemenkes RI, 2018).

In South Sulawesi, the number of JKN participants was 8,071,716, with details of PBI sourced from the APBN as many as 3,177,016 people, PBI originating from the APBD as many as 2,377,998 people, non-PBI in the PPU category as many as 1,154,588 people, and for the PBI category, there were 1,154,588 people. PBPU as many as 1,135,134 people and non-workers as many as 226,980 people (BPJS Kesehatan, 2019).

After the widespread issue of premium increases in the last half of 2019, there have been various protests carried out by various groups, both the public and students. So that the President as the highest policy maker in Indonesia also took action by issuing PERPRES No. 75 of 2019 concerning amendments to PERPRES No. 82 of 2018 which is set to take effect for PBI as of August 1, 2019, PPU as of October 1, 2019 and for independent Participants will take effect on January 1, 2020 (Perpres, 2018).

BLUD Hospital HJ Hospital. Padjonga Dg. Ngalle is a public hospital in Takalar that has BPJS services. One of the main tasks of this hospital is to provide outpatient and inpatient services. This hospital has an inpatient installation consisting of class III, class II, class I and VIP Main rooms. BPJS class III patients

are the lowest paid category, from this the researcher wants to see whether the health facilities and services provided by the hospital are in accordance with the payments or benefits from the patient.

In 2018 the number of visits by class III BPJS participants in the Cempaka, Mawar, and Flamboyant BLUD rooms at H. Padjonga Dg. Ngalle Kab. Takalar as many as 4,553 inpatients while in 2019 the number of visits by BPJS class III participants in the Cempaka, Mawar, and Flamboyant rooms was 5,477 inpatients, from this data it can be seen that BPJS class III patients have increased in 1 year, therefore researchers are interested examined what factors were related to the satisfaction of BPJS health patients with the quality of class III inpatient services at the BLUD RSUD H. Padjonga Dg. Ngalle, Takalar Regency.

METHOD

This type of research is a quantitative research using a *cross sectional*, namely data collection is carried out simultaneously. This research was conducted at the BLUD RSUD H. Padjonga Dg. Ngalle Kab. Takalar is a BLUD patient at RSUD H. Padjonga Dg. Ngalle Kab. Takalar as many as 98 people. According to Hidayat (2012) the sample is part of the population to be studied or part of the number of characteristics possessed by the population.

The sample to be taken from this study is BPJS patients who receive class III inpatient services in the Cempaka, Mawar and Flamboyant rooms at the BLUD RSUD H. Padjonga Dg. Ngalle, Takalar Regency.

The technique used in sampling in this study is *random sampling*. The research instrument used in this study was a questionnaire addressed to the object in question. Data processing is carried out using a computerized program, namely SPSS (*Social Science Package System*). SPSS is used to process data from the questionnaire results and to test the relationship between the dependent variable and the independent variable.

RESULTS

Table 1
Distribution of Respondents Based on Gender of BPJS Inpatient Class III Patients at BLUD RSUD H. PadjongaDg. Ngalle Takalar District

Gender	Frequency	%
Male	64	65.3
Female	34	34.7
Total	98	100

Source : Primary Data, 2020

Table 1 shows that the gender of BPJS Outpatient Class III patients at the BLUD RSUD H. Padjonga Dg. Ngalle Takalar Regency has the highest male gender with 64 respondents (65.3%) and the lowest female gender with 34 respondents (34.7%).

Table 2
Distribution of Respondents Based on Education Level of BPJS Inpatient Class III Patients at BLUD RSUD H. PadjongaDg. Ngalle Takalar District

Education Level	Frequency	%
Primary school	37	37.8
Junior high school	18	18.4
Senior High School	35	35.7
College Graduation	8	8.2
Total	98	100

Source : Primary Data, 2020

Table 2 shows that the age group of outpatient BPJS patients is Class III in BLUD Hospital H. Padjonga Dg. Ngalle, Takalar Regency, was highest in the 56-65 year age group with 35 respondents (35.71%) and the lowest in the 46-55 year age group with 9 respondents (9.19%).

Table 3
Distribution of Respondents Based on Age of BPJS Inpatient Class III Patients at BLUD RSUD H. Padjonga Dg. Ngalle Takalar Regency

Age	Frequency	%
17-25 Years	25	25.51
26-35 Years	17	17.34
36-45 Years	12	12.25
46-55 Years	9	9.19
Total	98	100

Source : Primary Data, 2020

Table 3 shows that the education level of BPJS Outpatient Class III patients at the BLUD RSUD H. Padjonga Dg. Ngalle Takalar Regency has the highest elementary school with 37 respondents (37.8%) and the lowest is Higher Education with 8 respondents (8.2%).

Table 4
Distribution of Respondents Based on Occupation of Class III Inpatient BPJS Patients at BLUD RSUD H. Padjonga Dg. Ngalle Takalar Regency

Occupation	Frequency	%
Civil Servant	16	16.3
Non Civil Servant (self-employed/labor/private)	52	53.1
Housewife	20	20.4
Not working	10	10.2
Total	98	100

Source : Primary Data, 2020

Table 4 shows that the patientBPJS Outpatient Class III at BLUD RSUD H. Padjonga Dg. Ngalle Takalar Regency, the highest is Non PNS (Entrepreneur/labor/private) as many as 52 respondents (53.1%) and the lowest is not working as many as 10 respondents (10.2%).

Table 5
Distribution of Respondents Based on Income of Class III Inpatient BPJS Patients at BLUD RSUD H. Padjonga Dg. Ngalle Takalar Regency

Income/month (Rp)	Frequency	%
<500,000	36	36.73
500,000 – 1.00.00	25	25.51
1,000,000 – 2,000,000	27	27.56
2,500,000	7	7.14
2,500,000-3,000,000	2	2.04
>3,000,000	1	1.02
Total	98	100

Source : Primary Data, 2020

Table 5 shows that the occupation of BPJS Outpatient Class III patients at the BLUD RSUD H. Padjonga Dg. Ngalle, Takalar Regency, has the highest income, which is Rp. 500,000 – Rp. 1,000,000 and Rp. 1,000,000 –

2,000,000 each with 27 respondents (27.36%) and the lowest is > Rp. 3,000,000 as many as 1 respondent (1,02%).

Table 6
Distribution of Respondents by Time of Treatment at BPJS Inpatient Class III Facilities at BLUD RSUD H. Padjonga Dg. Ngalle Takalar Regency

Time for Treatment at BPJS Facilities	Frequency	%
1 Times	44	44.9
2 Times	28	28.6
3 Times	19	19.4
4 Times	7	7.1
Total	98	100

Source : Primary Data, 2020

Table 6 shows that the time for treatment at the BPJS facility at the BLUD RSUD H. Padjonga Dg. Ngalle, Takalar Regency, Makassar, the highest is 1 time with 44

respondents (44.9%) and the lowest is 4 times with 7 respondents (7.1%).

Table 7
Distribution of Respondents Based on Doctor Services for BPJS Inpatient Class III Patients at BLUD RSUD H. Padjonga Dg. Ngalle Takalar Regency

Doctor Services	Frequency	%
Good	64	65.3
Not Good	34	34.7
Total	98	100

Source: Primary data 2020

Table 7 shows that doctor services for outpatient BPJS Class III patients at BLUD RSUD H. Padjonga Dg. Ngalle, Takalar Regency, the highest is feeling good service as many as 64 respondents (65.3%) and the lowest is poor service as many as 34 respondents (34.7%).

Table 8
The Relationship Between Administrative Services and Patient Satisfaction BPJS Inpatient Class III at BLUD RSUD H. Padjonga Dg. Ngalle Takalar Regency

Administration Service	Patient Satisfaction				Total		P Value
	Satisfied		Dissatisfied		N	%	
	n	%	n	%			
Good	28	82.35	6	17.65	34	100	0,001
Poor	31	48.44	33	51.56	64	100	
Total	59	60.2	39	39.8	98	100	

Source: Primary Data, 2020

Table 8 regarding the distribution of respondents based on the relationship between administrative services and patient satisfaction

BPJS Inpatient Class III at the BLUD RSUD H. Padjonga Takalar Regency shows that out of a total of 34 BPJS patient respondents who stated

the administrative services were good, they stated that satisfied as many as 28 respondents (82.35%) and 6 respondents (17.65%) who stated they were not satisfied. Meanwhile, from a total of 64 respondents who stated that administrative services were not good, 31

respondents (48.44%) were satisfied and 33 respondents (51.56%) said they were not satisfied with administrative services in the Class III Inpatient Room BLUD RSUD H. .Padjonga Dg. Ngalle, Takalar Regency.

Table 9
The Relationship Between Inpatient Facilities and Patient Satisfaction BPJS Inpatient Class III at BLUD RSUD H.Padjonga Dg. Ngalle Takalar Regency

Inpatient Facilities	Patient Satisfaction				Total		P Value
	Satisfied		Dissatisfied		N	%	
	n	%	n	%			
Complete	36	94.74	2	5.26	38	100	0,000
Incomplete	23	38.33	37	61.67	60	100	
Total	59	60.2	39	39.8	98	100	

Source: Primary data 2020

Table 9 regarding the distribution of respondents based on the relationship between inpatient facilities and BPJS Inpatient Class III patient satisfaction at the BLUD RSUD H. Padjonga Takalar Regency shows that out of a total of 38 BPJS patient respondents who stated inpatient facilities complete, which stated that they were satisfied as many as 36 respondents (94.74%) and 2 respondents (5.26%) who stated that they were not satisfied. Meanwhile, from a total of 60 respondents who stated that the inpatient facilities were incomplete, 23 respondents (38.33%) were satisfied and 37 respondents (61.67%) stated they were not satisfied with the inpatient facilities in the Class III BLUD Inpatient Room. Hospital H. Padjonga Dg. Ngalle, Takalar Regency.

DISCUSSION

Doctor Services With Patient Satisfaction BPJS Inpatient Class III

Based on the results of research on the distribution of respondents based on the relationship between doctor services and patient satisfaction BPJS Inpatient Class III at BLUD RSUD H. Padjonga, Takalar Regency, it shows that out of a total of 64 respondents, BPJS patients stated that the service was a doctor. well, stating that they are not satisfied 14 respondents (21.87%). The implementation of good relations between doctors, officers and patients in providing services by being willing to give sufficient attention and carry it out without any differences. So that the level of patient satisfaction with the services provided

will be higher and will produce quality services.

The results of the analysis to see the relationship between doctor's services and patient satisfaction using the *Chi-Square*, obtained a value of $p = 0.000$ ($p < 0.05$) so it can be interpreted that there is a significant relationship between doctor services and patient satisfaction BPJS Inpatient Class III BLUD RSUD H. Padjonga Dg. Ngalle, Takalar Regency.

This is also in line with research conducted by Vasilefa (2014) which states that most respondents have a satisfied perception of the quality of inpatient services, namely those who feel sufficient and are satisfied with doctor services, as many as 62 respondents (95.4%). Statistical test results obtained p value = 0.000 ($p < 0.05$) which indicates there is a relationship between doctor's services and patient satisfaction with service quality. This is also in line with the results of research conducted by Paulu, et al (2016) who obtained the results of the *Chi-Square* with n $p = 0.0001$ or ($p < 0.05$) which means there is a relationship between doctor services and patient satisfaction at the Tanwangko Health Center (Paul et al., 2019).

Nursing Services With Patient Satisfaction BPJS Inpatient Class III

Based on research on the distribution of respondents based on the relationship between nurse services and patient satisfaction BPJS Inpatient Class III at the BLUD RSUD H. Padjonga, Takalar Regency, it shows that from a total of 68 BPJS patient respondents who

stated that nurse services were good , which stated that they were not satisfied as many as 22 respondents (32,35%).

Statistical test *Chi-Square*, obtained a p value = 0.021 ($p < 0.05$) so it can be interpreted that there is a significant relationship between nurse services and patient satisfaction BPJS Inpatient Class III. This is in line with the research conducted by Butar-Butar & Simamora (2016) regarding the relationship between the quality of nursing services and the level of satisfaction of inpatients at Pandan Hospital, Central Tapanuli Regency, in this study stated that there is a relationship between the quality of nursing services and the level of patient satisfaction (Butar-Butar & Simamora, 2016). - butar & Simamora, 2016).

Medical Support Services With Inpatient BPJS Class III Patient Satisfaction

Based on the relationship between medical support services and Class III inpatient BPJS patient satisfaction at the BLUD RSUD H. Padjonga, Takalar Regency, it was shown that from a total of 66 BPJS patient respondents who stated that medical support services were good, 19 respondents (28.79%) who stated that they were not satisfied.

The results of this study are in line with research conducted by Nani (2017). The results of this study show that there is a relationship between pharmacy services and outpatient satisfaction with a p value of $0.001 < 0.05$, which means that there is a relationship between pharmacy services and outpatient satisfaction. at the Bandar Petalangan Health

Center Pelalawan in 2017 (Nany, 2017).

Administrative Services With Patient Satisfaction BPJS Inpatient Class III

Based on the relationship between administrative services and patient satisfaction BPJS Inpatient Class III at the BLUD RSUD H. Padjonga, Takalar Regency, it shows that from a total of 34 BPJS patient respondents who stated that the administrative service was good, those who said they were not satisfied 6 respondents (17.65%) stated that they were not satisfied. This study is in line with Murtiana's research (2016) which obtained the *fisher's exact* obtained by the value of Value = $0.00 < 0.05$, so this shows that there is a significant relationship between the quality of administrative services and the level of patient satisfaction at the Kendari City Hospital in 2016. Patient satisfaction by the service administration is caused by friendly, polite, fast service and neat appearance of officers (Murtiana et al., 2016).

Inpatient Facilities With Patient Satisfaction BPJS Inpatient Class III

Based on the results of research on the distribution of respondents based on the relationship between inpatient facilities and patient satisfaction BPJS Inpatient Class III in BLUD RSUD H. Padjonga, Takalar Regency, it shows that from 60 respondents who stated that inpatient facilities were lacking complete, which stated that they were satisfied as many as 23 respondents. The results of this study are in line with the research conducted by Murtiana (2016) who obtained the *fisher's exact* obtained

p value = $0.00 < 0.05$, this indicates that there is a significant relationship between the quality of facilities and infrastructure for patient satisfaction at the Kendari City Hospital in 2016 (Murtiana et al. al., 2016)

CONCLUSION

Based on the results of research on factors related to patient satisfaction BPJS Inpatient Class III at BLUD RSUD H. Padjonga Dg. Ngalle Takalar Regency, the following conclusions can be drawn:

- There is a relationship between doctor services and patient satisfaction BPJS Inpatient Class III BLUD RSUD H. Padjonga Dg. Ngalle Takalar Regency obtained p value = 0.000 ($p < 0.05$).
- There is a relationship between nurse service and patient satisfaction. BPJS Inpatient Class III BLUD RSUD H. Padjonga Dg. Ngalle Takalar Regency obtained p value = 0.021 ($p < 0.05$).
- There is a relationship between medical support services and patient satisfaction. BPJS Inpatient Class III BLUD RSUD H. Padjonga Dg. Ngalle Takalar Regency obtained p value = 0.001 ($p < 0.05$).
- There is a relationship between administrative services and patient satisfaction. BPJS Inpatient Class III BLUD RSUD H. Padjonga Dg. Ngalle Takalar Regency obtained p value = 0.001 ($p < 0.05$).
- There is a relationship between inpatient facilities and patient satisfaction. BPJS Inpatient Class III BLUD RSUD H.

Padjonga Dg. Ngalle Takalar Regency
obtained p value = 0.000 ($p < 0.05$).

SUGGESTION

Based on the results of the research that has been done, the researcher realizes that there are still many shortcomings in it. Therefore, there are several suggestions that can be taken into consideration related to similar research: It is hoped that educational institutions will be

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able to add facilities in the library by increasing the latest reference books on public health that can support research. It is hoped that the hospital will continue to maintain and improve the quality of health services at the BLUD Hospital H. Padjonga Dg. Ngalle Kab. Takalar to BPJS Health users, especially for class III inpatient services.

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