

ABSTRACT

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Study Program : *Medical Record and Health Information*

Title : *Description of the characteristics and knowledge of BPJS Health patients at Kebon Jeruk Subdistrict Health Center*

All Indonesian citizens are required to have a BPJS Health membership card on January 1, 2019. The increasing number of BPJS participants each year affects the level of community satisfaction. One factor that influences BPJS participants' satisfaction is knowledge. Until now the level of knowledge of BPJS participants is still lacking. The impact of knowledge that still lacks long-term service, hampered procedures and applied channels and low utilization of health services. This study aims to determine the level of patient knowledge about BPJS Health through several indicators, including health insurance participants, family members who are covered, the rights and obligations of participants, registration to be participants, changes in membership data, fees, late fines, termination of health services, facilities for participants, benefits of inpatient accommodation, guaranteed health services, health service flow, procedures for obtaining health services, and health services that are not guaranteed. This research was conducted at the Kebon Jeruk District Health Center, West Jakarta. Using quantitative methods with a descriptive approach. Data collection techniques in this study through questionnaires with the number of 85 respondents. From the results of this study it is known that patients in the Kebon Jeruk District Health Center who are BPJS participants still have a low knowledge of 42% about BPJS Health. It is suggested to the Kebon Jeruk Subdistrict Health Center to improve health services and information in order to carry out socialization and convey wellness related information.

Keywords: knowledge, patients, BPJS Health