

## **REVIEW OF THE COMPLETENESS OF GENERAL CONSENT OF EMERGENCY PATIENTS EMERGENCY AT PROF. DR. IGNG NGOERAH HOSPITAL**

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### **ABSTRACT**

*General consent is a form that must be filled in to support accreditation. However, the provision of general consent information has not been carried out optimally. Similar problems were also found when conducting a preliminary study at Prof. Dr. IGNG Ngoerah Hospital. The data showed that the incomplete rate of filling out general consent reached 61.15% which was caused by several factors. Therefore, it is necessary to conduct further studies regarding the completeness of general consent for emergency patients at Prof. Dr. IGNG Ngoerah Hospital. This study aims to determine the completeness of identification, authentication, recording and reporting on general consent for emergency patients at Prof. Dr. IGNG Ngoerah Hospital. This research is a quantitative study with a descriptive approach. The samples in this study were 314 emergency care medical record documents. The results of this study were found 308 complete general consent forms in terms of completeness of identification, 283 forms were completed with the signature of the officer, 282 forms were found complete by including the name of the person in charge of the patient, 265 forms were complete with information on the relationship between the person in charge and the patient, 264 forms were complete with telephone numbers / email. A total of 271 forms were complete with home address. A total of 276 forms have included the date and time, 213 forms have included contact information. Suggestions that can be given are that the hospital can strengthen policies and procedures through the provision of SOPs, organizing training, and conducting regular monitoring and evaluation*

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## **1. INTRODUCTION**

*General consent* is a general consent form which is important in patient registration. *General consent* is one of the repeat forms containing general agreement between the patient and the hospital regarding the rights and obligations of the patient and/or the patient's family. According to KMK No. 1128 of 2022 concerning Hospital Accreditation Standards, in the accreditation element of Patient and Family Rights HPK explains that the Hospital requests general agreement for treatment when the patient is admitted to the hospital for inpatient care or when the patient is registered for the first time as an outpatient. At the time the general agreement is obtained, the patient has been given information regarding the scope of the general agreement. Furthermore, the hospital determines how the general agreement is documented in the patient's medical record. The impact that can arise from incomplete filling out of the form *general consent* is a decline in the quality of medical records so that it can affect the hospital accreditation assessment process, and can potentially lead to patients making lawsuits.

law if the patient considers it malpractice, while the benefits that will be obtained if the form is *general consent* inpatient care is filled in completely, then the patient or the patient's family can find out information about the patient's rights and obligations during the treatment process at the hospital, and avoid the hospital from being sued by the patient legally by the patient (Arimbi, 2021). Based on the research results of Yulia, N. & Nurazizah, D. (2018) regarding the implementation of the explanation *General consent* in the inpatient registration at Medika Permata Hijau Hospital, it can be concluded that the SOP (Standard Operating Procedure) for providing information explanations *general consent* in the Hospital is not yet available so that the inpatient registration officer has not carried out service activities that refer to the SOP. The explanation given by the inpatient registration officer regarding the contents of *general consent* not optimal because the officers did not explain the contents *general consent* completely and do not reprimand patients or families who sign without reading it first. *general consent* given by officers so that the patient or family has a lack of understanding regarding *general consent*. Based on a preliminary study, in November 2023 at Prof. Dr. I GNG Ngoerah General Hospital with a total of 314 files, it was found that the completeness rate reached 38.85%. Meanwhile, the incompleteness rate for filling in *general consent* reached 61.15%. Incomplete filling includes date and time, contact person or patient's family, patient and officer's signature, even to identity that has not been filled in completely. This is because human resources are pressed for time because they have to serve other patients, in other words, there is a possibility that officers do not give the patient and/or patient's family the opportunity to read and do not explain the contents *general consent* so that it causes the contents of *general consent* not filled in completely.

## 2. RESEARCH METHODS

This study uses qualitative research methods and a descriptive approach. Qualitative methods are often called naturalistic research methods because the research is conducted in natural conditions (natural settings) (Sugiyono, 2009). The research period begins with the preparation of a proposal in November 2023 - January 2024. Then continued with the process of data collection and preparation of KTI in February - March 2024. The subjects of this study were all employees of the Medical Records Installation at Prof. Dr. IGNG Ngoerah General Hospital. And, the selection of subjects was carried out by selecting samples from several employees so that the research results were more representative, where the selected sources included: Head of the Medical Records Installation, Person in Charge of Medical Records Services, Person in Charge of Electronic Medical Records, and Medical Records Management Officers. The research instrument used the interview method.

## RESULTS AND DISCUSSION

Based on the research results in December 2023 regarding *General consent* Emergency patients at Prof. Dr. IGNG Ngoerah General Hospital were found to be incomplete, with quantitative analysis of the completeness of the form *General consent* emergency care as follows:

Table 4.1

Results of Identification Completeness Analysis

No	Analysis Components	Completeness		Incomplete		Total	
		Complete					
		f	%	f	%	f	%
1	Patient Identity	308	98.1	6	1.9	314	100

Based on the table above, information was obtained that from the 314 documents used as samples of this study, in the identification section, complete data was obtained with a percentage of 98.1% and incomplete data with a percentage of 1.9%.

Table 4.2

Authentication Completeness Analysis Results

No	Analysis Components	Completeness		Incomplete		Total	
		Complete					
		f	%	f	%	f	%
1	Sign Hand Patient/ Family	251	79.9	63	20.1	314	100
2	Officer's Signature	283	90.1	31	9.9	314	100

Based on the table above, regarding the completeness of authentication, information has been obtained that from the 314 documents used as samples for this study, in the Patient/Family Signature section, complete data was obtained with a percentage 79.8% and incomplete with percentage 20.1%. And Patient / Family Signature percentage complete data obtained with 90.1% and incomplete with a percentage of 9.9%.

Table 4.3

Results of Recording Completeness Analysis

No	Analysis Components	Completeness		Incomplete		Total	
		Complete		Incomplete		f	%
		f	%	f	%	f	%
1	Name	282	89.8	32	10.2	314	100
2	Relationship with patients	265	84.4	49	15.6	314	100
3	Phone No. / Email	268	85.4	46	14.6	314	100
4	Address	271	86.3	43	13.7	314	100

Based on the table above, on the completeness of the Reporting, it has been obtained information that from 314 documents used as samples of this study, in the highest completeness section, namely Name, complete data was obtained with a percentage of 89.8% and incomplete with a percentage of 10.2%. And the lowest completeness, namely Relationship with the patient, complete data was obtained with a percentage of 84.4% and incomplete with a percentage of 15.6%.

Table 4.4

Results of Reporting Completeness Analysis

No	Analysis Components	Amount		Incomplete		Total	
		Complete		Incomplete		f	%
		f	%	f	%	f	%
1	Date & Time	276	87.9	38	12.1	314	100
2	Contact Person	213	67.8	101	32.2	314	100

Based on the table above, on the completeness of the Reporting, it has been obtained information that from 314 documents used as samples of this study, in the Date and Time section, complete data was obtained with a percentage of 87.9% and incomplete with a percentage of 12.1%. As well as Contact Person, complete data was obtained with a percentage of 67.8% and incomplete with a percentage of 32.2%.

### Discussion of Research Results

*Form general consentis* a document used to obtain written permission or consent from patients before the use or disclosure of their health information. The completeness of filling out the *form general consentis* a very important aspect in maintaining the privacy, confidentiality, and security of patient health information.

Medical recorders and health information play a central role in managing and processing patient health information. As data holders, medical recorders require permission or *consent* from patients before accessing or using their health data. This is because according to research by Prasetyo, AS (2018), which shows that 100% of outpatient registration officers have a final educational background of high school/vocational school, as many as 75% of officers do not understand the purpose and function of *general consent*, only 1 officer has ever attended training, there has been no routine socialization regarding *SOP general consent* to officers, officer compliance and HPK 6.3 standards, namely  $\geq 20\%$  or said to be partially fulfilled

Therefore, the researcher believes that the completeness of filling out the *form general consentis* an important step in ensuring that patient consent is documented correctly and in accordance with legal requirements. Therefore, it is necessary to examine it further.

regarding the completeness of identification, authentication, recording and reporting in the form *general consent*.

### **Completeness of Form Identification Filling *General consent***

Based on the research results, it was found that there were 308 forms *general consent* at Prof. Dr. IGNG Ngoerah General Hospital was found to be complete in terms of completeness of identification. This shows that for most patients, medical recorders have filled out the form by fulfilling the completeness of identification accurately and completely.

Completeness of identification in the form *general consent* is very important to maintain the integrity and validity of the patient's personal information. By having complete identity information, including full name, date of birth, gender, and medical record number, the form *general consent* will be more detailed and useful as a valid reference.

Although most of the forms *general consent* found complete, the research results also found 6 forms that were incomplete in terms of identification completeness. This indicates the need for extra attention in ensuring that all aspects of patient identification are filled in correctly in each form *general consent* which is filled.

Although the percentage of incomplete forms is relatively small, it is important for Prof. Dr. Soetomo General Hospital. IGNG Ngoerah to improve compliance with completeness of identification in filling out forms *general consent*. Improvement steps that can be taken include training medical recorders on the importance of complete identification, providing clear guidance, and enforcing strict internal policies regarding form completion *general consent*.

By increasing awareness and commitment to the completeness of identification in the form *general consent*, Prof. Dr. IGNG Ngoerah General Hospital can ensure that patient information is disclosed and used in accordance with applicable requirements, maintains patient data privacy and security, and meets applicable ethical and legal standards in maintaining health information.

It is important to continuously monitor and evaluate compliance with the completeness of identification in the form *general consent* to obtain accurate and up-to-date data on patient information. This will impact the overall quality of health information management and can provide greater confidence to patients about their privacy and data protection.

### **Completeness of Form Authentication Filling *General consent***

Based on the research results, it was found that as many as 251 forms *general consent* at Prof. Dr. IGNG Ngoerah General Hospital, it was found complete with the signature of the patient or his/her family member, as a sign of valid consent or permission. This type of authentication is an important component to state that the patient or legal guardian has given the required consent or permission in using his/her health information.

In addition, the research results also show that as many as 283 forms *general consent* equipped with the signature of a professionally responsible officer. The existence of this officer's signature is a form of additional authentication that provides certainty that the form filling process *general consent* carried out completely and by authorized individuals.

Although the majority of forms *general consent* found complete with the patient's signature and the officer's signature, the research results also showed that a small portion of the forms *general consent* namely 63 forms for patient/family signatures and 31 forms for officer signatures were found to be incomplete in terms of authentication.

This shows the need for increased awareness and compliance with the importance of authentication when filling out forms *general consent* at Prof. Dr. IGNG Ngoerah General Hospital. Increased involvement of patients or family members to sign the forms

*general consent* and ensuring that the signature of the responsible officer is also listed in full can improve the quality and validity of the consent given.

In this case, it is important for the Medical Records Installation of Prof. Dr. IGNG Ngoerah General Hospital to strengthen the policies and procedures governing the filling out of forms. *general consent*. This includes focused education and training for medical recorders and related staff to understand the importance of authentication in ensuring the legality and integrity of consent provided.

By increasing awareness and compliance with the completeness of authentication in forms *general consent*, Prof. Dr. IGNG Ngoerah General Hospital can ensure that patients feel safe and confident that their consent is respected and used in accordance with applicable ethical and legal standards. Accurate and complete authentication in every form *general consent* will also help protect the hospital from potential legal issues that may arise as a result of the form *general consent* which is incomplete. **Completeness of Form Registration**  
**General Consent**

Based on the research results, it was shown that the majority of forms *general consent* at Prof. Dr. IGNG Ngoerah General Hospital, it was found that the recording of information such as the name of the person in charge, relationship to the patient, telephone number/email, and address was complete. The high proportion of complete recording indicates that Prof. Dr. IGNG Ngoerah General Hospital has paid close attention to the recording process in filling out the form *general consent*.

However, there are still a small number of forms that are found to be incomplete in several aspects of recording. Although the number is relatively small, it is necessary to pay attention to and increase awareness and compliance with the completeness of recording in the form *general consent*. Complete and accurate recording is important to maintain the integrity and validity of the information in the form *general consent*, so that it can be used effectively in the use of patient health information.

The results of the study show that in the form *general consent* at Prof. Dr. Soetomo General Hospital IGNG Ngoerah, as many as 282 forms were found complete with the name of the person in charge of the patient. This shows that in most cases, the name of the person in charge has been recorded correctly on the form *general consent*.

Furthermore, the research results also show that as many as 265 forms *general consent* completed by listing the relationship between the person in charge and the patient in full. This indicates that most of the forms *general consent* record a clear relationship between the person in charge and the patient, such as a relationship as family, guardian, or other.

Furthermore, as many as 264 forms *general consent* found complete with the telephone number or email of the person in charge who is responsible for filling out the form *general consent*. This shows that most of the forms *general consent* have valid contacts to be contacted and connected with the relevant person in charge.

Finally, the research results showed that as many as 271 forms *general consent* found complete with listing of home address as part of the registration form *general consent*. This indicates that most of the forms *general consent* record the complete address of the person in charge correctly.

For Prof. Dr. IGNG Ngoerah General Hospital, the results of this study can be the basis for evaluation and improvement steps in enforcing strict procedures related to the completeness of recording in the form *general consent*. Through training, supervision, and increasing understanding of the importance of complete record keeping, Prof. Dr. IGNG Ngoerah General Hospital can

ensure that the form filling process *general consent* carried out consistently and in accordance with applicable policies.

By raising awareness of the completeness of the records and taking appropriate action to improve the minority group of forms *general consent* incomplete, Prof. Dr. IGNG Ngoerah General Hospital can improve compliance with procedures, maintain the quality of medical record data, and provide better protection for the privacy and security of patient health information.

#### **Completeness of Reporting Form Completion *General consent***

Based on the research results, it can be shown that in terms of the completeness of reporting on the form *general consent* At Prof. Dr. IGNG Ngoerah General Hospital, 276 forms were found complete with the date and time of filling in the form *general consent*. This shows that most of the forms *general consent* has been reported completely and correctly recorded the date and time of filling.

However, the research results also showed that around 38 forms *general consent* incomplete in terms of reporting the date and time of filling out the form *general consent*. This indicates that there is still room for improvement in terms of the completeness of reporting in the form *general consent* at Prof. Dr. IGNG Ngoerah General Hospital.

In addition, the research results also show that as many as 213 forms *general consent* are complete in listing the contact information that can be contacted. Although the majority of forms have reported the contact information correctly, there are still 101 forms *general consent* which is incomplete in including relevant contact information consisting of 2 people, family name or guardian with their relationship to the patient.

Based on these results, Prof. Dr. IGNG Ngoerah General Hospital can pay attention to and increase awareness and compliance in reporting information on dates, times, and contact persons in the form *general consent*. Provision of better guidance and training to officers involved in filling out forms *general consent* can help reduce the number of incomplete forms in such reporting.

By increasing the completeness of reporting in the form *general consent*, Prof. Dr. IGNG Ngoerah General Hospital can ensure that all important aspects are recorded accurately, including date, time, and contact information. This will improve the quality of documentation, increase patient confidence, and ensure compliance with applicable legal and regulatory requirements in the use of patient health information.

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