

*Review of Completeness of Administrative Requirements for Registration of
BPJS Patients at the Jatinegara Health Center, East Jakarta*

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Abstract

The place for admitting patients is the first service gate in a health care facility. Patients decide to seek treatment at a health facility by considering a comfortable patient reception area and satisfying staff. The Social Security Administering Body (BPJS) for Health has the function of organizing a health insurance program. Participants must bring the administrative requirements for obtaining health services at a health care facility. Jatinegara Puskesmas is one of the first level health facilities that collaborates with BPJS Kesehatan. Currently, there is an accumulation of patients at the registration site because they do not carry administrative requirements which have an impact on the delay in the patient registration process. The purpose of this study was to describe the completeness of administrative requirements for BPJS patients at Jatinegara Health Center. This type of research is descriptive research, the method used is direct observation method. The population of this study were BPJS patients who were treated based on research. The complete administrative requirements for BPJS patients at the Jatinegara Health Center from a total of 63 patients who were treated in July 2020, Not all patients brought BPJS administrative requirements, but from 3 administrative requirements, the most complete KTP requirements were 60 (95.2%) patients and incomplete family card requirements were 54 (85.7%). Factors that cause incomplete administrative requirements are age and sex. It is better if counseling and displaying public service advertisements and banners with information on the administrative requirements of BPJS participants that must be fulfilled.

Keywords: Completeness, BPJS, Administration