
Evaluation Of Medical Information Release Procedures in Ensuring the Legal Aspects of Medical Record Confidentiality at Wangaya General Hospital, Denpasar City

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Abstract

This study aims to evaluate the procedures for releasing medical information at Wangaya Regional General Hospital (RSUD Wangaya) Denpasar City in ensuring the legal aspects of medical record confidentiality. Medical records contain personal and medical data of patients that are confidential, and their release must comply with applicable laws and regulations. This is a qualitative descriptive study using in-depth interviews, observations, and documentation involving five informants, including staff responsible for insurance, reporting, and public relations. The findings indicate that the hospital has a defined flow and mechanism for the release of medical information as outlined in the Standard Operating Procedure (SOP), although challenges remain in terms of completeness of administrative documents. All informants understood the importance of maintaining patient data confidentiality, and the implementation of procedures adheres to relevant regulations such as Law No. 17 of 2023 on Health, Law No. 27 of 2022 on Personal Data Protection, and Ministry of Health Regulation No. 24 of 2022 on Medical Records. It is concluded that the release of medical information at RSUD Wangaya has been carried out in accordance with legal requirements; however, further efforts are needed to strengthen routine socialization to patients and staff, and to periodically evaluate the SOP to ensure the continued protection of patient privacy and data security.

Keywords: *Medical Information Release, Medical Record Confidentiality, Legal Aspects, RSUD Wangaya, Patient Data Protection.*

INTRODUCTION

Medical information is the data recorded in a patient's medical record, which can be used as a basis for financing, administration, documentation, legal aspects, and others. The use of medical records is closely related to the process of releasing medical information (Darmawan, 2023). Essentially, medical records are data that can be utilized for various purposes. These data are confidential; therefore, in terms of retrieval, disclosure, and use for various purposes, legal aspects must be considered (Ta'adi, 2022). Medical information release is the process of requesting data contained in medical records for specific purposes, either by the patient, the patient's family, healthcare professionals, or other authorized parties in accordance with the applicable laws and regulations (Darmawan, 2023). Maintaining information security, accuracy, and accessibility has become a demand for healthcare service organizations, practitioners, and authorized third parties. Meanwhile, those who require the information must always respect patient privacy. Overall, security, privacy, confidentiality, and safety are the components that safeguard information within medical records (Abidin & Yunengsih, 2021).

A study by Indra Narendra, Hesti Indra Ratna Dewi, and Ismiyati (2020), entitled "Fulfillment of Legal Aspects of Medical Record Confidentiality in the Process of Medical Information Release at XY Hospital Sleman", explained that XY Hospital Sleman already has a Standard Operating Procedure (SOP) for organizing the release of patient medical information for purposes such as issuing medical certificates or requests for *visum et repertum*. However, the

release of medical information for insurance claims is only implicitly regulated. The SOP created by XY Hospital Sleman for medical information release remains general, as it regulates various purposes including requests for *visum et repertum* and medical certificates, while specific SOPs for insurance claims do not yet exist. The absence of a specific SOP governing the release of medical information related to insurance claims may affect healthcare workers' performance. The impact is a delay in the processing of insurance claims, which may disadvantage patients.

A study by Dimas Aulia Safitri, Antono Suryoputro, and Fardi Agushybana (2023), entitled "*Policy Analysis of the Medical Information Release System to Third Parties at RSUD X*", explained that the release of medical information to third parties at RSUD X has been carried out since the hospital was established and is guided by a specific SOP. However, interview results revealed that 9 out of 12 informants did not know the procedure for releasing medical information and were unaware of the existence or content of the SOP. The management of RSUD X was considered lacking in socializing the SOP to implementers, causing staff to be unaware of it during their tenure. Communication between RSUD X leadership and implementers was also considered inadequate, significantly affecting the implementation of medical information release to third parties in ways inconsistent with established policies.

A literature review conducted by Ahmad Darmawan, Rahil Salsabilah, Hani Sulistiowati, Risma Nur Sukmawati, Diah Wijayanti Sutha, and Lilis Masyfufah (2023), entitled "*Analysis of Medical Record Information Release as a Guarantee of the Legal Aspects of Patient Data Confidentiality*", also explained that inaccuracies in the SOP for medical information release could result in issues concerning the confidentiality of patient data. Of the ten journal references used, three factors were identified as obstacles to implementing medical information release: man, material, and method. The "man" factor refers to the lack of staff knowledge about the procedure, which makes it vulnerable to forgery by irresponsible parties. The "material" factor refers to incomplete medical record files due to insufficient information from staff and applicants. The "method" factor refers to SOPs that are not properly implemented, with some hospitals lacking SOPs altogether, potentially jeopardizing patient data confidentiality. Research by Warijan and Martha Marshynta Nur' Afifah (2019), entitled "*Review of the Implementation of Medical Information Release*", explained that Salatiga City Hospital has served many requests for medical information release, including for insurance purposes, *visum et repertum*, and research applications. In the process of releasing medical information, the staff involved included the Hospital Director, Administrative/Secretariat Staff, Medical Records and Health Information Officers, and Doctors. To maintain patient data security and confidentiality, Salatiga City Hospital established three SOPs: procedures for releasing medical record information, procedures for medical record security and confidentiality, and procedures for borrowing medical records.

The SOPs on medical record security, confidentiality, and borrowing were implemented in accordance with regulations. However, the SOP for releasing medical record information was not optimally applied, as staff sometimes fulfilled requests for medical information even when patients lacked valid identification or supporting documents, raising concerns about potential forgery by unauthorized parties. Administrative staff were advised to enforce requirements more strictly, and medical record officers were urged to carefully verify the conditions for requests to prevent misuse. It was recommended that Salatiga City Hospital conduct socialization of the SOP on medical information release to all staff involved (Warijan et al., 2019).

Based on observations conducted in December 2024, researchers found that common problems in medical information release at Wangaya General Hospital, Denpasar City, included patients being unaware of the procedures. Patients requesting medical information release for health insurance purposes often failed to provide an authorization letter from the insurance agency. Many were also unaware that releasing medical information requires patient consent in writing. Medical information release must always be accompanied by patient approval, which

may take the form of a statement letter, permit, or power of attorney. Healthcare workers releasing medical information without patient approval may be subject to Article 33 of Law No. 27 of 2022 on Personal Data Protection, which obliges data controllers to deny access or alterations to personal data when doing so would endanger the security, physical or mental health of the data subject or others, or when disclosure conflicts with national defense and security interests.

Considering these aspects, it is essential to socialize programs, workflows, and patient service procedures, particularly regarding medical information release, to patients, families, and third parties (insurance) so they fully understand the requirements. If procedures are not followed, documentation may be incomplete, which in turn may disrupt response times in fulfilling requests for medical information release. Based on the above background, the researcher is interested in conducting a study entitled “*Evaluation of Medical Information Release Procedures in Ensuring the Legal Aspects of Medical Record Confidentiality at Wangaya General Hospital, Denpasar City.*”

RESEARCH METHODS

This study employed a qualitative descriptive approach to examine the procedures of medical information release while ensuring the confidentiality of medical records (Nasution, 2023). The research was conducted at the Medical Records and Public Relations Units of RSUD Wangaya, Denpasar, Indonesia, from March to May 2025.

The population consisted of active medical record staff and public relations officers. A purposive sampling technique was applied, selecting 5 informants with relevant experience in medical information release. Inclusion criteria were: active staff at RSUD Wangaya, involvement in information release, minimum 6 months of work experience, and willingness to participate. Exclusion criteria included lack of involvement in information release or communication barriers.

Data were collected through in-depth interviews, structured observations, and document review. The researcher acted as the main instrument, supported by interview guides, observation forms, and audio recording devices. Qualitative data analysis involved data reduction, presentation, and conclusion drawing to identify patterns, meanings, and insights from the field data (Noeng Muhadjir, Ahmad & Muslimah, 2021). Both primary and secondary data sources were utilized to ensure a comprehensive understanding of the phenomena.

RESULTS AND DISCUSSION

Human Resource Characteristics Related to Medical Information Release

The human resources involved in the release of medical information consist of 2 staff members for forensic examination and insurance, 2 staff members for data and reporting, and 1 public relations (PR) officer. The following table presents the characteristics of the human resources involved in the medical information release process:

No	Initials	Position	Age	Length of Service	Gender	Education
1	R P D	Medical Record Staff	34	14 years	Female	Senior High School

2	Tn	Medical Record Staff	41	16 years	Male	Diploma III
3	A S	Medical Record Staff	25	2 years	Female	Bachelor's Degree
4	W S	Medical Record Staff	49	25 years	Female	Bachelor's Degree
5	G P	Public Relations and Promotion	39	16 years	Female	Professional Degree

Table 4.1 Human Resource Characteristics

Identification of the Medical Information Release Flow

The existence of a release flow is essential to ensure the security and confidentiality of patients' medical information, as well as to comply with applicable legal and regulatory requirements. The theme regarding the understanding of the medical information release flow, according to medical record officers, is supported by informants' statements as follows:

We explain to third parties or directly to the patient about the condition during the patient's hospitalization at the hospital.

Informant 1

The release of data regarding patient information or diagnoses in the hospital, including name, address, diagnosis, and others, as outlined in the SOP.

Informant 2

It is the release of information about patients who are treated in this hospital and providing it to third parties such as the police or insurance companies. Insurance may refer to health insurance or non-medical insurance, while a forensic request usually comes from the police.

Informant 3

Medical information release is carried out when the patient or a third party such as an insurance company or the police requires it for certain purposes, in accordance with the applicable regulations.

Informant 4

Based on the interviews with the informants, the hospital has a clear procedure for releasing patients' medical information. The first informant explained that the hospital provides information regarding the patient's condition either directly to the patient or to third parties in need, following established procedures. The second informant added that the release of patient data, including personal identity and diagnosis, is carried out in accordance with the Standard Operating Procedures (SOP). The third and fourth informants emphasized that the release of medical information to third parties, such as the police or insurance companies, is conducted based on administrative needs, such as forensic requests or insurance claims. Overall, the hospital is committed to maintaining the confidentiality of patients' medical information by providing data only to authorized parties in compliance with prevailing regulations.

Mechanism of Medical Information Release

Identification of Medical Information Release Procedures

Procedures are an essential part of regulating the process of collecting, using, and releasing medical information in accordance with applicable regulations. The procedures are intended to ensure that every stakeholder receives medical information release services properly and in compliance with legal requirements. The theme of understanding medical information release procedures is supported by the following statements from informants:

Yes, I understand the procedures in the medical records unit.

Informant 1

Yes, I understand. For medical information release... an official letter must be submitted to the hospital through the ethics committee.

Informant 2

The procedure for release, for insurance, requires a form to be completed by the insurance provider, and for forensic requests, there is also a form that must be completed by the requesting party for their specific needs.

Informant 3

As medical record officers, of course we understand the release procedures applied here.

Informant 4

The role of public relations is more as a liaison, facilitating communication between those requesting the data and the unit providing the data.

Informant 5

Based on the interviews, all informants understood the medical information release procedures implemented at the hospital. Informants from the medical record unit emphasized the administrative steps required, including the need for official request letters and completion of forms, whether for insurance purposes or forensic requests. It was also highlighted that the procedure must comply with the ethical pathways determined by the hospital. Public relations plays a bridging role in connecting external parties with data-providing units such as medical records. This indicates that medical information release involves not only administrative documentation but also inter-unit coordination to ensure the process complies with procedures while maintaining patient confidentiality.

Parties Involved in Medical Information Release

The parties involved in the release of medical information must comply with established regulations. If patients are unable to be present in person, they may authorize representatives by providing a power of attorney or consent letter. The theme regarding the parties involved in the release process is supported by the following statements:

The parties involved in the medical information release process may include the patient's family and us in the medical records unit.

Informant 1

The parties involved include the hospital's training unit, ethics research committee, and the medical records unit.

Informant 2

There are both internal and external parties involved. Internally, there are public relations, medical records, doctors, and nurses. Externally, there are the police and insurance agents.

Informant 3

"The parties involved are, of course, medical record officers, doctors, patients, insurance companies, and the police, usually for forensic purposes."

Informant 4

"We submit patient information to the medical records unit, and if further explanation is needed, medical records staff provide support. As for the access rights, I only know that it is permitted under certain conditions."

Informant 5

Based on the interviews, the process of medical information release involves multiple parties, both internal and external to the hospital. Internally, the most frequently mentioned were the medical records unit, followed by doctors, nurses, public relations, and the ethics and education

units. The medical records unit serves as the primary handler of patient data release, playing a crucial role in screening information and ensuring administrative procedures are fulfilled. Externally, the patient's family, the police, and insurance companies were most commonly identified as participants in the process.

Ensuring Patient Privacy by Involved Parties

Patient privacy is a critical factor in the medical information release process. Misuse of medical information for unauthorized purposes can harm patients if not properly safeguarded. The theme of ensuring patient privacy by the parties involved is supported by the following informant statements:

It should be possible, because the patient's condition during hospitalization must remain confidential so it is not spread carelessly, otherwise people might assume the hospital leaked it.

Informant 1

Within the ethics guidelines, there is a requirement to protect patient privacy.

Informant 2

There is definitely assurance for privacy, because we have SOPs in place that must be followed in line with the patient's needs.

Informant 3

Certainly, all parties involved, whether medical record officers, patients, or third parties, are obliged to maintain data confidentiality, and we also explain what can and cannot be done during the release process.

Informant 4

As far as I know, data and information guidelines also require each unit or department to produce reports.

Informant 5

Based on the interviews, patient privacy and confidentiality of medical information are strongly safeguarded in hospital services. Informants emphasized that information regarding a patient's condition during hospitalization must not be disclosed carelessly, as it could damage the hospital's reputation. Patient data protection is also regulated by professional codes of ethics and implemented through Standard Operating Procedures (SOPs). Furthermore, all parties involved in the information release process—including medical record officers, patients, and third parties such as families or external institutions—are required to understand their respective roles and responsibilities in maintaining confidentiality.

DISCUSSION

Flow of Medical Information Release

Based on the interview results, it was found that the hospital has an established mechanism for the release of patients' medical information. Information regarding a patient's health condition may be conveyed either directly to the patient or to third parties with a legitimate interest, provided that all administrative requirements are fulfilled in accordance with prevailing regulations. Patient data that may be released, such as identity and diagnosis, can only be provided if the request is made formally and is accompanied by supporting documents such as a power of attorney, written consent, or an official request from authorized institutions such as the police or insurance companies (Darhayati et al., 2022). Furthermore, the release of medical information is carried out in compliance with the hospital's Standard Operating Procedures (SOP).

The release of patient data for forensic purposes or insurance claims exemplifies the implementation of these provisions (Motik et al., 2022). Although information may be provided to external parties, the hospital remains committed to safeguarding the confidentiality and security of patients' personal data as a form of adherence to professional ethics and legal requirements. This indicates that the system of medical information release is not solely intended to meet administrative demands, but also to ensure the protection of patients' privacy rights (Ministry of Health Regulation No. 24, 2022). The processing of personal data may only be carried out with the consent of the data subject, except under specific circumstances regulated by law (Küzeci, 2022).

Mechanism of Medical Information Release

Based on the interviews with informants, it can be concluded that all parties involved demonstrated a good understanding of the procedures for releasing medical information at the hospital. The procedure emphasizes not only administrative aspects, such as the requirement of formal request letters and completion of specific forms, but also the ethical pathway in accordance with the standards and regulations enforced at the hospital (Narendra et al., 2020). The medical records unit serves as the primary party responsible for handling requests for medical information, with significant responsibility for screening the information to be released and ensuring that every process meets both administrative and legal requirements. Data Controllers are obliged to maintain confidentiality, monitor all parties involved, and protect personal data from unauthorized processing (Mulyani et al., 2023). In addition to the medical records unit, other internal parties such as doctors, nurses, public relations officers, and the ethics and education units also play important roles in this process. The public relations division acts as a liaison between the requesting party and the data-providing unit. From the external perspective, patients' families, the police, and insurance companies are the parties most frequently involved in requesting medical information. Nevertheless, the release of information to these parties still requires written approval or official documents as a form of legality and protection of patient data. Patient privacy and confidentiality of medical information remain the primary focus in every release process (Küzeci, 2022). Informants firmly stated that medical data must not be disclosed carelessly, as this may negatively impact public trust and the hospital's reputation. Therefore, all parties involved—including healthcare workers, administrative staff, and third parties—are obliged to understand their rights, limits of access, and responsibilities in maintaining patient confidentiality (Ministry of Health Regulation No. 24, 2022). The hospital has also provided guidelines and routine reports from each unit regarding information management as a form of accountability and data protection reinforcement. Every medical record file borrowed and signed by the borrower is recorded by medical record officers (Abidin & Yunengsih, 2021). Thus, medical information release is carried out carefully, in a coordinated manner, while upholding the integrity and privacy rights of patients.

Legal Responsibility in Medical Information Release

Based on the interviews, it can be concluded that the implementation of medical information release in the hospital has been carried out in accordance with applicable regulations, even though some of these regulations have not been updated and still refer to earlier provisions. Nevertheless, the procedures applied remain relevant and sufficiently regulate the current flow of medical information release. This process follows the hospital's Standard Operating Procedures (SOP), with administrative mechanisms requiring official documents such as formal request letters from applicants. For general information, such as statistical data on patient numbers, the procedure is simpler and does not involve complex processes. The interviews also revealed several challenges in implementing these procedures, particularly

regarding dissemination and data completeness. Some informants highlighted the importance of more intensive training and socialization for hospital staff so that they fully understand the flow and requirements of information release. In addition, completeness of administrative documents is essential to prevent delays in the process. Patients must also be clearly informed about the necessary documents, such as power of attorney or consent forms, to avoid confusion or unnecessary repetition of administrative processes (Darhayati et al., 2022). In general, the medical information release procedure has been carried out in accordance with legal provisions. However, strengthening the quality of dissemination to staff and patients, as well as ensuring completeness of administrative documentation, are important factors that must be reinforced. These measures will support smooth, efficient, and legally compliant implementation of medical information release at the hospital. The purpose of establishing SOPs is to ensure efficient, effective, consistent, and safe workflows in order to improve service quality (Amalin & Nuraini, 2023). Medical information release that does not comply with prevailing legal requirements may result in legal consequences, including criminal and civil liability. Healthcare facilities bear legal responsibility for the security of medical record documents, including preventing loss, damage, forgery, or unauthorized use (Ministry of Health Regulation No. 24, 2022). The release of medical information to authorized parties still requires the fulfillment of specific requirements, such as formal request letters or patient consent, reflecting that the hospital maintains a coordinated system to uphold legality and confidentiality in every medical information release.

Overview of Medical Information Release Based on Legal Aspects of Medical Record Confidentiality

Based on the interviews, it can be concluded that the process of medical information release in the hospital is carried out with due regard to legal, ethical, and patient privacy considerations. Every release of information must be accompanied by official documents, such as informed consent or a power of attorney, indicating that the patient or authorized third party has granted permission (Ministry of Health Regulation No. 24, 2022). Information disclosed to external parties is also limited to matters permitted under applicable laws and regulations. The hospital enforces Standard Operating Procedures (SOPs) to safeguard the confidentiality of medical data and ensures that all staff understand and properly implement these procedures (Narendra et al., 2020).

The procedures for releasing medical information are stipulated in the Director's Regulation of Wangaya Regional General Hospital, Denpasar City, No. 25 of 2024 on Guidelines for Medical Record Services at Wangaya Regional General Hospital. This includes SOP No. 040/19/IRM/RSUDW/2024 on Medical Certificate Services and SOP No. 040/40/IRM/RSUDW/2024 on Patient Access to Medical Information. These policies serve as internal guidelines for fulfilling the hospital's obligation to maintain the confidentiality of patients' medical information. However, in practice, the process of medical information release still faces challenges.

Obstacles such as delays in data entry due to doctors' rotating work schedules and the need for special handling of rare medical cases are internal barriers. Externally, patients and third parties often lack understanding of administrative requirements, such as the documents needed when submitting requests, resulting in inefficiencies and repeat visits. Informants also highlighted the importance of effective communication between hospital staff and applicants. Clear education on the limits of access to medical information, as well as a friendly and communicative approach, are considered essential to ensure compliance with procedures without causing conflict or misunderstanding (Darmawan, 2023). Released medical information also plays a strategic role, particularly in relation to insurance and hospital financial systems, such as claims or reimbursement processes, which directly affect patient services and rights.

CONCLUSION

Based on the research conducted on the *Evaluation of Medical Information Release Procedures in Ensuring the Legal Aspects of Medical Record Confidentiality at Wangaya General Hospital, Denpasar City*, it can be concluded that:

1. Flow of Medical Information Release

The hospital has established a well-structured mechanism for the release of patients' medical information in accordance with prevailing legal provisions. Legal instruments such as the Regulation of the Minister of Health of the Republic of Indonesia No. 24 of 2022 and Law No. 27 of 2022 on Personal Data Protection provide a strong normative foundation for this process. This highlights that the mechanism for releasing medical information is not merely administrative but also a form of protection of patients' privacy rights as well as compliance with professional ethics in healthcare services.

2. Mechanism of Medical Information Release

The procedures for medical information release at the hospital are carried out systematically, accountably, and in line with legal provisions and professional ethics. All parties involved—including the medical records unit, healthcare workers, public relations staff, and the ethics and education units—demonstrate good understanding of the procedures and their respective responsibilities in safeguarding patient confidentiality. The provisions in Law No. 27 of 2022 on Personal Data Protection and Regulation of the Minister of Health No. 24 of 2022 on Medical Records serve as the legal basis for implementing these procedures. The hospital also provides guidelines, reports, and regular documentation as a form of accountability and transparency in managing medical information.

3. Legal Responsibility in Medical Information Release

The implementation of medical information release procedures at the hospital has been carried out in accordance with existing laws and regulations, although it still refers to regulations that have not been updated. The Standard Operating Procedures (SOPs) used remain relevant in regulating the release flow of medical information, whether for general data requests or for personal information. Regulation of the Minister of Health No. 24 of 2022 emphasizes the importance of preparing SOPs to ensure smooth operations and legal compliance in medical information release, while also preventing potential legal consequences arising from procedural violations.

4. Overview of Medical Information Release Based on the Legal Aspects of Medical Record Confidentiality

The release of medical information at the hospital is conducted with careful consideration of legal, ethical, and patient privacy aspects. Every request for information must be accompanied by official documents, such as informed consent or a power of attorney, in accordance with Regulation of the Minister of Health No. 24 of 2022, which requires that requests for access to medical records be submitted in written or electronic form. Although the procedures are implemented, challenges remain, both internally—such as delays in data entry due to doctors' rotating schedules—and externally, such as patients' and third parties' lack of understanding of required documents. Effective and educational communication is therefore crucial in minimizing misunderstandings and ensuring smooth processes.

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