

A REVIEW OF THE IMPLEMENTATION OF THE PUSKESMAS MANAGEMENT INFORMATION SYSTEM (SIMPUS) AT PAMULANG HEALTH CENTRE

Miftah Parid Firmansyah^{1*}, Windi Rahmayeni², Muhammad Zulfikar Adha³, Timor Utama⁴

^{1, 3, 4}STIKes Widya Dharma Husada Tangerang, Tangerang Selatan, Indonesia

² Student STIKes Widya Dharma Husada Tangerang, Tangerang Selatan, Indonesia

ARTICLE INFORMATION	ABSTRACT
<i>*Corresponding Author</i> Name: Miftah Parid Firmansyah E-mail: firmansyahmiftahfarid@gmail.com Keywords: Implementation of RME SIMPUS 5M Management Elements	<i>SIMPUS is an arrangement that provides information to assist the decision-making process in carrying out health center management in achieving its target activities. The implementation of RME requires an element of SM management related to its implementation aimed at identifying the application of RME both promotive, preventive, curative and rehabilitative. The purpose of the study was to determine the implementation of SIMPUS at Pamulan Health Center. The type of research used is descriptive method with a qualitative approach ... The sample used 5 officers consisting of SIMPUS admin staff, Medical Records officers, Nurses, Doctors and Pharmacy. This research instrument uses observation and interviews. The results of the study were obtained by interviews using SM elements at Pamulang Public Health Center in the Implementation of the Puskesmas Management Information System has been running well, but there are still some that are not in accordance with Permenkes 24 of 2022 article 13 paragraph (1) and have not met the RME standards with there are still obstacles from several aspects, namely in the aspect of mno there is only one officer with a medical record education background and is no special training for all officers, There are still constraints, machines still have menus that cannot be used, methods aspects already have SOPs related to the flow of SIMPUS operations, the aspect of unstable internet connectivity and money aspects related to the budget have been budgeted annually through the South Tangerang City Health Office government. Suggestions related to the constrained SM elements, namely the man element, all officers attend training to improve their ability to operate SIMPUS, materials provide their own internet and carry out regular checks and repairs for the network system and machines request access rights permission for menus that cannot be used.</i>
Kata Kunci: Penerapan RME SIMPUS Unsur Manajemen 5M	SIMPUS adalah suatu pengaturan yang menyediakan informasi untuk membantu proses pengambilan keputusan dalam melaksanakan manajemen puskesmas dalam mencapai sasaran kegiatannya. Pelaksanaan RME memerlukan elemen manajemen 5M yang terkait dengan pelaksanaannya yang bertujuan untuk mengidentifikasi penerapan RME baik promotif, preventif, kuratif, maupun rehabilitatif. Tujuan dari penelitian ini adalah untuk menentukan pelaksanaan SIMPUS di Puskesmas Pamulang. Jenis penelitian yang digunakan adalah metode deskriptif dengan pendekatan kualitatif. Sampel yang digunakan terdiri dari 5 petugas yang terdiri dari staf admin SIMPUS, petugas Rekam Medis, Perawat, Dokter, dan Apoteker. Instrumen penelitian ini menggunakan observasi dan wawancara. Hasil penelitian diperoleh melalui wawancara menggunakan elemen SM di Puskesmas Pamulang dalam Implementasi Sistem Informasi Manajemen Puskesmas telah berjalan dengan baik, tetapi masih ada beberapa yang tidak sesuai dengan Permenkes 24 Tahun 2022 Pasal 13 Ayat (1) dan belum memenuhi standar RME dengan masih ada kendala dari beberapa aspek, yaitu pada aspek man hanya ada satu petugas dengan latar belakang pendidikan rekam medis dan tidak ada pelatihan khusus untuk semua petugas. Masih ada kendala, mesin masih memiliki menu yang tidak dapat digunakan, aspek metode sudah

	memiliki SOP terkait alur operasi SIMPUS, aspek materials koneksi jaringan internet tidak stabil dan aspek uang terkait anggaran telah dianggarkan setiap tahun melalui pemerintah Dinas Kesehatan Kota Tangerang Selatan. Saran terkait elemen SM yang terhambat, yaitu elemen manusia, semua petugas mengikuti pelatihan untuk meningkatkan kemampuan mereka dalam mengoperasikan SIMPUS, bahan menyediakan internet sendiri dan melakukan pemeriksaan serta perbaikan rutin untuk sistem jaringan dan mesin meminta izin hak akses untuk menu yang belum bisa digunakan.
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INTRODUCTION

In the era of advances in information and communication technology, fast and accurate information increasingly becoming the main requirement for decision makers, in other words, information is a basic requirement needed by every management to make decisions. On September 12, 2022, the Ministry of Health of the Republic of Indonesia issued RME contained in Permenkes No. 24 of 2022 concerning Medical Records. The regulation is a regulation that supports health technology transformation efforts in accordance with the 6th pillar of Health Transformation.

According to the Regulation of the Minister of Health of the Republic of Indonesia Number 43 of 2019 concerning Community Health Centers Puskesmas is a health service facility that organizes public health efforts and first-level individual health efforts, by prioritizing promotive and preventive efforts in its working area. Puskesmas has an administrative obligation to create and maintain patient medical records.(Permenkes RI, 2019)

In Indonesia's healthcare hierarchy, community health centres (Puskesmas) are at the forefront of public healthcare provision (Firmansyah *et al.*, 2023). According to the Regulation of the Minister of Health of the Republic of Indonesia No. 24 of 2022 states that a Health Service Facility is a tool and / or place used to organize health service efforts, both promotive, preventive, curative, and rehabilitative carried out by the government, local government, and / or the community. (Permenkes RI, 2022)

Based on preliminary studies in March 2024 with Medical Records officers and Counter Coordinators at the Patient Registration Center (TPP). Outpatient services available at Pamulang Health Center include General Poly, Dental Poly, Maternal and Child Health Poly,

Family Planning Poly, Elderly Poly, Pulmonary Poly, MTBS Poly, Orchid Poly, Nutrition Poly, Immunization Poly, Fisiotherapy, Laboratory, Referral and Pharmacy Installation. At Puskesmas Pamulang SIMPUS has been used since 2017 and the version used is ver SIP 2.0. Based on the 5M elements, in the *man* aspect at Pamulang Health Center there is no special training in the operation of SIMPUS. In the *Materials* aspect, Pamulang Health Center is sometimes still constrained by the internet network and servers that are often down because it requires officers to input manually. In the aspect of *machines* at Pamulang Health Center, there are still menus that cannot be used because they do not have access rights from the Health Office.

Based on the background explanation above, the researcher is interested in writing with the title "Review of the Implementation of the Puskesmas Management Information System (SIMPUS) at Pamulang Health Center".

METHOD

The type of research on the implementation of the community health centre information system (SIMPUS) at the Pamulang Community Health Centre used descriptive qualitative research with the 5M elements (Man, Machine, Method, Material and Money) conducted from March to June 2024.

The population in this study who operate SIMPUS numbered 33 people, from which a sample of 5 people (administrative staff, medical record officers, doctors, nurses, and pharmacists) was obtained using non-probability sampling of the purposive sampling type with the following inclusion criteria: 1. Officers who were willing to be respondents, 2. Officers who had knowledge of operating SIMPUS with a minimum of 1 year of work experience.

The research instruments used interviews, checklists, and recording devices to analyse primary and secondary data sources. After the data was obtained, it was processed and analysed through data reduction, selecting appropriate data and presenting it in the form of narrative text or brief descriptions. It was then verified and conclusions were drawn.

RESULTS

Based on the results of research conducted at the Pamulang Community Health Centre, 'Review of the Implementation of the Community Health Centre Management Information System (SIMPUS)'. The informants in the study who were willing to participate are as follows:

Table 1. Characteristics of Informants at the Pamulang Community Health Centre

Informant Initials	Position	Description
SW	Staff Admin	Informant 1
AAP	Medical Records Officer	Informant 2
ER	Nurse	Informant 3
FS	Pharmacy Assistant	Informant 4
JC	General Practitioner	Informant 5

(Source: Primary Data 2024)

Results of interviews and observations related to the review of the implementation of the health centre management information system with the 5M elements.

1. Human Element (Man)

Results of observations related to the human element in the implementation of the health centre management information system using a checklist

Table 2. Element Man

No.	Aspects observed	Yes	No	Description
1.	Educational Background			
	a. DIII	√		1 Person
	b. S1	√		4 Persons
2.	Officers operate and have mastered SIMPUS	√		In terms of personnel, officers have mastered the operation of SIMPUS.
3.	Petugas yang mengoperasikan SIMPUS pada rawat jalan sudah sesuai alur sesuai ketentuan SOP	√		Officers operating SIMPUS in outpatient care have followed the procedures in accordance with SOP requirements.

The results of interviews with all informants regarding officers who operate SIMPUS have been disseminated in advance, but no special training has been provided to officers who operate the SIMPUS application. The following are the results of the interviews: “...not all officers attended the training; only one attended, and then disseminated the information to the other officers.” (Informant 1)

“...there was no special training organised for the use of SIMPUS, only dissemination activities. The pharmacies were the last to be informed about SIMPUS.” (Informant 2)

“...there is no special training on the operation of SIMPUS for all officers, only dissemination related to the operation of SIMPUS.” (Informant 3)

“...not all officers attend training; only one attends and then disseminates the information.” (Informant 4)

“...only one person attends training and then disseminates the information.” (Informant 5)

2. Machine Element (Machines)

The results of the Machines element observation in the implementation of the health centre management information system are shown in Figure 1 and the checklist in Table 3 as follows:



Figure 1. Initial Display of SIMPUS at the Pamulang Community Health Centre
(Source: Secondary Data 2024)

Table 3. Machines Element

No.	Aspek yang diamati	Yes	No	Description
1.	Is there an application available for RME processing?	√		The Machines section already has an application for RME processing, namely SIMPUS.
2.	The menu display for outpatient care in SIMPUS is comprehensive and ready for use.		√	Dalam unsur machines terdapat beberapa menu yang tidak dapat digunakan secara menyeluruh karena belum memiliki hak akses yaitu menu laporan UKP dan LB4
3.	SIMPUS has been integrated with other applications or programmes in outpatient services.	√		In terms of machines, SIMPUS has already bridged with P-care BPJS and SATU SEHAT.



Figure 2. Fitur Login SIMPUS (Username and Password)

(Source: Secondary Data 2024)

The results of an interview conducted with Informant 1 indicate that SIMPUS has been used at the Pamulang Community Health Centre since 2017. The interview excerpt is as follows:

“...SIMPUS has been used at the Pamulang Community Health Centre since 2017, using version 2.0 released by BPPT”.

Based on interviews regarding access to SIMPUS, each officer who runs the SIMPUS application is given a username and password. All officers can use SIMPUS, which is connected to other units in outpatient care. The following are the results of the interviews: *‘...all officers have been given their own username and password to run the SIMPUS application.’* (Informant 1)

‘...yes, all officers are given different usernames and passwords. Each outpatient unit, such as registration, polyclinic, and outpatient pharmacy, has them available, so only those with access rights can run the SIMPUS application.’ (Informant 2)

“...Yes, each staff member has been given their own account to log in to SIMPUS.” (Informant 3)

“...That’s right, each staff member already has their own account.” (Informant 4)

“...Yes, each staff member has been given a username and password to log in to SIMPUS.” (Informant 5)

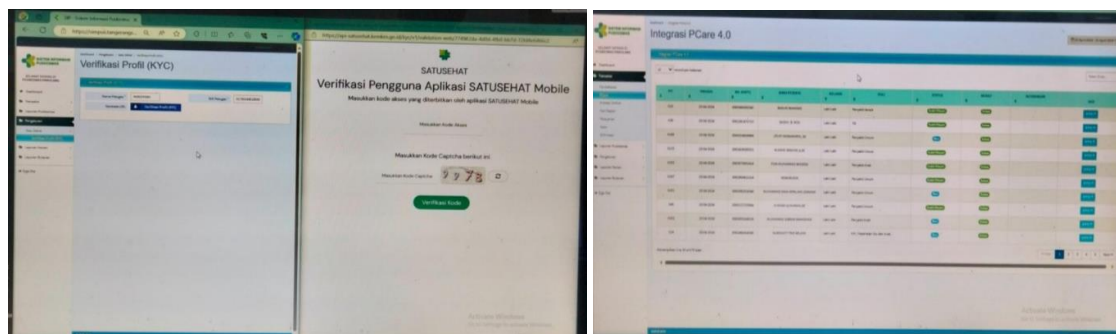


Figure 3. SIMPUS View Integrated with P-Care and SATUSEHAT

(Source: Secondary Data 2024)

Based on interviews conducted on SIMPUS with informants 1, 3, 4 and 5, the implementation of SIMPUS has been integrated starting from outpatient registration, polyclinic service locations, cashier units, pharmacy units, to medical record unit reporting. SIMPUS is also integrated with P-Care BPJS and SATU SEHAT. However, there are several menu features that are still unavailable on SIMPUS due to lack of access

rights and occasional network issues when operating SIMPUS. The following are the results of the interview:

"...its features include registration, services, a patient search column, a cashier column, and pcare checking because this 2.0 version is bridged with BPJS. The patient data input column is currently used by almost 90% of users. There are several reporting-related features that cannot be accessed yet, such as the LB4 feature, UKP reports, and monthly reports. P-care BPJS has been bridged and integrated with SATU SEHAT. SIMPUS issues are usually more external, such as network problems, and the web system sometimes has programming issues." (Informant 1)

'... Currently, SIMPUS is integrated with PCare BPJS and SATU SEHAT, making our work easier. The menu features that are still unavailable are the LB4 Report and UKP Report. The main obstacle with SIMPUS is that the system often experiences errors and sometimes crashes, which hinders the service process.' (Informant 5)

'...SIMPUS is now integrated with PCare BPJS and SATU SEHAT. The menus that are still unavailable in SIMPUS are the LB4 Report and the UKP Report. The most common problem is with the internet connection.' (Informant 3)

'...SIMPUS has been integrated with PCare BPJS and SATU SEHAT. The menus that are still unavailable are LB4 and UKP. The problem occurs when there is a system error from the agency.' (Informant 4)

Based on the results of interviews with medical record officers, informant 2, regarding machines, medical record officers can access all menu features in SIMPUS, but medical record officers only input outpatient registration reports. The following are the results of the interviews:

"...in SIMPUS there is a dashboard menu, transactions in this transaction have their own menu (Registration, PCare, Online Queue, Search Patients, Services, Cashier, EOD Cashier), Health Centre Reports (UKP Reports, Cashier Reports, LB4 Reports, Death Reports), Daily Reports (Outpatient Register), Monthly Reports, and settings. These settings are directly connected to SATU SEHAT. The RM officer inputs the daily outpatient register reports. The main obstacles in running SIMPUS are unstable internet connection and maintenance issues." (Informant 2)

3. Methods Element

The results of observations related to the Methods element in the implementation of the health centre management information system can be seen in Table 4 as follows:

Table 4. Methods Element

No.	Aspects observed	Yes	No	Description
1.	The existence of SOPs related to the SIMPUS operating procedures?	√		The methods section already contains the SIMPUS operating procedures.
2.	In carrying out their duties, have officers followed the applicable guidelines or standard operating procedures (SOPs)?	√		In terms of methods, officers have followed the applicable SOPs.

Based on the results of interviews with informant 2 regarding methods, the Pamulang Community Health Centre already has Standard Operating Procedures related to the operation of SIMPUS and outpatient admissions, which are currently in accordance with SOPs. The following are the results of the interview:

'...here, the SIMPUS operating procedures are already in place, and these SOPs greatly facilitate the operation of SIMPUS'. (Informant 2).

4. Unsur Materials

The results of observations related to material elements in the implementation of the health centre management information system are shown in Table 5 as follows:

Table 5. Methods Element

No.	Aspects observed	Yes	No	Description
1.	The availability of complete facilities and infrastructure for outpatient services, such as computers, printers, etc.	√		In terms of materials, facilities and infrastructure are adequate.
2.	Is the access/network speed stable here?		√	In terms of materials, access speed or network is not yet stable.
3.	Does the Pamulang Community Health Centre have backup power (a generator) in case of a power cut?	√		In terms of materials, we already have a backup power source in the event of a power outage, namely a generator.
4.	Is there any replacement for damaged materials?	√		In the materials section, there are updates if they are damaged.

The results of interviews with informants 1, 3, 4 and 5 regarding materials revealed that all SIMPUS in outpatient units can be used and connected to other units because the internet and computer networks are adequate in each unit, so that the implementation of RME is adequate, but there are still disruptions to the internet network. The following are the results of the interviews:

‘...yes, every unit has internet and computers to carry out outpatient services using the SIMPUS application, but sometimes there are still problems with the internet connection, which causes disruptions to the registration process and results in patients having to wait a little longer.’ (Informant 1)

‘...there is internet and computers available in all units for the service process, but there are still frequent problems with the internet connection.’ (Informant 3)

“...yes, there is a network, and computers are also available. However, there are still frequent connection problems due to instability.” (Informant 4)

“...there is an internet network and computers, but the network is still prone to interference from the government agency.” (Informant 5)

Meanwhile, the results of interviews with medical record officers (Informant 2) also revealed that the Pamulang Community Health Centre uses tools and infrastructure such as computers in carrying out its work. It is clear that the available materials are sufficient to support the adequate implementation of RME. The following are the results of the interviews:

‘...in the outpatient registration unit there are 3 PC, 3 printers and 3 scanners, in each clinic in the outpatient unit there are a total of 11 PC, while in the medical records room itself there is 1 PC and 1 printer, so the total number of PCs in outpatient care is around 15 units’. (Informant 2)

5. Money Element

The results of observations related to the Money element using a checklist related to the implementation of the health centre management information system are as follows:

Table 6. Money Element

No.	Aspects observed	Yes	No	Description
1.	Is there a budget for SIMPUS training?	√		The money element already includes a budget for SIMPUS training.
2.	Is there a budget for the creation of SIMPUS?	√		The budget for the creation of SIMPUS is already included in the money element.
3.	Is there a budget for SIMPUS maintenance?	√		Is there already a budget for SIMPUS maintenance in the money section?

The results of the interview with informant 1 regarding money, the Pamulang health centre has sufficient budget and there is no budget spent by the health centre because the budget comes from the South Tangerang City Health Office. The following are the results of the interview:

'...the budget obtained by the health centre is sufficient for SIMPUS maintenance, because SIMPUS maintenance is carried out by the Health Office'. (Informant 1)

Based on the interview results with informant 2 regarding obstacles in the budget for repairs and requirements in the implementation of RME. The following are the interview results:

'There are no obstacles in the budget, so far it is still safe. Because it has been budgeted every year'. (Informant 1)

DISCUSSION

1. Human Element (Man)

According (Hasibuan, 2017) humans are an important and primary means in every management system to achieve desired goals. Various activities, such as those found in management functions, require human resources to carry them out. Therefore, this study refers to human elements as officers who operate SIMPUS and have been provided with training on the use of SIMPUS.

In line with the research conducted (Firmansyah *et al.*, 2023), only one person had participated in the SIMPUS training, and those who did not participate were informed about it only through the person who had participated in the training. There is no specific training for SIMPUS users such as registration officers, pharmacy officers, nurses, and polyclinic doctors, resulting in a lack of knowledge and proficiency in using the SIMPUS application in the service process. For maximum implementation, all officers should undergo training in using SIMPUS.

2. Machine Element (Machines)

According to (Hasibuan, 2017), machines have played an important role in the production process since the Industrial Revolution. Rapid technological developments have led to the increasingly prominent use of machines. This is because experts have invented many new machines, enabling increases in production.

This study is in line with research conducted by (Lestari, 2022), which found that the machines are functioning well and adequately in the operation of RME, namely SIMPUS, but there are often network issues or long loading times or downtime. This is also applied at the Pamulang Community Health Centre, where SIMPUS has been integrated with P-Care and SATUSEHAT. However, there are menus that cannot be used because they do not yet have access rights from the South Tangerang City Government. In order to

maximise its implementation, it is necessary to review the menus that cannot be used so that they can be used in their entirety or removed if they are not used.

3. Methods Element

According to Amri, a method is a way or technique used to achieve a goal. With the right method, goals can be achieved easily because they are in line with the conditions or circumstances. Whether or not a goal is achieved depends heavily on how it is implemented or the method used. A good working method will streamline and facilitate the work process, thereby enabling the target or expectation to be achieved.

Based on the results of the study, regarding the elements of the Pamulang Community Health Centre's method in using SIMPUS in outpatient services, there is already a standard operating procedure for the operation of the Integrated SIMPUS. This study is not in line with (Fahmi, 2022) because at the Pamulang Community Health Centre, in terms of methods, there is already a standard operating procedure (SOP) for SIMPUS operation, and officers are already implementing SIMPUS in accordance with the SOP, so its application in terms of methods is already running 'well'.

4. Materials Element

According to (Hasibuan, 2017), materials or equipment are considered management tools or means, because in the process of carrying out activities, humans use tools to achieve their desired goals.

This study is in line with research conducted (Fahmi, 2022) the materials component already includes tables and chairs, but there is no special table for the implementation of SIMPUS. The Pamulang Community Health Centre has fulfilled the materials component in terms of materials or equipment as tools or means of management in the implementation of SIMPUS, but the Pamulang Community Health Centre still faces obstacles in terms of the internet network, which often experiences disruptions, so that its implementation is still not optimal. To maximise its implementation, regular checks and repairs of the internet network should be conducted to ensure the network runs smoothly and achieves the desired objectives.

5. Money Element

According to (Hasibuan, 2017) budgets are always needed in companies, starting from the establishment of the company, the production process, and so on. Therefore, money as a management tool must be used in such a way that the desired objectives are achieved.

Based on the results of the study, the Pamulang Community Health Centre has been allocated an annual budget, and the costs are fully covered by the South Tangerang Health Office. It is important to have a budget to support more optimal medical record activities.

This study is in line with (Lestari, 2022) the case study design at the Banguntapan I Community Health Centre in Yogyakarta in terms of the money used to fund SIMPUS, which is a collaboration between the Bantul Ministry of Communication and Information Technology and the Bantul City Health Office.

Based on the 'review of the implementation of the community health centre management information system (SIMPUS) at the Pamulang Community Health Centre' with the 5M elements (Man, Machines, Methods, Materials and Money), its implementation has been running 'well'. However, there are still some issues with the implementation of Electronic Medical Records, which do not yet meet the standards of Minister of Health Regulation No. 24 of 2022, Article 13, Paragraph 1. There are still shortcomings in the Man element, as not all officers have undergone SIMPUS training; in the Machine element, in the monthly report menu (LB4); in the Materials element, in terms of network/internet connection constraints; and in individual health efforts (UKP and Inpatient Care).

CONCLUSION

Based on the results of the study "Review of the Implementation of the Puskesmas Management Information System (SIMPUS) at Pamulang Health Center", the use of SIMPUS according to SM management elements can be concluded : The identification 5M of the element **Man**, there is only one officer with a medical record education background and there is no special training for all officers who operate SIMPUS, who take part in training is only one person, namely the admin staff officer for those who do not take part in the training, the results of the training will be conveyed by officers who take part in the training and there are no problems in security because each officer already has their own username and password. The identification of the **Materials** element (tools / infrastructure), has been fulfilled with the availability of computers and networks that connect the SIMPUS application with other units, but there are still network constraints that are less stable and down systems that can hamper the service process. The identification of the **Machines** aspect element, the SIMPUS application has been integrated from outpatient registration, polyclinic services, cashier unit, pharmacy unit to the reporting section of the medical records unit. However, there are still shortcomings

in the SIMPUS menu that still cannot be integrated. used to meet the needs of its users such as the Monthly Report 4 (LB4) report which contains monthly reports on puskesmas activities and Individual Health Efforts (UKP) and Hospitalization Reports, so SIMPUS at Pamulang Health Center has not been running well. Elements identified **Methods** already have Flow SOP SIMPUS operation in the service process to facilitate and simplify the work. Identified elements **Money**, Health Center Pamulang already The budget is sufficient because it has been budgeted annually through the Health Office government to support RME facilities and infrastructure so that are no obstacles to the 2foney indicator.

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