



Utilization of Online Health Services During a Pandemic Based on Health Ministry Rules Number 20 of 2019th

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Abstract. The first corona virus outbreak on Wuhan, China in December 2019 was very surprising and spread very quickly. The unstoppable report about this virus spread has also caused panic in other countries. Then this virus began to hit in various countries in the world. One of them is Indonesia, in early March 2020 this virus entered Indonesia. Many things have happened, starting with the scarcity of masks and hand sanitizers which became a problem at the beginning of this pandemic. Then the number of patients infected with COVID-19 caused hospitals and other health care facilities to be full. Therefore, several new technologies have emerged to provide online healthcare services on mobile phones. Consultation services with doctors via chat in applications that make it easier for us to find out what we need to treat diseases without having to go to the hospital and worry about getting the corona virus.

Keywords: Pandemic · Covid-19 · Online Healthcare · Technology

1 Introduction

The world is currently facing a virus outbreak that causes many losses that are not small for our lives. The coronavirus or Covid-19 first appeared in Wuhan, China in December 2019. This virus spreads very quickly and many people are exposed to this virus. The speed with which this virus has spread has taken the world by surprise. The news about many people who suddenly fainted on the streets due to this virus also caused a stir. Excessive fear has caused many countries to enforce policies to close the country and limit activities outside the home. However, these things still do not rule out the possibility that this virus will not enter other countries.

Because at that time various countries began to be affected by this virus. Indonesia is no exception, the first case was found in Indonesia on March 2, 2020. The government confirmed the first and second cases that afflicted a mother and child in the Depok area, West Java. Both were confirmed to be infected with Corona by a Japanese citizen who came to Indonesia in February 2020. After a few days, on March 10, 2020, WHO declared Corona a pandemic, and the Director General of WHO at that time sent a letter to President Jokowi to declare a national emergency.

In just one month, the spread of positive cases of Covid-19 in Indonesia has reached 3,512 spread across all provinces in Indonesia. On April 10, 2020, the nightmare came, the establishment of Large-Scale Social Restrictions (PSBB). Prohibition of going from one area to another, learning activities at school are diverted at home as well as work, restrictions on operating hours of shopping centers, restaurants, and cafes, prohibition of children under 5 years and pregnant women from going to malls, and many other prohibitions and established restrictions.

The tradition of going home every Eid is also prohibited during this pandemic in Indonesia. Many things have changed our habits during this pandemic. However, after efforts were made to prevent the spread of COVID-19, it did not end. In early June 2020, the PSBB was again extended and on 28 June 2020, the number of patients who were positively exposed to the coronavirus continued to rise until a number of hospitals in DKI Jakarta began to fill up. In September 2020 the corona in Indonesia began to be under control, so in early 2021 the government began to replace the PSBB with the Enforcement of Restrictions on Community Activities or PPKM. January 13 was the start of the Covid vaccination and President Jokowi was the first person to be vaccinated with the Corona Sinovac vaccine (Fig. 1).

Even though Covid-19 cases have been controlled and vaccinations are available, in April 2021 Eid homecoming will still be prohibited because there is another spike in positive cases of corona and the peak in June 2021 corona cases in Indonesia reached 2,004,445 and hospitals were unable to accommodate Covi-19 patients. Indonesia recorded a total of 480,199 COVID-19 positive patients on July 15, 2021. The government says that this is the first peak of coronavirus. It's not even a week since the Covid-19 case in Indonesia reached 3,033,339 cases. At the end of the year, positive cases of covid were found with a new variant, namely Omicron, which caused a spike in corona cases in February 2022. And on March 1, 2022, positive cases of covid in Indonesia reached 5.5 million cases. But lately, the Covid-19 case has started to be controlled



Fig. 1. Development of COVID Cases in Indonesia. Source Ministry of Health

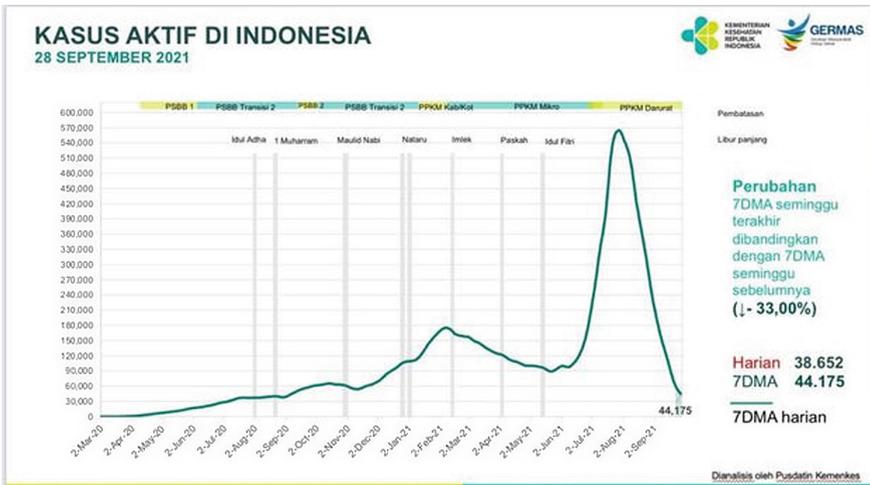


Fig. 2. Positive Case of Covid-19 in Indonesia. Source Ministry of Health

and activities have started to return to normal but still pay attention to health protocols (Fig. 2).

2 Methods

Normative legal method used in this research writings to understand how online health services is utilized during COVID-19 pandemic based on health ministry rules number 20 of 2019. Research scope of normative legal research is interpreting legal system and to compare the *das sein* with the *das sollen* [1]. Through this method, the writers collecting data concerning theories, concepts, and regulations that related with the topic [2].

3 Discussion

With the current pandemic engulfing our world, we demand that governments in various countries implement social distancing policies or often also use the term physical distancing, namely policies to prevent the spread of the virus by maintaining a distance between individuals and reducing face-to-face meetings between them. The struggle of medical personnel to save the Indonesian nation from the Covid-19 pandemic is still not over. It takes hard work and cooperation from all elements of society, not only medical. One of them is about the safety and quality of health services, which of course are the main expectations and goals of the government, the community or patients, health workers, and health service managers. Health services are carried out by prioritizing the safety of patients, health workers, and all employees and visitors to health service facilities. Health services during the pandemic will be very different from conditions before the pandemic. Therefore, health care providers need to prepare for tighter security.

Due to some changes in the impact of the pandemic, we have to start adapting to our current habits in accordance with the regulations during the pandemic. Although it causes a lot of losses, the pandemic also brings various advances for many people and also benefits some people. Here are some discussions about the big changes we are experiencing after the pandemic that hit the world.

3.1 Due to the Corona Virus

The pandemic has brought many changes for all of us in many ways, an example is the habit of maintaining personal hygiene, to avoid the coronavirus. The impact of this virus is very diverse, ranging from losing the closest family to death due to infection with this virus, then losing jobs and businesses that go bankrupt, not being free to go anywhere because of strict regulations, and many more. Many things have happened, starting from the high price of masks, hand sanitizers, antiseptic liquids for bathing, and even oxygen gas cylinders which have also skyrocketed in price and are very difficult to find. Panic makes many people flock to buy these items and causes scarcity.

The surge in COVID-19 positive patients has caused many hospitals and other health services to be full. Therefore, many emergency hospitals have been set up from hotels or other buildings for isolation so as not to infect other people. Posts are also made for first aid before giving special treatment. Efforts to prevent transmission of the corona virus were also issued by the Government of Indonesia, several policies including, Staying at home, Using masks in public, Keeping distance between individuals, Restricting the use of public places, Maintaining Personal Hygiene, Working and studying at home, Postponing all activities that collect the crowd, and the last effort is Large-Scale Social Restrictions (PSBB).

So many countries are using technology to implement physical distancing, one of them is Indonesia. The Covid-19 pandemic has made many advances in technology. The government is forcing people to be technology literate to get used to it, especially during this pandemic.

The Use of Technology in Education. The pandemic has also forced an acceleration in the education sector. This distance school learning forces children with the help of their parents to be familiar with the internet. The rules for studying and working at home have a huge impact, especially studying at home. For children who still need direct guidance from the teacher, it is now the responsibility of their parents because learning from home and teachers cannot help much in terms of technology guidance used in the form of school applications or online education via cellphones, zoom meetings to discuss school materials, and many more. Online learning provides opportunities for students to learn with the flexibility of study time. Students can interact with teachers using several applications such as classroom, video conference, telephone or live chat, zoom, or WhatsApp group. However, there are also some weaknesses in online learning, due to the flexibility of the place in learning activities and the teacher's lack of accuracy in terms of the number of students, causing some students to underestimate online learning [3]. So they prefer to go to play and not participate in these learning activities. There are

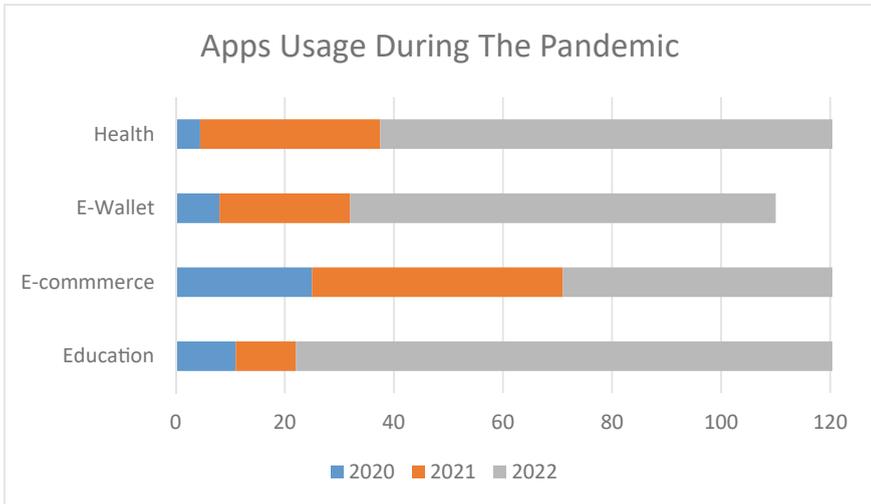


Fig. 3. Apps Usage During The Pandemic

also those who do not understand the material presented in this online class because of the teacher's limitations in explaining, which is different from offline learning [4].

The Use of Shopping Technology During a Pandemic. There are still many influences as a result of this pandemic that greatly affects our lives today. Then in terms of technology, e-commerce is getting more and more popular. MSMEs are forced to be more technology literate in the digital world so that businesses can continue to run even during the pandemic. The use of online shopping applications that are very widely used lately because of restrictions or restrictions on leaving the house, people prefer to shop using applications on their cellphones.

The Use of Digital Payment Systems. With the news that the use of money can cause the transmission of the virus to accelerate, the government recommends the use of digital payments. And even now, this digital payment system is considered efficient because it is practical without having to make contact with other people. But the drawback is for people who do not have an android-based mobile phone (Fig. 3).

3.2 Telemedicine Based on Health Ministry Rules Number 20 of 2019th

Health is a fundamental human right, (WHO, 2017); the rights of citizens (UUD 1945 Article 28 H paragraph 1). In this time of the Covid-19 pandemic, how can the right to health of each individual be obtained and the state can guarantee it? In a situation like today, where we have to really take care of our health so as not to be exposed to the coronavirus, we want to consult a doctor but without going to the hospital.

There is one very important technological advance that is desperately needed during a pandemic like today. The number of positive cases of COVID-19 that has soared and spread in various regions in Indonesia has caused many hospitals, other health

service providers, and places of complete isolation. People who are hospitalized are also people who really have severe symptoms and must be given intensive care. Meanwhile, people with mild symptoms are given facilities for isolation in places provided by the government.

Therefore, many people are hesitant to come to the hospital because of the large number of people who have been exposed to the virus and are hospitalized. Although there is a need to go to the hospital, because of the many risks that can occur, especially being exposed to the virus, many people are hesitant to go to the hospital. The risk that can occur when going to the hospital is that you can also be exposed to the virus, if you have mild symptoms you have to self-isolate in the places provided. Meanwhile, if severe symptoms should be treated in hospital [5].

One of the government's ideas to overcome the doubts of people who want to consult a doctor without meeting face to face and worry about being infected with the coronavirus is in accordance with Minister of Health Regulation Number 20 of 2019 concerning the Implementation of Telemedicine Services between Health Service Facilities.

The state has the authority to guarantee telemedicine services as a form of state responsibility in the new normal era in accordance with the Regulation of the Minister of Health of the Republic of Indonesia Number 20 of 2019 concerning the Implementation of Telemedical Services between Health Service Facilities. Using the sophistication of the internet in its application will support patients choosing to consult online and also put their trust in face-to-face consultations, especially during the COVID 19 Pandemic. Because technology makes work easier and allows new breakthroughs in the world of health through e-health, for example, Alodokter, Halodoc, KlikDokter, Good Doctor, and much more.

One of the appeals given by the government to all health agencies and their staff is the development of long-distance services or telemedicine or it can also be an online application, in providing services to patients in need [6]. This is shown as the government's responsibility in providing health services during the pandemic to minimize the risk of spreading COVID-19. Telemedicine or online consultation is defined by the American Academy of Family Physicians as the practice of using technology to provide health care remotely without having to meet face-to-face. Where a doctor serves his patients by using technology that is elsewhere. While the definition of telemedicine according to WHO, can be divided into two, namely asynchronous and synchronous. The difference lies in the delivery of related data in online consultations. In asynchronous telemedicine, patient data can be sent via email to the doctor, then the doctor can study the data and then be able to convey the diagnosis to the patient concerned [7]. Telemedicine is the practice of healthcare using audio, visual, and data communications, including treatment, diagnosis, consultation, and treatment as well as the exchange of medical data and remote scientific discussions. Based on the above understanding, we can understand that the scope of telemedicine is quite broad, including the provision of remote health services (including clinical, educational, and administrative services), through the transfer of information (audio, video, graphics), using telecommunication devices (audio-interactive two-way video, computers, and telemetry) by involving doctors, patients, and other parties. In simple terms, telemedicine has actually been applied when there is a discussion between two doctors discussing a patient's problem over the phone [8].

Telemedicine was originally intended to seek to achieve equitable health services throughout the country's population, improve the quality of services, especially for remote areas and save costs compared to conventional methods. Telemedicine is also intended to reduce referrals to doctors or health services in big cities, medical education facilities, and also for emergency cases. The expansion of the benefits of telemedicine can reach disaster areas, long-distance flights, and foreign tourists who are in tourist areas. The use of telemedicine is highly dependent on the type of telemedicine practice. The type or form of Telemedicine practice can be in the form of teleconsultation, teleassistance, teleeducation, telemonitoring, and telesurgery [9].

Some of the benefits of telemedicine are effectiveness and efficiency in terms of health costs, nursing services without geographical boundaries, telemedicine can reduce the number of visits and days of stay in hospitals, can improve services for chronic patients, and increase the use of technology and can be utilized as a field of nursing education based on health informatics. There are several types of teleconsultation services, which can be in the form of text conversations (chat), voice calls, and video calls. This is of course tailored to the needs of the patient so that the patient is more flexible in place and time. In addition to making it easier for patients, of course, this makes it easier for doctors to help patients. Especially in a pandemic situation like now. The risk of disease transmission is also lower. The success of telemedicine is also influenced by software namely:

- a. High-speed internet,
- b. Adequate video conferencing,
- c. Digital examination equipment that facilitates virtual patient visits,
- d. Patient access to software and
- e. Competent IT personnel who are able to overcome if problems arise [10].

However, in its implementation, there are several challenges that arise such as technological capabilities, data security and patient privacy, laws and regulations, usage guidelines, and individual patient problems themselves [11]. Thus, in terms of the use of telemedicine, the government must remain present in determining policies and collaborating with hospitals and medical personnel on an ongoing basis [11, 12,]. Although it makes it easier for patients and doctors, another obstacle in implementing this health service is a technical error. Sometimes unexpected things can happen such as slow internet speed, application errors, and so on. This can make the information provided between patients and doctors not optimal and risk causing misinformation [13].

Factors that influence the demand for telemedicine are financial factors, technological infrastructure, and the COVID-19 pandemic which causes travel restrictions [13].

Finance. Financial factors are one of the factors that affect telemedicine. How does it affect? Telemedicine can affect the financial costs of patient treatment because it can save costs in terms of travel and time. Where patients who are far away and have limited funds can easily attend health services remotely using telemedicine services.

Technology Infrastructure. Technological infrastructure that supports telemedicine is indispensable for the smooth implementation of telemedicine and supports the satisfaction of telemedicine users. A high level of patient satisfaction is generally supported

by technical quality, communication, time, and ease of access in the implementation of telemedicine services [14].

Covid-19 Pandemic. The Covid-19 pandemic is one of the factors that affect telemedicine. The surge in COVID-19 has had a tremendous impact on the health system. The COVID-19 pandemic has profoundly affected the adoption of the idea of telemedicine, as it helps support social distancing, removes patients from crowded waiting rooms and public transport, risks exposure to the virus, and reduces the need for personal protective equipment. So the main advantages of telemedicine are that there is no risk of infection, no need to travel, and no need to wait long.

The implementation of telemedicine in Indonesia itself refers to the Regulation of the Minister of Health No. 20 of 2019 regarding telemedicine between health facilities. Initially, this regulation was not shown in the service of a health facility to the community or patients. However, at this time telemedicine has been revitalized due to the COVID-19 pandemic. This is done as a form of government responsibility to meet the needs of the community regarding health services. The government recommends telemedicine as an alternative health service for those in need during a pandemic like this. This is appealed to the public in the hope of minimizing the possibility of transmitting the virus in health facilities and providing protection for health workers and workers in other health services. Officially the Minister of Health and the Director-General of Health Services issued Circular Number Hk.02.01/Menkes/303/2020 and Letter Number YR.03.03/III/III8/2020 to all Heads of Health Services, Heads of Health Agencies, and Health Professional Organizations regarding the development telemedicine.

In addition to the Ministry of Health and the Covid-19 Task Force, national telemedicine planning must also involve the Ministry of National Development Planning/National Development Planning Agency (PPN/Bappenas), Ministry of Home Affairs (Kemendagri), Ministry of Villages, PDT and Transmigration, and the Central Bureau of Statistics (BPS).). The role of these institutions is needed to identify the condition of the Indonesian population, especially those related to internet technology access, poverty, and the condition of health services in various regions. This information is important because the implementation of telemedicine is a national program that will not only be used to deal with Covid-19 but also as a health service backbone in the future [15].

In Indonesia, online sites or websites that provide online health consultations are a trend that was born from the development of communication technology, which is supported by the current pandemic conditions. Nowadays, the interest of the Indonesian people has also begun to increase in using telemedicine applications to carry out health checks or buy some drugs [16]. Because this application makes it easy to buy medicines online and have them delivered to your home without having to go out and look for medicines at pharmacies. When it's urgent, for example, in the morning and suddenly a child has a fever and doesn't have fever-reducing medication, we can order medicine from home using the e-health application. So basically this online health application makes it easier for us during this pandemic [17] (Fig. 4).

AloDokter is a digital health platform in Indonesia. It claims to have more than 26 million monthly active users. This application is said to have doctor partners of more than 30 thousand doctors. This application has been operating since 2014, AloDokter

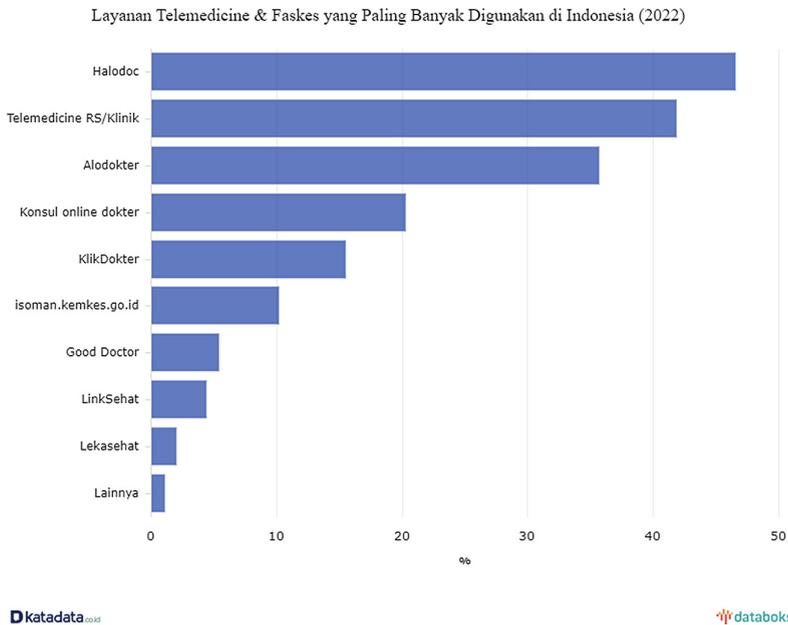


Fig. 4. The Most Used Telemedicine & Health Facilities in Indonesia (2022). Source: Katadata Insight Center (KIC) March 2022.

provides health information and can be accessed by anyone, via a smartphone. All health information provided in this application is compiled in Indonesian and reviewed by a team of competent doctors. Meanwhile, the Halodoc application is an application brought in by the government to provide health services to Covid-19 patients who are self-isolating at home. Halodoc claims its platform has the most complete digital health service in Indonesia. Some of the features embedded in this platform such as chatting with doctors, buying health products, and being able to connect to the insurance they have. The advantage is that Covid-19 patients who have mild symptoms and are self-isolating at home can access this application for medical consultations and get medicines for free [18].

4 Conclusion

The pandemic that has hit the world has had a huge impact on our lives today. The impact of this virus is very diverse, ranging from losing the closest family to death due to exposure to this virus, then losing jobs and businesses that go bankrupt, not being free to go anywhere because of strict regulations, and many more. This virus spreads very quickly and causes many people to be exposed to this virus. The speed with which this virus has spread has taken the world by storm. The first case of covid was found in Indonesia on March 2, 2020. Which then spread quickly to all provinces in Indonesia. The graph of positive patient cases that soared then sloped to soar to touch 5.5 million victims occurred in Indonesia.

Technological advances used to reduce the spread of the increasingly widespread corona virus. The government is forcing people to be technology literate to get used to it, especially during this pandemic. This technology is used in education because of the school-from-home policy to prevent the spread of this virus. Then it is also used among MSMEs, where they are forced to be more technologically literate in the world so that digital can still run even during the pandemic. Not to mention the use of online shopping which is very popular in recent times because of restrictions on leaving the house. Then there is a recommendation from the government, namely the recommendation to use digital payments. And even now, this digital payment system is considered efficient because it is practical without having to make contact with other people.

The most important technological advances during a pandemic like this, where access to hospitals is very difficult because hospitals are full of people exposed to the coronavirus. In accordance with Minister of Health Regulation No. 20 of 2019 concerning Telemedicine Between Health Facilities. Telemedicine is the practice of healthcare using audio, visual, and data communications, including treatment, diagnosis, consultation, and treatment as well as the exchange of medical data and remote scientific discussions. Some of the benefits of telemedicine are effectiveness and efficiency in terms of health costs, nursing services without geographical boundaries, telemedicine can reduce the number of visits and length of stay in hospitals, can improve services for chronic patients, and increase the use of technology. Especially in a pandemic situation like now. The risk of disease transmission is also lower. So Telemedicine is appealed to the public in the hope of minimizing the possibility of transmitting the virus in health facilities and providing protection for health workers and workers in other health services.

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