



The Online Community's Literacy About Patient Rights in Hospital (A Case Study of WhatsApp Group Online Community)

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ABSTRACT

Health literacy is one's ability to seek, access, assess and make decisions related to health problems they face. Patient rights in the hospital are some of the basic health issues which needs to be understood before accessing health services. The patient rights in hospital are regulated in Law No. 44 of 2009 on Hospital. Therefore, people need to have literacy about the patient rights when accessing health care facilities so that they can get maximum services and improve their health status. This study aims to find out the level of online community's literacy about patients' rights in hospital. Descriptive quantitative method was employed in this study, assessing the level of online community's literacy about the patients right in hospital. The respondent of this study was an online community, consisting 200 members of a WhatsApp group which the researcher has been part of. The results showed that the levels of online community's literacy about patient rights were excellent (80.4%), sufficient (15.1%), problematic (1.5%) and Inadequate (3.0%). However, there is one question item in the questionnaire that showed that 36.7% of the community members were in inadequate and problematic levels on their ability to search, find and choose information they needed in the hospital environment. In conclusion, the excellent level of health literacy about the patient rights impacted one's ability to determine and obtain maximum quality of health care. In addition, the use of social media as the source of information had positive impact on health information especially about the patient rights in health care services. Thus, the government needs to use social media as a mean of delivering information in the health care sector.

Keywords: Literacy, Health, Rights, Patients, Online

I. INTRODUCTION

Health literacy has been recognized as one of the determinants of health and as a goal of public health development. The level of health literacy is a person's fundamental ability to seek, understand, assess and make decisions related to health problems. Low levels of health literacy can prevent a person from accessing and understanding health information [1]. Health literacy is a skill that everyone has in order to obtain, process and interpret the basic health information and health care needs needed to get the right health decisions [2].

Health literacy, in Indonesia is not so familiar. Health literacy can be categorized into various sub-topics of health problems, one of which is related to health literacy about the rights of patients in hospitals. The rights of patients in hospitals have been regulated in law UU No. 44 of 2009 on Hospitals article 32. There are 18 aspects of patient rights that must be fulfilled, known and understood by the community [3].

The rights of hospital patients according to Law No. 44 of 2009 that must be known by the public include (1) obtaining information on the rules and regulations applicable in hospitals, (2) obtaining information about the rights and obligations of patients, (3) obtaining services that are humane, fair, honest and without discrimination, (4) obtaining privacy and confidentiality of diseases suffered including medical data, (5) obtaining information that includes diagnosis and procedures of medical measures, the purpose of medical measures,

alternative measures, risks and possible complications, and the prognosis of the actions performed and the estimated cost of treatment, (6) give approval or reject the actions that health workers will take against the disease they suffer [3].

In the development of globalization as it is today, it has been shown that information on the risks of medical services to patients today can be said to no longer show social interests and human values, because de facto the right of patients to obtain information on the risks of medical services is no longer clearly obtained against the occurrence of medical risks. Activities in the field of health are now beginning to shift from social institutions to business institutions so that it informs medical risks to patients.

Based on the results of research on the level of public health literacy in General in Central Java shows more than 55% have a very low level of public health literacy [4]. Meanwhile, other research on the level of health literacy of rural and urban communities in Yogyakarta showed that 60% of people have low health literacy. The results of another study by Pratiwi Ayuk A and Pujihastuti Antik (2019), stated that almost more than 40% of patients do not have good knowledge about the rights and obligations of patients in hospitals. Health literacy in Indonesia is still relatively low[6]. In this era of technology should be able to make it easier to conduct education and various health information that is not hoax. Therefore researchers are interested in doing. This study aims to find out the level of online community's literacy about patients' rights in hospital.

II. METHOD

This research is a quantitative descriptive research by describing the level of online community literacy about the rights of patients. The sample of this study amounted to 200 respondents who joined and divided

into 4 groups of whatsapps researchers. The research was conducted in June-July 2019. Sampling techniques by random sampling. Data collection of this research using online survey questionnaires through google form that is shared in the form of personal links. The research instruments used use closed questions. Data analysis using descriptive analysis

III. RESULT AND DISCUSSIONS

Respondent's Characteristics

Table 1. Respondent's Characteristics

Respondent's Characteristics		
Variable	f	%
Age		
21 – 30 Years Old	69	34,5
31 – 40 Years Old	87	43,5
> 40 Years Old	44	22
Gender		
Male	75	37,5
Female	125	62,5
Education Level		
Senior High School	71	35,5
D3/S1/S2/S3	129	64,5

Table 1 shows that the majority of respondents aged 31 - 40 years are as many as (43.5%), the majority of respondents in this study were female (62.5%) and most have the level of Education D3 / S1 / S2 as much as (64.5%). The characteristics of WhatsApps groups are onlineshop groups whose heterogeneity is very high. Characteristics of age, gender and level of education are variables that affect a person's level of health literacy. A person's health literacy may decrease with age. Increasing age can affect thinking ability, thus lowering the ability to read and understand information [7].



On gender variables state the difference between men and women biologically, but in nature that serves as a determinant of health literacy is the characteristic of the role, the responsibility of attributes between men and women are built socially known as gender [8]. The results of studies in the united states, Serbia and Turkey showed a link between women with lower levels of health literacy [9,10,11]

Education level can affect directly or indirectly to health literacy. Education directly affects a person's ability to understand a scientific field, while also affecting the ability to find, select, understand and interpret various information. A national assessment of adult literacy in the United States showed that 52% of respondents completed school [9,10,11]. Education can affect a person's preferences, behaviors and lifestyles which can ultimately affect his health. Education also improves a person's ability to collect and interpret health information. Furthermore, education can shape a person's ability to constantly increase or update the health knowledge he or she has through continuous learning[12].

The results of Wahyuningsih Tutik research (2019), about the factors that affect public health literacy in puskesmas Banguntapan I Bantul D.I.Y showed different results that age does not affect the level of public health literacy. However, the variables of employment and gender have an influence on the level of public health literacy [13]

Literacy Level Patient Rights Online Community Whatsapps Group

The results showed the level of literacy of the rights of online community patients in WhatsApps groups as follows:

Table 2. Level of Patient Rights Literacy
Literacy rate of patient rights

Literacy rate of patient rights		
Category	f	%
Excellent	161	80,40
Sufficient	30	15
Problematic	3	1,5
Inadequate	6	3

The results showed that the majority of WhatsApps group online community literacy level at excellent level of 161 respondents (80.40%) and at the sufficient level of 30 people (15%). The online community's literacy about patient rights has been excellent. Respondents who are active on social media can access information and get information faster and easier. The literacy of the rights of patients in hospitals is contained in law No. 44 of 2009 on Hospitals article 32. The rights of such patients include:

1. Obtaining information about the rules and regulations applicable in hospitals.
2. Obtain information about the rights and obligations of patients
3. Obtain services that are humane, fair, honest and without discrimination
4. Obtain effective and efficient services so that patients avoid physical and material losses
5. File a complaint for the quality of service obtained
6. Choosing a doctor and treatment class according to his wishes and the applicable regulations in the Hospital Ask for consultation about the disease suffered to other doctors who have a License of Practice (SIP) both inside and outside the hospital.
7. Obtain the privacy and confidentiality of the disease suffered including medical data.

8. Obtain information that includes the diagnosis and procedures of medical measures, the purposes of medical measures, alternative measures, possible risks and complications, and the prognosis of the Actions performed and the estimated cost of treatment.
9. give approval or refuse the actions that will be taken by health workers against the disease they suffer
- 10 accompanied by his family in critical condition
11. carry out worship according to the religion or beliefs it adheres to as long as it does not disturb other patients;
12. obtaining his safety and security while in hospital care;
13. propose, advise, improve the hospital's treatment of him;
14. reject the ministry of spiritual guidance that is in accordance with the religion and beliefs it adheres to;
15. sue and/or sue the Hospital if the Hospital is suspected of providing services that are not in accordance with civil or criminal standards
16. propose, advise, improve the hospital's treatment of him; reject the ministry of spiritual guidance that is in accordance with the religion and beliefs it adheres to; sue and/or sue the Hospital if the Hospital is suspected of providing services that are not in accordance with civil or criminal standards

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This is in line with a report from the National Assessment of Adult Literacy that in countries where the dominant population has low levels of health literacy report a lack of health information from printed or written sources compared to those with high levels of health literacy. Based on Rozanah N A et al (2017), shows that there is a relationship between access to health information (Internet or mobile phones and health courses or seminars) with the level of health literacy [15].

Level of Health Literacy Rights of Patients About Obtaining Information

Although the online community generally has a high level of health literacy about patient rights, there is still one aspect that has low scores. These aspects are about obtaining information that includes the diagnosis and procedures of medical measures, the purpose of medical measures, alternative actions, possible risks and complications, and the prognosis of the actions performed and the estimated cost of treatment. The results showed that

Table 3. Patient's Rights To Information

Literacy rate of patient rights		
Category	f	%
Excellent	40	20
Sufficient	42	21
Problematic	65	32,5
Inadequate	53	26,5

The results of this study showed that the level of literacy of patients' rights at the point of obtaining information is still in inadequate level (26.5%) problematic (32.5%), it can be concluded that 59% of online commissers have poor patient rights literacy about patients being entitled to information. Patients are entitled to information that includes the diagnosis and procedures of medical measures, the purposes of medical measures, alternative measures, possible



risks and complications, and the prognosis of the actions performed and the estimated cost of treatment. This point is very important because from this explanation patients have the right to know and decide what other medical steps they have to take,. This relates to the financial picture that must be issued by the patient.

The doctor must explain the patient's condition without having to be asked by the patient. Medical information must be communicated by health workers to the patient whether requested or not. Information must be provided in a complete and honest way, unless the doctor assesses that the information may be detrimental to the interests or health of the patient or the patient refuses to be provided information. Information from the world of Medicine is a human right of the patient because based on that information the patient can make a decision about a medical action committed against the patient. On the other hand, this information can give correctly to the patient, because the main obligation of a doctor who is running the profession is very morally related, as well as the norms that apply in society.

IV. CONCLUSION

Most of the 80.40% of respondents in general had excellent health literacy about the access rights of patients in hospitals. However, there is still one aspect that is low in literacy (59%) i.e. related to obtaining information that includes the diagnosis and procedures of medical measures, objectives of medical measures, alternative actions, risks and complications that may occur, and the prognosis of the actions carried out and the estimated cost of treatment.

V. RECOMMENDATION

To improve health literacy, especially about patient rights, structured education is needed such as socializing and sharing information

through group Whatsapps consistently. The government as a party is very responsible for providing such access through the ministry of health.

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