
The Role Of Admission Officers In Providing General Consent Explanations To Inpatients At RSAD TK. II Udayana

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Abstract

Healthcare services in hospitals are required to uphold patient rights, one of which is through the provision of general consent. At RSAD TK. II Udayana, there were indications that the general consent explanation process was not optimal, as officers often requested signatures without providing adequate information regarding the contents and purpose of the consent. This study aims to find out the perceptions of medical records officers regarding their expectations of providing general consent explanations to inpatients at RSAD TK. II Udayana, analysed from the aspects of input, process, and output. This research is a qualitative study with a descriptive approach, where data were collected through in-depth interviews with staff and the head of the admission unit. The results showed that in the input aspect, most officers understood the function of general consent as legal protection. In the process aspect, officers provided explanations by adapting to the patient's communication needs following the registration flow. In the output aspect, officers played a role in ensuring administrative completeness via Electronic Medical Records (EMR) and handling consent refusals when necessary. In conclusion, the role of medical record officers at RSAD TK. II Udayana is generally well-implemented, but continuous supervision and training are required to ensure that patient information rights are consistently fulfilled to improve service quality.

Keywords: Medical Records, General Consent, Inpatient, Role of Officers.

INTRODUCTION

Healthcare services in hospitals must be delivered by upholding ethical, legal, and patient rights principles. One implementation of these principles is through the provision of general consent to patients. General consent is a general agreement given by patients or their families after receiving an explanation regarding patient rights and obligations, the types of services to be received, and other applicable provisions during hospitalization. The provision of general consent is not merely administrative but must be accompanied by clear, complete, and easily understood explanations so that patients can give informed consent (Amalia et al., 2020).

Ideally, the process of obtaining general consent is carried out after patients receive adequate information regarding the purpose, scope of services, and consequences of the consent given. However, in practice, there is still a gap between normative provisions and their implementation in the field. Explanations of general consent are often not delivered optimally, so patients or their families are only asked to sign the form without understanding its content and purpose. This condition leads patients to give passive consent and has the potential to cause ethical and legal issues, as well as reduce the quality of healthcare services (Husain, 2024).

Several previous studies indicate that the implementation of general consent explanations in hospitals is still not optimal. Research by Yulia and Nurazizah found that the absence of specific Standard Operating Procedures (SOPs) causes officers to provide explanations based on their own habits, resulting in low patient understanding. Research by Setiawan Irwansyah et al. also found that the completion of inpatient general consent forms was not carried out comprehensively due to a lack of socialization and staff training. Amalia's study states that the absence of detailed SOPs and limited training leads to the improper implementation of general consent procedures. These findings indicate that the quality of general consent explanations remains a problem in various hospitals.

Based on a preliminary study conducted by the researcher in November 2025 at RSAD TK. II Udayana, obstacles were found in the process of providing general consent explanations to inpatients, which had not been carried out optimally. Medical record officers often asked patients or their families

to sign the general consent form without providing sufficient explanation regarding its content and purpose. This condition causes patients to not fully understand their rights and obligations, service limitations, and possible medical actions during hospitalization.

Medical record officers play an important role in ensuring the completeness and validity of general consent documents, including providing explanations to patients. However, if this role is not carried out optimally, the purpose of general consent as a means of protecting patient rights cannot be fully achieved. Therefore, an evaluation of the role of medical record officers in providing general consent explanations to inpatients is needed. This evaluation is expected to provide a real picture of field implementation and serve as a basis for improving service quality at RSAD TK. II Udayana.

According to Safarudin, Kustati, and Sepriyanti (2023), qualitative research is a type of educational research that relies on the perspectives of participants or informants. Researchers ask general questions, collect data primarily in the form of words (or text) from participants, describe and analyze the data into themes, and conduct subjective interpretations that may lead to further inquiry. This study uses a descriptive qualitative research design. The descriptive qualitative method was chosen because the researcher aims to understand and describe the phenomenon in depth and comprehensively based on real conditions in the field. Through this approach, data are collected and analyzed systematically to obtain a clear and in-depth understanding of the research object.

RESEARCH METHODS

This study uses a descriptive qualitative research design. The descriptive qualitative method was chosen because the researcher aims to understand and describe the phenomenon in depth and comprehensively based on real conditions in the field. Through this approach, data are collected and analyzed systematically to obtain a clear and in-depth understanding of the research object.

RESULTS AND DISCUSSION

Informant Characteristics

Table 1: Informant Characteristics

Informant	Age (years)	JK	Information	Length of Service (years)	Education
1	31	P	Staff Admission	14	SMA
2	34	P	Staff Admission	15	SMA
3	35	P	Staff Admission	7	D III
4	47	P	Head of Admissions Room	4	Kebidanan S1 Ekonomi

Based on the Informant Characteristics table, the human resources involved in the role of admission officers in providing explanations of general consent consist of 3 admission staff and 1 head of the admission unit.

Results of Admission Officers' Perceptions on the Input Aspect in the Practice of Explaining General Consent to Inpatients at RSAD TK.II Udayana

Informants' Knowledge Related to General Consent in Hospitals

General consent is a general agreement given by patients or their families to the hospital before receiving healthcare services. This consent includes the patient's willingness to undergo examinations, treatments, and basic medical procedures during healthcare services in accordance with applicable procedures. The sub-theme regarding the definition of general consent is supported by the following informant statements:

“General consent is approval for actions to be carried out. So every action must have approval from the patient or the patient’s family. This is important considering that all actions, whether performed by doctors or nurses, must go through patient approval or general consent.”

Informant 1

“General consent is a general approval that we provide to patients or their families for receiving healthcare services at this hospital. It is like a standard consent form that is signed when the patient first registers or is admitted to the hospital. It includes medical procedures, permission for examinations, and necessary services during treatment.”

Informant 2

“General consent is a general agreement given to patients or their families by the hospital before receiving healthcare services and medical procedures.”

Informant 3

“The general consent in admission, as far as we know, is consent for hospitalization. It provides information to patients that they are being admitted. In patient education, there are several things that must be understood by patients and their families, and these are handled by the patient’s family.”

Informant 4

Based on the interview results, it can be concluded that all admission officers share the same perception of general consent as a general agreement given by patients to receive healthcare services. This knowledge includes the purpose of general consent and its importance as part of medical record documentation. With this understanding, admission officers are able to perform their administrative duties effectively.

Informants’ Knowledge Related to the Purpose of General Consent for Patients and Hospitals

General consent serves purposes for both patients and hospitals in the healthcare service process. For patients, it provides approval for healthcare providers to conduct examinations, treatments, and basic medical procedures. It also informs patients about their rights and obligations and provides a sense of security as services are delivered according to established procedures. The sub-theme is supported by the following statements:

“The purpose is to create an agreement between the patient’s family and healthcare staff. Without agreement, actions taken could have serious consequences for both parties because procedures are carried out without patient consent.”

Informant 1

“The purpose is, first, to provide official consent from the patient to receive healthcare services. Second, to protect patient rights and provide legal protection for hospitals and medical personnel. Lastly, to explain patient rights and obligations during treatment.”

Informant 2

“The purpose of general consent is for patients to understand that during treatment there will be various medical procedures.”

Informant 3

“The purpose is to inform patients and families about their rights and obligations, and for the hospital to confirm that the patient agrees to hospitalization.”

Informant 4

From the interviews, 75% of admission officers share the same perception that general consent functions as patient approval for healthcare services. It also serves as administrative evidence and legal protection for the hospital.

Informants’ Knowledge Related to the Importance of General Consent

General consent plays a crucial role as an initial agreement before patients receive medical services. It indicates the patient’s willingness to undergo necessary procedures.

“It is very important because without consent, actions can lead to legal consequences.”

Informant 1

“It proves that the patient understands and agrees to the services, and protects both patients and healthcare providers legally.”

Informant 2

“It is the basis of agreement between patients and the hospital.”

Informant 3

“It informs patients and families about hospitalization plans.”

Informant 4

Overall, 75% of admission officers agree that general consent is essential as legal and administrative protection and proof of patient agreement.

Knowledge of Information That Must Be Included in General Consent

General consent should include patient identity (name, date of birth, gender, address), consent statements, patient rights and obligations, hospital regulations, and data confidentiality.

“It includes patient data and future actions such as examinations or surgery.”

Informant 1

“The most important is patient identity, consent for services, rights and obligations, data usage, cost information, and signatures.”

Informant 2

“It includes identity, consent statements, service explanations, and patient rights.” *Informant 3*

“It includes consent, rights and obligations, and patient privacy such as medical history.”

Informant 4

All admission officers understand that general consent must contain essential administrative information.

Training or Socialization Related to General Consent

Training is conducted to improve staff understanding of general consent procedures.

“We have training because it relates to medical records systems.”

Informant 1

“There was training and socialization from the hospital.”

Informant 2

“We receive training to understand how to explain it correctly.”

Informant 3

“There is no special training, but regulations require it.”

Informant 4

A total of 75% of officers have received training, which improves their understanding and implementation.

Results of Admission Officers' Perceptions on the Process Aspect

Flow or Steps in Explaining General Consent

The process begins during patient registration, followed by explanation and signing.

“We explain it when patients or families register.”

Informant 1

“We greet, introduce ourselves, explain clearly, and ensure understanding before signing.”

Informant 2

“We introduce ourselves and explain the form briefly.”

Informant 3

“We educate patients and obtain signatures.”

Informant 4

Key Points in General Consent That Must Be Conveyed to Patients

In the process of providing general consent, there are several important points that must be communicated by admission officers to ensure that patients understand the healthcare services they will receive. These points include patient rights and obligations, explanations regarding consent to undergo examinations, treatments, and basic medical procedures during healthcare services in the hospital. The sub-theme is supported by the following informant statements:

“Of course, there are important points such as patient rights and obligations.”

Informant 1

“The purpose of signing the General Consent is important. It includes patient rights and obligations during hospitalization, hospital regulations that must be followed, consent for general medical procedures, confidentiality of patient data, and information regarding hospital rules—what is allowed and not allowed.”

Informant 2

“The important points conveyed to patients include the purpose of General Consent, the types of healthcare services to be provided, and patient rights and obligations during treatment.”

Informant 3

“Yes, there are. The important points include patient rights and obligations, consent for healthcare services, medical confidentiality, personal belongings regulations, and payment obligations for general patients not using BPJS.”

Informant 4

Based on the interview results, it can be concluded that all admission officers have a consistent understanding of the key points in general consent. They consistently convey that the core elements include patient rights and obligations, consent for healthcare services, hospital rules and regulations, and protection of medical data confidentiality. The purpose of conveying these points is to ensure that patients understand the services and regulations during their treatment.

Initial Communication with Patients Regarding the General Consent Form

Initial communication with patients regarding the general consent form is an important stage carried out before patients receive healthcare services. At this stage, admission officers provide explanations to patients or their families regarding the purpose and content of the general consent form, including consent for examinations, treatments, and basic medical procedures. The sub-theme is supported by the following informant statements:

“First, we greet the patient, such as saying good morning or good afternoon.”

Informant 1

“For example: ‘I am Mia, the officer on duty today. Before the service begins, we will explain the General Consent form. It contains general approval for hospital services. Please read it, and I will help explain anything that is unclear before it is signed.’”

Informant 2

“Usually, the conversation begins by politely greeting the patient or family, introducing ourselves, and explaining that the form is a general consent required before receiving hospital services.”

Informant 3

“After informing that the patient will be hospitalized, we explain that there is an inpatient consent form that must be signed, including general consent, and provide education about the patient’s condition and agreement.”

Informant 4

Based on the interviews, it can be concluded that most admission officers have conducted initial communication appropriately. They begin by greeting and introducing themselves, followed by explaining the purpose and contents of the general consent form. This process ensures that patients or families understand the information before giving consent.

Duration of General Consent Explanation

The duration of explaining general consent refers to the time required by admission officers to explain the form to patients or their families before healthcare services are provided. This explanation is generally conducted at the beginning of the registration process or prior to medical actions. The sub-theme is supported by the following statements:

“It depends on the patient or family’s understanding, usually around 5–10 minutes.”

Informant 1

“About 5 minutes.”

Informant 2

“Approximately 5–10 minutes depending on patient conditions and prior experience.”

Informant 3

“Maybe around 3–4 minutes.”

Informant 4

Based on the interview results, the explanation generally takes between 3 to 10 minutes. The duration varies depending on the patient’s condition and level of understanding. This explanation is typically provided at the early stage before treatment begins.

Differences in Explanation Methods for General Patients, Elderly Patients, and Patients with Special Limitations

The method of explaining general consent must be adjusted to the patient’s condition to ensure proper understanding. For general patients, explanations are delivered clearly and simply, allowing opportunities for questions. For elderly patients or those with limitations, explanations are given more slowly, using simpler language, and often involving family members or assistance tools. The sub-theme is supported by the following statements:

“For general patients, it is easier as long as the language is clear and simple. For elderly patients, we must explain more slowly and patiently. For patients with limitations, assistance from family members is usually needed.”

Informant 1

“For general patients, explanations are normal with simple language. For elderly or special patients, explanations must be very careful, slow, and clear.”

Informant 2

“There are differences. General patients can receive direct explanations, while elderly patients need slower and clearer communication. Patients with limitations are usually assisted by family members.”

Informant 3

“We focus on educating the family, especially for elderly patients. The explanation depends on who accompanies the patient.”

Informant 4

Based on the interview results, all admission officers adjust their explanation methods according to patient conditions. For general patients, explanations are direct and simple. For elderly or patients with limitations, explanations are slower, clearer, and often involve family members or companions to ensure understanding before consent is given.

Results of Admission Officers’ Perceptions on the Output Aspect in the Practice of Explaining General Consent to Inpatients at RSAD TK.II Udayana

The Main Role of Admission Officers in the General Consent Process

The main role of admission officers in the general consent process is to ensure that the general consent form is provided to patients, briefly explain its content and purpose, and ensure that the form has been properly completed and signed by the patient or their family before services are delivered. The sub-theme is supported by the following informant statements:

“We ensure the General Consent form is available, assist in the administrative process, help complete the form correctly, and ensure the document is properly stored. It is part of the medical record, which must be kept confidential according to hospital procedures.”

Informant 1

“The role is very important because the information delivered by admission officers helps patients or their families understand what General Consent is and its purpose.”

Informant 2

“The main role is to provide explanations to patients or their families regarding the content of the consent form.”

Informant 3

“The role is very important because we must provide clear information and proper education, as this is an agreement between the patient’s family and the hospital.”

Informant 4

Based on the interviews, all admission officers understand their important role in ensuring that the consent form is given, explained, completed, and signed before being included in the medical record. This ensures that healthcare administrative processes run according to established procedures.

Ensuring Patients Truly Understand the Content of General Consent

Ensuring patient understanding is a crucial part of the consent process. Admission officers must explain the form clearly and allow patients to ask questions before signing.

“We explain using simple language, allow questions, and confirm understanding before signing.”

Informant 1

“If there are parts not understood, we repeat and explain more clearly and in detail.”

Informant 2

“We use simple language and give patients the opportunity to ask questions.”

Informant 3

“We recheck understanding before asking for signatures.”

Informant 4

All officers consistently ensure patient understanding by using simple explanations and confirming comprehension before consent is given.

How Medical Terms Are Explained to Be Easily Understood

Medical terms are explained using simple, everyday language to avoid confusion.

“We avoid technical terms and use everyday language, for example ‘fever’ instead of ‘febris’.”

Informant 1

“We translate medical terms into language that patients and families can understand.”

Informant 2

“We simplify explanations and provide examples when needed.”

Informant 3

“We avoid medical jargon entirely and use familiar language.”

Informant 4

All officers use simplified language and examples to ensure effective communication.

Responsibilities When Patients Refuse to Sign General Consent

If a patient refuses, admission officers must re-explain the purpose and importance of the form. If refusal continues, it must be documented.

“If the patient refuses, we explain again. If they still refuse, we provide a refusal form and report it to the responsible doctor.”

Informant 1

“We create a written refusal statement signed on stamp duty.”

Informant 2

“We re-explain and identify the reason for refusal.”

Informant 3

“We ensure patients understand their rights and obligations.”

Informant 4

Most officers will re-explain and document refusal formally. This ensures proper documentation and respect for patient decisions.

The Extent of Admission Officers’ Involvement in Checking Administrative Completeness

Admission officers are involved in ensuring that general consent forms are fully completed before being stored in medical records. This includes checking patient identity, signatures, dates, and completeness of all sections.

“I check identity, signatures, and completeness before uploading to medical records.”

Informant 1

“I am involved and was trained by colleagues in checking completeness.”

Informant 2

“We ensure identity, signatures, and all required sections are complete.”

Informant 3

“We are highly involved because admission is the first step in inpatient services.”

Informant 4

All admission officers are actively involved in verifying administrative completeness to maintain proper medical record standards.

Discussion

The findings indicate that admission officers’ perceptions of general consent across input, process, and output aspects are generally good and aligned with theoretical concepts.

In the input aspect, officers understand general consent as a form of legal protection, although differences exist in the depth of understanding.

In the process aspect, explanations are delivered according to procedures; however, they are not yet optimal due to variations in communication methods and time limitations.

In the output aspect, administrative completeness and documentation are well maintained. However, patient understanding of general consent remains limited.

Therefore, improvements are needed through training, standardization of procedures, enhancement of communication skills, and supervision. These efforts are essential to optimize the implementation of general consent so that it effectively fulfills its function as both patient education and legal protection.

CONCLUSION

Based on the results of the study and discussion regarding the role of admission officers in providing explanations of general consent to inpatients at RSAD TK. II Udayana using Gibson’s theoretical approach (input, process, and output aspects), the following conclusions can be drawn:

1. Input Aspect

The implementation of general consent at RSAD TK. II Udayana is supported by the good knowledge of admission officers regarding the purpose and importance of general consent as a form of legal protection. The main supporting factors in this aspect include the officers’ understanding of the content of the consent form, as well as the existence of socialization or training activities that help officers understand the proper procedures for providing explanations in accordance with applicable standards.

2. Process Aspect

The process of providing explanations is carried out through direct communication, beginning when patients or their families are at the registration unit. Admission officers convey key points of the general consent form using simple and easily understood language, with adjustments in communication methods for special patients such as the elderly or those with certain limitations. Officers also provide opportunities for patients to ask questions before signing the form to ensure that consent is given consciously and with full understanding.

3. Output Aspect

The outcomes of the admission officers’ role are reflected in the completeness of the administrative documentation of general consent before it is stored in the medical record files. Officers ensure that all essential components, such as patient identity, signatures, and completion dates, are properly filled in according to standards. This contributes to maintaining the quality of healthcare services and fulfilling patients’ rights to receive adequate information regarding the services they will undergo.

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