

# Legal Study on Hospital Responsibilities in Providing Health Services

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**Abstract.** Law Number 36 of 2009 concerning Health provides legal protection for the right to health services. Everyone has the right to health, according to Article 4. To prevent medical errors in patient care, hospitals ensure that doctors and other health workers have legal protection. Patients also receive legal protection from hospital liability and from doctors and other health professionals. Everyone has the right and is legally entitled to obtain health services, and the public is free to utilize government and/or local government health resources. The right to get public health services, especially in government hospitals, needs to be implemented specifically to guarantee health financing for the poor, and emergency financing in hospitals due to disasters and extraordinary events. As a result, enforcing the protection of human rights includes safeguarding the community's right to health care. In addition, the government and/or regional governments ensure and carry out the right to adequate health services through hospital facilities. Government hospitals are prohibited from rejecting patients or asking for advance payments, but they are required to provide health services, particularly in an emergency, in order to save the patient's life and prevent disability.

**Keywords:** Health Service; Hospital Responsibility; Legal

## 1. Background

In accordance with the Indonesian nation's stated objectives in Pancasila and the Prelude to the Republic of Indonesia's 1945 Constitution, wellbeing is a common liberty and one of the parts of government assistance that should be understood. Accordingly, it should convey each activity and work to work on the most extensive level of general wellbeing. The improvement of Indonesia's HR, expanding the nation's strength and intensity, and advancing public turn of events, all rely intensely upon an elevated degree of execution that depends on non-prejudicial, participatory, defensive, and feasible standards. [1]

In accordance with the directive in Article 28 H passage 1 of the 1945 Constitution of the Republic of Indonesia, which states that everyone has the right to obtain health services, Article 34 section 3 states that the State is responsible for the establishment of health care and public assistance offices commendable. One component of health resources needed to support the implementation of health efforts is a hospital, one of the health service institutions. The delivery of hospital health services involves very complex organizational and procedural aspects. Interaction between various healthcare professionals and associated scientific tools. Healthcare professionals must keep up with rapid advances in medical research and technology to provide high-quality care, which makes the hospital problem even more challenging. The laws and regulations that form the basis for running a hospital are still at the level of ministerial

regulations which are no longer adequate for needs. To give lawful conviction and insurance to improve, direct and give a premise to medical clinic the executives, a legal instrument that regulates hospitals as a whole is needed in the form of a law, then Law Number 44 of 2009 concerning Hospitals (RS Law) was issued.

Plans in regards to the connection between wellbeing laborers (paramedics), medical clinics, and patients are dispersed in different regulations and guidelines, specifically the Medical clinic Regulation, the Wellbeing Regulation (which supplanted Regulation Number 23 of 1992 concerning Wellbeing), and, surprisingly, this could be connected with Regulation Number 8 of 1999 concerning Purchaser Security, Regulation Number 25 of 2009 concerning Public Administrations, Regulation Number 11 of 2009 concerning Social Government assistance, notwithstanding, because of the numerous guidelines connected with this, there is many times a contention between one guideline and another. others, which then, at that point, brings about the execution level being incapable. Emergency clinics as one of the wellbeing administration offices are essential for the wellbeing assets that are expected to help the execution of wellbeing endeavors. The association of wellbeing administrations in clinics has extremely complex qualities and associations. Different sorts of wellbeing laborers with their individual logical gadgets interface with one another. Clinical science and innovation are growing quickly which should be trailed by wellbeing laborers with regards to offering quality types of assistance, making issues in clinics significantly more complicated. Fundamentally, the medical clinic capabilities as a spot to fix illness and reestablish wellbeing and this capability implies liability, which ought to be the obligation of the public authority in working fair and square of social government assistance. The regulations and guidelines that are utilized as the reason for the organization of emergency clinics are Regulation No. 44 of 2009 concerning Emergency clinics.

By Regulation No., the public authority plays a significant role in providing excellent public assistance to all of its kin. Article 1 of Public Administrations Law No. 25 of 2009 states the following:[2]

"Public Service is an activity or series of activities in the framework of fulfilling service needs by statutory regulations for every citizen and resident for goods, services, and/or administrative services provided by public administrators"

Service itself is essentially an attempt to help prepare everything that is needed by other people and can provide satisfaction by the wishes expected by consumers.[3] The public authority is not obligated to serve itself; rather, it is obligated to serve the local community and create conditions that enable each citizen to develop their capacities and inventiveness in order to achieve common goals.[4] This advancement exertion is supposed to understand an ideal degree of local area life, including further developing wellbeing.

The presence of this regulation expects to give lawful clearness and insurance to improve, direct, and reinforce the reason for emergency clinic the board. The structure and nature of health care services are directly related to health care workers, particularly paramedics, who are one of the process's most important components. In contrast, paramedics' ability to perform medical interventions on behalf of others is primarily based on their knowledge, technology, and competence, all of which they acquire through education and training. As science and technology advance, so does their knowledge, which should be consistently kept up with and gotten to the next level. Wellbeing laborers (particularly paramedics) with their logical gadgets have one of a kind qualities. This uniqueness should be visible from the legitimization given by regulation, to be specific the admissibility of clinical activity on the human body to keep up with and further develop wellbeing status. Clinical activity against the human body completed by non-wellbeing laborers can be delegated a crook act. Decreased public confidence in

wellbeing laborers (particularly paramedics) and the ascent of claims documented by the public today are frequently related to the disappointment of mending endeavors and administrations that are not by principles and strategies. Then again, the absence of comprehension of the clinical local area (specialists, attendants, and clinics) with respect to the lawful parts of their calling is likewise a reason for clinical debates. This can be forestalled if the clinical local area (and furthermore society) comprehends the restrictions of one another's limitations while giving or getting wellbeing administrations.[5]

Positive fulfillment in receiving assistance is essential for every client or administration beneficiary. According to Aziz, the degree of satisfaction experienced by administration beneficiaries is not entirely indicative of the proportion of the outcome. When administration beneficiaries receive services in accordance with what is required and anticipated, fulfillment of administration beneficiaries occurs.[6]

Administration is a component that is many times experienced by most patients who look for treatment constrained by the Puskesmas' medical caretaker. With such countless issues, it shows that the assistance level of the local area wellbeing focus (Puskesmas) is most terrible.

## 2. Method

This study utilizes a regularizing juridical technique, which looks at or assesses optional information as auxiliary authoritative reports and perspectives regulation as a bunch of rules or guidelines wanted inside the lawful system overseeing human life. Researchers seek to summarize salient events and situations without giving them extra prominence. Thus, the analysis includes library research, namely secondary data investigation.[7]

The type of information utilized is optional information because the examination includes standardizing legitimate investigation. The following are the optional information taken into consideration:

1. In the context of field research, primary information sources are data or information obtained directly from the primary source. The Puskesmas data and other sources provided the essential information for this study.
  - a. Law Number 36 of 2009 concerning Wellbeing,
  - b. Regulation of the Pastor of Strength of the Republic of Indonesia Number 75 of 2014 concerning Local area Wellbeing Focuses (Puskesmas).
2. Secondary information sources are information acquired through library materials. The essential information in the review led a book survey, the optional information in the review came from:
3. Tertiary authentic materials, specifically legitimate materials that give rules and explanations of fundamental and helper genuine materials as word references, reference books, materials from the web, etc.
  1. Indonesian Reference book;
  2. Legal Word reference;
  3. Various magazines and legitimate diaries.

As secondary data was used in this study, data was collected through methodical collection, analysis, and processing of library resources and related papers. Library materials are used to collect secondary information about primary, secondary, and tertiary legal materials while considering the principles of modernity and relevance.

### **3. Result and Discussion**

#### **3.1 Arrangements for Hospital Administration in Improving Public Health Services.**

The hospital has experienced developments throughout its history of expansion as the first organ established for social, humanitarian, or religious purposes. Therefore, clinics presently complete 2 (two) fundamental obligations that separate them from different organs that produce administrations. A clinic is a spot for experts to work with clinical promises limited by Hippocrates' hypothesizes, vows normally made by specialists in regards to the morals they should maintain in completing their calling. The emergency clinic is an organ that gathers errands in view of the proposes of clinical morals. In taking care of their business. Aside from that, according to a legitimate perspective, it is likewise the underpinning of the medical clinic structure as a social organization that is limited by moral and lawful standards. These standards contrast in their turn of events and how they are applied as approvals when disregarded.[8]

Law of the Republic of Indonesia Number 44 of 2009 Concerning Medical clinics, Article 1 (1) Medical clinics are wellbeing administration organizations that do finish individual wellbeing administrations, which give ongoing, short term, and crisis administrations. While Article 2 expresses that medical clinics are coordinated in view of Pancasila and depend on human qualities, morals and impressive skill, benefits, equity, equivalent privileges and hostile to separation, value, patient security, and wellbeing, and have social capabilities. The reason for running a medical clinic can't be isolated from the arrangement that the local area has the privilege to wellbeing as formed in different arrangements of the Law of the Republic of Indonesia Number 36 of 2009 concerning wellbeing. In the interim, the public authority has the obligation to understand the most extensive level of wellbeing, including giving wellbeing offices on a case by case basis, and one of the wellbeing administration offices is a clinic.[9]

The obligation of the medical clinic is to offer a wide range of assistance vital for individual wellbeing. Any wellbeing administration proposed to somebody to keep up with and work on their wellbeing, forestall and treat sickness, or reestablish their wellbeing is alluded to as individual wellbeing administrations. Complete health services are defined as the provision of curative, preventive, curative, and rehabilitative services. The role of the hospital is to carry out health service obligations:

- a. Providing clinical treatment and wellbeing recuperation administrations by medical clinic administration norms;
- b. Maintenance and improvement of individual wellbeing through second and third-level entire wellbeing administrations as indicated by clinical requirements;
- c. Organizing human asset schooling and preparing to increment limit in giving wellbeing administrations;
- d. Implementation of innovative work as well as a screening of innovation in the wellbeing area to further develop wellbeing administrations by thinking about the morals of science in the wellbeing area.

As well as forcing exceptionally brutal assents as harsh management, setting the job and elements of the medical clinic about the different principles that should be met to construct a medical clinic is a type of preventive emergency clinic oversight. It was the fact that health care was a crucial issue for the community that prompted the birth of this law. The following arrangements relate to the roles and duties of the Hospital:

- a. Provide and sort out:
  - 1) Medical administrations;

- 2) Medical help administrations;
  - 3) Nurse administrations;
  - 4) Rehabilitation Administrations;
  - 5) Prevention and advancement of wellbeing.
- b. As a position of instruction or potentially preparing for clinical staff or paramedics.
  - c. As a spot for innovative work of science and innovation in the wellbeing area

The foundation of the clinic in Article 7 of the Law of the Republic of Indonesia Number 44 of 2009 concerning Emergency clinics states:

- a. Hospitals should meet the necessities for area, building, foundation, HR, drug store, and hardware.
- b. Hospitals can be laid out by the Public authority, Provincial Government, or the confidential area.
- c. Hospitals laid out by the Public authority and Provincial States as alluded to in passage (2) should be as a Specialized Carrying out Unit from an Office responsible for wellbeing, a particular Office, or a Territorial Specialized Establishment with the administration of a Public Help Organization or a Local Public Assistance Office by administrative arrangements regulation.
- d. Hospitals laid out by the confidential area as alluded to in passage (2) should be as a lawful substance whose business exercises are just participated in the medical clinic area.

### **3.2 Legal Arrangements Concerning Health Services in Hospitals**

Clinical consideration (clinical benefits organization) is the right of every single individual guaranteed in the 1945 Constitution to advance endeavors to additionally foster the prosperity status of the two individuals, as well as get-togethers or society overall.[10] According to the Help of Prosperity of the Republic of Indonesia in 2009 (Depkes RI), what is suggested by "prosperity organizations" any move made by an individual or social event who collaborate in a relationship to stay aware of and further foster prosperity, thwart and treat disorder, and restore prosperity to individuals, families, get-togethers, or organizations. According to Article 52 paragraph 1 of the Health Law, there are two types of health services provided in general:

- 1. Individual health services (medical services)
  - To treat ailment and work on the prosperity of individuals and families, enormous quantities of these prosperity organizations are offered openly by individuals (dealing with oneself), families (family care), or get-togethers of neighborhood. These individualized assistance drives are driven in clinical workplaces known as centers, maternity offices, and free practices.
- 2. Public health services
  - Networks and groups offer general health services, including preventative and promotional initiatives, to maintain and improve health. Neighborhood practices are finished in unambiguous neighborhood offices, for instance, puskesmas. Article 52, section 2 of the Wellbeing Regulation specifically directs the completion of the wellness management procedures mentioned in passage 1:
    - a. Promotive prosperity organizations, works out, or possibly a movement of prosperity organization practices that emphasis on prosperity headway works out.
    - b. Preventive prosperity organizations, a development to thwart an ailment/contamination.

- c. Healing prosperity organizations, development, or possibly a movement of therapy practices highlighted reestablishing disease, decreasing encountering contamination, controlling infection, and controlling inadequacy so the idea of casualties can be stayed aware of as in a perfect world as could be anticipated.
- d. Rehabilitative prosperity organizations, works out, or possibly a movement of activities to return past casualties to society with the objective that they can work again as important populace for themselves and society, to the most outrageous degree possible as shown by their abilities.

Considering the portrayal above, prosperity organizations gave at prosperity centers, focuses, and facilities are overall overseen by the Prosperity Guideline which in Article 54 Entry 1 communicates that these organizations are given in a trustworthy, safeguarded, quality, and fair way, , and in a non-unjustifiable manner. In this current situation, every individual or patient can get clinical advantages in a specialist, safeguarded, quality, non-uncalled for, and successful way, by zeroing in on the patient's mental security above various interests.

The role of law in encouraging the improvement of health services grows along with the community's need for health services. This justification encourages the government and health service delivery organizations to use the legal basis and function to improve health services that focus on legal protection and certainty. Be patient. Article 53 of the Health Law states the legal basis for health services in general, namely:

- A. Individual prosperity organizations are highlighted alleviating disease and restoring the strength of individuals and families.
- B. Public prosperity organizations are highlighted staying aware of and dealing with the prosperity and preventing sickness of a social occasion and neighborhood.
- C. The execution of prosperity organizations as suggested in entry (1) ought to zero in on calm security over various interests.

Then in Article 54 of the Health Law also regulates the provision of health services, namely:

- a. The movement of prosperity organizations is finished in a trustworthy, secured, quality, impartial, and non-out of line way.
- b. The government and common lawmaking bodies are obligated for directing prosperity organizations as implied in segment (1).
- c. Supervision of the execution of prosperity organizations as implied in entry (1) is finished by the public power, regional states, and the neighborhood.

Health services are also legal activities that lead to the development of legal relationships between health specialist cooperatives, such as emergency clinics, and beneficiaries of health services. These beneficiaries remember professional exercises or exercises for preventive and healing services to serve patients. In particular, the Emergency Clinic Regulation's Article 29 paragraph (1) letter (b) states that emergency clinics must prioritize the interests of patients by adhering to emergency clinic management principles in order to provide safe, high-quality, effective health care.

The gatherings connected with each wellbeing administration whether in emergency clinics, wellbeing focuses, centers, or confidential work on, including:

Doctor

A doctor is legally qualified to provide medical services, including diagnosing and treating disease, as well as other services related to the healthcare industry. The definition of a doctor according to Article 1 Paragraph 11 of Law no. 29 of 2004 is work carried out

by knowledge, competencies obtained through education, and a code of ethics that serves the community.

A doctor must know the legal requirements relevant to medicine practice, including equal rights and obligations in the profession.[11] A specialist's consciousness of his legitimate commitments both to himself and to others in completing his calling should be perceived by specialists as carriers of privileges and commitments.

#### Nurse

The substance of a clinical overseer's work is reliably in a state of human relations, where there is a course of correspondence and shared influence that can influence each individual included. The revelations of the 1983 Public Nursing Studio show that clinical guardians are a kind of master help that is a critical piece of prosperity organizations considering total bio-psycho-social-significant help data, zeroed in on individuals, families, and organizations, both cleared out and prosperity that covers the entire human life cycle.

As a calling, clinical overseers have a typical concurrence with the neighborhood, that suggests that the neighborhood trust to clinical guardians to reliably stay aware of and work on the idea of organizations gave. Rule of the Cleric of Prosperity No. HK. 02. 02/MENKES/148 I/2010 concerning Approving and Execution of Clinical orderly Practice. Article 1 entry (1) gets a handle on the importance of a clinical overseer as someone who has continued on from nursing preparing, by legitimate rules. During the time spent the association between the clinical chaperon and the patient, the patient conveys his anxiety to track down help, and that suggests that the patient offers himself with the nursing care gave.

#### Midwife

Many professionals around the world have recognized midwifery as a profession at both the national and international levels. The International Confederation of Midwives (ICM) 1972 defined a midwife as someone who completed a state-recognized midwifery education program, obtained the necessary credentials, and was granted permission to practice midwifery in that country. Midwives must be able to supervise, care for, and give good advice. needed by women to arrange births on their initiative and care for babies and toddlers during pregnancy, childbirth, and the postpartum period. This treatment requires preventive measures, identifying abnormalities in the mother and child, seeking medical attention, and carrying out emergency procedures without the presence of other medical personnel.

The significance of a birthing expert in Indonesia is a woman who has participated and completed maternity care preparing that has been seen by the public power and has floated through an evaluation according to important necessities and got capacities for enrollment and getting a license. Genuinely Article 1 section (1) Rule of the Priest of Prosperity No. HK. 02. 02. /MENKES/149/2010 concerning Allowing and Execution of Birthing expert Practices figures out what is suggested by a maternity expert is a woman who has continued on from guidance that has been selected under legitimate rules. Maternity experts have a huge task in directing and prosperity tutoring, for women as patients as well concerning the neighborhood. Such preparation integrates antenatal thought, family orchestrating, and youth care.

#### Pharmacist

As indicated by the arrangements of Unofficial law No. 51 of 2009 concerning Drug Work, a drug specialist is a drug specialist who has graduated as a drug specialist and has made the vow of office as a drug specialist. The obligations of a drug specialist in doing wellbeing administrations are directed in PP 51 of 2009 concerning Drug Work as follows:

- a. Carry out pharmaceutical duties such as guaranteeing the quality of pharmaceutical preparations, maintaining security, obtaining, storing, and distributing pharmaceutical supplies, managing drugs, providing prescription and drug information services, and creating new drugs and conventional medicines.
- b. In the pharmaceutical business, developing and updating SOP (Standard Operational Procedure).
- c. In completing drug work in the dispersion or appropriation of drug arrangements, follow the arrangements of good conveyance strategies set by the priest, including recording everything connected with the course of circulation or dissemination of drug arrangements.
- d. As the person in charge of the pharmaceutical industry in terms of quality assurance, production, and quality control.
- e. As the person in charge of pharmacy service facilities, namely in pharmacies, hospital pharmacy installations, health centers, clinics, drugstores, or joint practices.
- f. Carry out pharmaceutical services in pharmacies to answer the community's need for access to drugs in the context of public health promotion.
- g. Maintain pharmaceutical secrecy in the pharmaceutical industry and in pharmacies that involve the process of production, distribution, and service of pharmaceutical preparations, including patient secrets.

Puskesmas, Public and Private Hospitals, Clinics, and other institutions providing health services are places where health service activities can be obtained; it is believed that these institutions will contribute in the best and most effective way possible. Some of the implementing institutions above must provide quality health services to the community or patients, in this case, for the benefit of patients and their families. The current healthcare system is more complex because not all healthcare institutions meet the requirements for good, skilled health workers and appropriate hospital facilities, which are necessary to improve health services.

To give assurances of sureness to beneficiaries of public administrations, all help conveyance should fulfill administration guidelines and be unveiled. The DPR RI and the Leader of the Republic of Indonesia together passed Regulation No. 25 of 2009 concerning Public Administrations on July 18, 2009, which expects acclimations to shield each resident and occupant from maltreatment of expert in directing government. public administrations to guarantee the execution of greater public administrations.

As indicated by Regulation No. 25 of 2009, administration norms are benchmarks utilized as rules for administration conveyance and a reference for surveying administration quality as a commitment and commitment of heads to the local area in the system of value, quick, simple, reasonable, and quantifiable administrations.

According to this law, the administration is obliged to compile and determine service standards by considering the ability of the operator, community needs, and environmental conditions. The participation of the community and related parties in developing and setting service standards is carried out by adhering to the principles of non-discrimination, prioritizing discourse, and respecting diversity. A set of rules which are then governed by government regulations are used in setting service standards. Minimum service standards consist of:

- 1 The Legal Premise, or legal guidelines, are the legal justification for administration transfer.
- 2 Specialized and managerial prerequisites that must be met when dealing with a particular type of administration.



- 3 Specific assistance strategies for administration providers and beneficiaries should include systems, systems, and methodology.
- 4 the number of completion times, or the time required to complete each type of administration's assistance cycle.
- 5 Fees/obligations Costs charged to recipients of organizations in supervising as well as securing organizations from the facilitators, how much which is settled considering a plan between the organizers and the neighborhood.
- 6 Service products, the outcomes of services provided and obtained under predetermined circumstances
- 7 Facilities, system as well as workplaces, Stuff and workplaces expected in the movement of organizations, including organization equipment and workplaces for frail social occasions.
- 8 Competence, agents Information, aptitude, abilities, and experience are all capacities that should be moved by agents.
- 9 Internal boss; control is carried out by the unit's top management or the agent's immediate manager.
- 10 Handling protests, ideas, and information; grievance handling and follow-up procedures.
- 11 The number of agents and their accessibility according to responsibility
- 12 Service guarantees that support principles will carry out administrations. Very clear
- 13 Guarantee of administration safety and well-being as a guarantee to reassure that everything is fine and free of risk and uncertainty. A sense of security and independence from risk, chance, and uncertainty are brought about by conviction.
- 14 Evaluation of execution, evaluation to determine how far exercises conform to administration standards.

The goals of the law are fairness, certainty, and efficiency. There are several examples of law enforcement practices in the real world that contradict legal certainty and justice. Justice is abstract, while legal certainty is solid and clear so there are times when the value of justice does not materialize when a judge resolves a case simply by applying the law. So, if there is a legal issue, at least justice is the main concern. There are still many existing regulations in society that can regulate people's lives because the law is not only understood from the point of view of written law. If the law's goal is just justice, then the difficulty is because justice is subjective and very dependent on the subjective intrinsic values of each person.

The legal relationship between patients and health providers and health service parties (in this case hospitals, doctors, nurses, midwives) in conducting health service relationships. First is the relationship medical which is governed by medical standards, and second is the legal relationship governed by legal principles, both written and unwritten. The legal relationship that occurs in medical services is based on an agreement that aims to carry out services and treatment of patients for the sake of patient recovery.

Hospital health efforts begin with fundamental connections in the form of therapeutic exchanges. When a patient engages in a therapeutic transaction, it becomes a legally enforceable agreement between the service provider and the service recipient. According to Article 1320 of the Civil Code, the parameters of the agreement in a therapeutic transaction must contain the following matters to be considered valid as a legal relationship agreement including health services:

- 1 Those who are bound by themselves have reached an agreement.
- 2 The presence of abilities between the gatherings to make the commitment.
- 3 A certain thing is permitted.

4 For a reason that can be proven.

The execution and utilization of the actual understanding should be done with sincere intentions by the arrangements of Article 1338 and Article 1339 of the Common Code and the understanding depends on a business understanding in view of the rule of reasonability. The commitment between medical care suppliers and patients can be recognized into two types of understanding, to be specific:

4.1 Treatment game plan, in which there is a comprehension between the clinical facility and the patient that the center gives treatment rooms and nursing staff performs retouching exercises.

4.2 A medical administration arrangement, in which the patient and the emergency clinic agree that the medical clinic's clinical staff will go above and beyond to treat the patient through clinical activity.

The process of providing health services begins when patients and their families decide to seek treatment at hospitals and doctors' offices. Visits from patients can be interpreted as an invitation to physicians to seek assistance in resolving individual health issues. When a patient enters the hospital and consents to receiving health services, the patient and the hospital begin to have rights and responsibilities, assuming the patient and his family agree to undergo medical treatment there and the hospital is willing to provide the medical care the patient needs.

Patients with every one of their commitments that not entirely set in stone by the emergency clinic reserve the option to wellbeing administrations as per the signs of the patient's illness. In this understanding, the clinic should give therapy offices, in particular clinical gear, specialists, and wellbeing laborers to give ideal wellbeing administrations to patients.

In general, in the legal relationship between patients and health care providers, healing efforts are maximal business agreements (inspanningsverbinten) and based on the precautionary principle where the results are not yet known, not an agreement on the results (resultaasverbinten). On the other hand, the patient should also tell the doctor everything he or she knows about the disease they are both dealing with. So that it can prevent miscommunication between the two parties and enable the provision of more optimal health services.

As controlled in Article 40 of Regulation Number 25 of 2009 concerning Public Administrations, grumblings are made against overseers who don't complete their commitments as well as disregard disallowances or potentially implementers who don't offer administrations by existing support guidelines. For grumblings to be followed up, general society (complainants) are expected to gripe no later than 30 days after the event of a help infringement by the coordinator as well as agent of public administrations. Assuming it is demonstrated that the coordinators or agents have committed deviations from administration principles, the individual concerned might be likely to sanctions by relevant guidelines. A few sorts of assents got by violators of public administrations are as per the following:

4.3 Written reprimand.

4.4 Exemption from office.

4.5 Decrease in salary by one time increase in regular salary for a maximum of one year.

5 Demotion.

6 Dismissal with honor at his request.

7 Dishonorable discharge.

8 License revocation.

In addition to the aforementioned official authorizations, specialist cooperatives and agents may also rely on criminal authorizations. In accordance with the open administrations law, agents and coordinators who violate the law and cause harm, permanent disability, or death

to other parties are subject to criminal sanctions.[1] He may be subject to criminal approvals under Articles 359 and 360 of the Criminal Code for actions or carelessness that result in injury, a severe handicap, or the loss of a life, and he is not exempt from paying restitution to the person in question (Article 1365 of the Lawbreaker Code) in light of a court decision.

The main method for submitting a question is that individuals who will gripe to have information or proof of inconsistencies or infringement committed by open help managers or agents. Moreover, the complainant should meet the necessities, to be specific: the grievance is made recorded as a hard copy containing: complete name and address, portrayal of the protest, demand for goal of the grumbling, and spot and season of accommodation of the objection. In specific cases, the complainant can likewise apply for remuneration in his grievance letter on the off chance that there is to be sure a misfortune caused because of the help deviation. For specific purposes, the character of the complainant will be kept secret.

In addition to imposing sanctions, it would be nice if public services were also monitored. Public service supervision can be carried out by anyone, including the community. The purpose of this oversight is to ensure as well as control that public services have been carried out by existing service standards. Through Law Number 37 of 2008, the government of the Republic of Indonesia established a public service oversight body known as the Ombudsman in order to enhance the function of service oversight. The Ombudsman is a state agency with the responsibility of overseeing the delivery of public services funded entirely or partially by state funds. One of the targets of framing the Ombudsman is to work on the nature of state administrations in all fields so every resident and resident gets equity, a feeling of safety, and better government assistance. The Ombudsman's job is to keep an eye on how central and regional services, like BUMN/D, and private organizations that are in charge of running certain public services are carried out.

### **3.3 Hospital Legal Responsibilities in the Implementation of Health Services**

Improvements in the clinical world extraordinarily influence the capability of the clinic as a supplier of wellbeing administrations. Emergency clinics frequently experience wellbeing administration emergencies, on the grounds that the capability of the clinic isn't just a spot for therapy yet benefits incorporate exercises are corrective, rehabilitative, promotive, and preventive, the restrictions of power and moral obligations of wellbeing laborers in medical clinics should follow proficient principles, on the grounds that each clinical activity taken has a legitimate connection between the emergency clinic, specialist, and patient. Lawful assurance for specialists when associated with committing clinical misbehavior, which comprises of fundamental legitimate rules that give lawful security to specialists in completing the clinical calling, things specialists should do to abstain from being sued, and explanations behind canceling discipline against specialists who are associated with clinical negligence. The legitimate bases give lawful security to specialists in doing the clinical calling. Legitimate arrangements that safeguard specialists in case of supposed misbehavior are contained in Article 50, Law of the Republic of Indonesia Number 29 of 2004 concerning Clinical Practice, Article 24 Section (1), related to Article 27 Passage (1) and Article 29 of the Law of the Republic of Indonesia Number 36 of 2009 About Wellbeing. Article 50:

Doctors or dentists in carrying out medical practice have the right:

- 1 Obtain legitimate security insofar as completing obligations by proficient guidelines and standard working strategies;
- 2 Providing clinical benefits as indicated by proficient guidelines and standard working strategies;
- 3 Obtain complete and fair data from patients or their families; And

#### 4 Receiving administration expenses.

Article 24 passage (1) Wellbeing work force as alluded to in Article 23 are referenced:

- a. Health specialists are approved to control wellbeing administrations.
- b. The position to manage wellbeing administrations as alluded to in passage (1) is practiced by the subject matter had.
- c. In overseeing wellbeing administrations, wellbeing laborers are expected to have a permit from the public authority.
- d. While giving wellbeing administrations as alluded to in passage (1), giving need to interests of material value is denied.
- e. Provisions viewing permitting as alluded to in section (3) are controlled in a Pastoral Guideline.

Article 23, should conform to the arrangements of the set of rules, proficient guidelines, wellbeing administration client privileges, administration principles, and standard working methods. Article 27 (1) Wellbeing laborers are qualified for pay and legitimate security in completing their obligations as per their calling. Article 29, in the event that a wellbeing specialist is associated with carelessness in completing his calling, the carelessness should initially be settled through intervention. Things specialists ought to do to keep away from claims.

## 4. Conclusion

One of the most important capabilities that the public authority needs to develop in order to achieve the goals of the Indonesian Territory is the ability to provide assistance. Organization suggests serving an assistance expected by the neighborhood all fields. Neighborhood practices are one of the commitments and components of the state association. According to Regulation No. 25 of 2009 on Public Assistance, "open help" is a movement or series of actions in the system of meeting the legal requirements of each resident and occupant for goods, services, and authoritative services provided by open support providers. Regulation Number 36 of 2009 concerning Wellbeing gives lawful security to one side to wellbeing administrations. Everybody has the option to wellbeing, according to Article 4. To prevent medical errors in patient care, hospitals ensure that doctors and other health workers have legal protection. Patients also receive legal protection from hospital liability and from doctors and other health professionals. Everyone has the right and is legally entitled to obtain health services, and the public is free to utilize government and/or local government health resources. The implementation of hospital administrative services, medical services, supporting services, and nursing services, both inpatient and outpatient care, must at least be provided by the hospital, by regional hospital service standards. The right to get public health services, especially in government hospitals, needs to be implemented specifically to guarantee health financing for the poor, and emergency financing in hospitals due to disasters and extraordinary events. Thusly, lawful assurance of the option to get wellbeing administrations for the local area is important for carrying out the security of common liberties. Also, the satisfaction of the right to legitimate wellbeing administrations through emergency clinic offices is ensured and carried out by the public authority or potentially provincial states. Government clinics are obliged to give wellbeing administrations, particularly in a crisis, to serve saving the patient's life and forestalling

handicap and are precluded from dismissing patients or potentially requesting settlements ahead of time.

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