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PRIMARY CLINIC SERVICES 'SEHAT' AGAINST BPJS PATIENTS

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Abstract

Standard Clinic services and facilities 'Sehat' should meet the standards of services and facilities determined by the government to be able to serve patients of the Social Security Organizing Agency (BPJS). This study aims to analyze the standards of services and facilities provided by the Primary Clinic "Sehat" whether it has met the standards provided by BPJS Health, whether it can be beneficial for the clinic itself and the group of hospitals financially in addition to fulfilling medical services of BPJS Health. The number of pratama clinics serving BPJS participants in the Tangerang area is only 145 out of 332 clinics. This can be an opportunity for the 'Sehat' Primary Clinic to enter the market where the need for high medical staff can be an opportunity to outperform its competitors because the 'Sehat' Primary Clinic is in a group of companies that have medical faculties. This type of research is qualitative. Where data collection is done by purposive and snowball and collection techniques with triangulation (combined) sources. The results of the study show that, currently, the Primary Clinic's achievement of 'Sehat' as one of the clinics serving BPJS patients is quite encouraging. Apart from not many serving BPJS patients in the Tangerang area, the standard of services and facilities demanded by the government can also be relatively fulfilled as a service standard. In addition, the Pratama Clinic "Sehat" is also supported by educational institutions within a group of companies to provide medical personnel needed by the clinic.

Keywords: BPJS, Services, Capitation, Facilities.
