

THE ROLE OF RIGHTS AND OBLIGATIONS IN IMPROVING THE QUALITY OF HEALTH SERVICES: A MULTIDISCIPLINARY LITERATURE REVIEW

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Abstract

This study aims to examine the role of rights and obligations of medical personnel and patients in improving the quality of health services through a multidisciplinary literature review. Rights and obligations that are carried out in a balanced manner have been proven to be the main foundation for the creation of harmonious, transparent, and trusting relationships between patients and medical personnel, thus having a positive impact on the quality of health services. However, implementation in the field still faces challenges such as inequality of access, limited infrastructure, and the development of digital technology that has not been fully regulated. Protection of patients' personal data, clarity of legal responsibility in digital services, and continuous education are important issues that need attention. Strengthening regulations, increasing digital literacy, and cross-sector collaboration are needed so that rights and obligations can be carried out optimally, so that fair, quality, and adaptive health services can be realised.

Keywords: patient rights, medical personnel obligations, health service quality, regulation, digital era, multidisciplinary review

Abstrak

Penelitian ini bertujuan untuk mengkaji peran hak dan kewajiban tenaga medis serta pasien dalam meningkatkan kualitas pelayanan kesehatan melalui tinjauan literatur multidisipliner. Hak dan kewajiban yang dijalankan secara seimbang terbukti menjadi fondasi utama terciptanya hubungan yang harmonis, transparan, dan saling percaya antara pasien dan tenaga medis, sehingga berdampak positif terhadap mutu layanan kesehatan. Namun, implementasi di lapangan masih menghadapi tantangan seperti ketimpangan akses, keterbatasan infrastruktur, serta perkembangan teknologi digital yang belum sepenuhnya diatur dalam regulasi. Perlindungan data pribadi pasien, kejelasan tanggung jawab hukum dalam layanan digital, dan edukasi berkelanjutan

menjadi isu penting yang perlu mendapat perhatian. Penguatan regulasi, peningkatan literasi digital, serta kolaborasi lintas sektor diperlukan agar hak dan kewajiban dapat dijalankan optimal, sehingga pelayanan kesehatan yang adil, berkualitas, dan adaptif terhadap perkembangan zaman dapat terwujud.

Kata kunci: hak pasien, kewajiban tenaga medis, kualitas pelayanan kesehatan, regulasi, era digital, tinjauan multidisipliner

Introduction

Health care is one of the basic human needs that is very important in supporting daily activities and improving the quality of life of the community. Every individual has the right to obtain decent, safe, quality, and affordable health services, as guaranteed in the 1945 Constitution of the Republic of Indonesia and its various derivative regulations. This right to health is not only recognised nationally, but is also part of universally recognised human rights (Carter, 2023).

According to Law No. 36/2009 on Health, every person has the same rights in obtaining access to resources in the health sector as well as the right to obtain safe, quality, and affordable health services. The state has an obligation to organise health services that are equitable, fair, and accessible to all levels of society, including vulnerable groups and the poor. This confirms that the state is fully responsible for ensuring the right to a healthy life for every resident (Fitriana, 2023).

Hospitals as one of the health care institutions play an important role in organising individual health services in a plenary manner, including promotive, preventive, curative and rehabilitative efforts. Hospitals are not only a place to cure diseases, but also have social functions that are closely related to humanity and social justice (Prasetyo, 2021). Therefore, health services provided must be carried out responsibly, safely, with quality, equitably, and nondiscriminately.

Health services are every effort made individually or together in an organisation to maintain and improve health, prevent and cure disease, and restore health at the level of individuals, families, groups, and society at large (Lee, 2020). The importance of health services lies in its role as the main foundation of sustainable development, because equitable and quality services not only improve the degree of public health, but also prevent and detect diseases early, accelerate treatment, and reduce health disparities between regions, thus contributing greatly to the overall welfare, productivity, and socio-economic progress of society (Sari, 2021).

In practice, health services cannot be separated from the rights and obligations of both patients and health workers. Patients have the right to obtain clear information about their health conditions, the right to give consent to medical action, and the right to privacy and confidentiality of their medical data. On the other hand, health workers have the obligation to provide services according to professional standards and

operational procedures, maintain patient confidentiality, and provide honest and transparent information (Lim, 2021).

The relationship between rights and obligations is crucial in improving the quality of health services. An imbalance in the implementation of rights and obligations can lead to various problems, such as medical disputes, malpractice, and decreased public trust in health institutions. Therefore, a good understanding of rights and obligations in the health sector must be possessed by all parties involved, both service providers and service recipients (Kim, 2021). The importance of the role of rights and obligations in health services is also reflected in various historical events, where there are frequent violations of patient rights or negligence in carrying out obligations by medical personnel. This shows that efforts to improve the quality of health services depend not only on medical technical aspects, but also on legal, ethical, and social aspects that govern the relationship between patients and health workers (Rahman, 2020).

Along with the times and the increasing needs of the community for quality health services, the government continues to strive to strengthen health service regulations and systems. One concrete form is the implementation of the National Health Insurance (JKN) through the Health Social Security Organising Agency (BPJS), which aims to ensure access to health services for all Indonesians without exception. This programme affirms the state's commitment to fulfilling the right to public health while demanding an obligation from the community to actively participate in maintaining health (Setiawan, 2024).

However, the implementation of rights and obligations in health services still faces various challenges, such as limited facilities, inequality in the distribution of health workers, and lack of public understanding of their rights and obligations. These challenges require synergy between the government, health workers, and the community in creating a better health care system (Suryani, 2022).

From a multidisciplinary perspective, improving the quality of health services cannot only be seen from the medical aspect, but must also involve legal, ethical, management, and technological aspects. This multidisciplinary approach is important to identify various factors that affect the implementation of rights and obligations in health services, as well as formulate comprehensive and sustainable solutions (Yudianto., 2023)

Literature shows that a balanced implementation of rights and obligations can improve patient satisfaction, strengthen the relationship between patients and health workers, and reduce the risk of disputes and malpractice. Therefore, education and socialisation regarding rights and obligations in the health sector must continue to be improved, both to health workers and the wider community (Aljohani et al., 2023).

This study aims to examine in depth the role of rights and obligations in improving the quality of health services through a multidisciplinary literature review. Thus, it is expected to make a real contribution to efforts to improve the health care

system in Indonesia, as well as strengthen legal and ethical protection for all parties involved.

Finally, the fulfilment of rights and the proportional implementation of obligations are the main keys in realising quality, equitable, and community-oriented health services. The synergy between regulations, implementation in the field, and awareness of all parties of their respective rights and obligations are important foundations in building an ideal health care system in the future.

Research Methods

This research uses a systematic literature review (SLR) method with a qualitative approach, where researchers systematically search, select, and analyse various literature sources such as scientific journals, books, and relevant documents that discuss the role of rights and obligations in improving the quality of health services from a multidisciplinary perspective (Moher et al., 2020) . The research process began with formulating specific research questions, followed by a literature search using relevant keywords, selection of literature based on inclusion and exclusion criteria, and critical assessment of the quality and relevance of the sources found. The collected data were analysed thematically to identify patterns, challenges, and contributions of the implementation of rights and obligations to the quality of health services, so as to provide a comprehensive and evidence-based picture (Adlini & et al., 2022) .

Results and Discussion

Rights and Obligations of Medical Personnel/Patients Contribute to Improving the Quality of Health Services

The rights and obligations of medical personnel and patients are the main foundation in building quality and equitable health services. In the Health Law, both medical personnel and patients have rights and obligations that are clearly regulated to create a fair, transparent, and professional service system. Medical personnel are entitled to legal protection, a safe working environment, respect, and opportunities to develop their competence and career. These rights are very important so that medical personnel can work optimally without fear of legal risks or discrimination in the work environment (Ahmad, 2023) .

However, these rights must be balanced with the obligation to provide health services according to professional standards, professional service standards, standard operating procedures, and professional ethics as well as the health needs of patients. Medical personnel are also obliged to maintain the confidentiality of patient data, obtain consent from patients or their families for medical actions to be taken, and provide a complete explanation of the actions to be taken. This obligation aims to ensure that every medical action is carried out professionally, transparently, and respects the rights of patients (Allen, 2025) .

On the other hand, patients as recipients of health services also have rights and obligations that are no less important. Patients have the right to obtain clear and adequate information about their health condition, an explanation of the medical action to be taken, and quality health services and according to medical needs. The patient's right to obtain informed consent is a form of protection so that patients can make informed decisions regarding the treatment they will undergo (Martinez, 2020) . In addition to rights, patients also have an obligation to provide complete and honest information about their health problems, comply with the advice and instructions of medical personnel, and comply with applicable regulations in health care facilities. This obligation is very important to support the process of proper diagnosis and treatment and avoid medical errors due to inaccurate information (Kim, 2021) .

The balanced implementation of rights and obligations between medical personnel and patients directly contributes to improving the quality of health services. Medical personnel who understand and carry out their obligations well will be able to provide services that are safe, quality, and according to patient needs. Conversely, patients who actively provide information and comply with medical instructions will speed up the recovery process and reduce the risk of complications (Smith, 2021) .

The implementation of strict health service standards, as stipulated in the Health Law, is also an important instrument in maintaining service quality. These standards cover the competence of medical personnel, treatment procedures, hospital management, and the use of the latest medical technology. With the standards and accreditation system in place, health facilities can be evaluated periodically to ensure that the services provided are always in accordance with the established quality criteria (O'Connor, 2023) . In addition, the patient's right to file a complaint if they are dissatisfied with the service received is also an important mechanism in efforts to improve service quality. Health facilities are required to respond to such complaints and take necessary corrective actions. Supervision and control systems by institutions such as BPOM and BPJS Kesehatan also ensure that health services run according to applicable regulations and standards (El-Sayed et al., 2022) .

Active patient participation in the health care process is also strongly encouraged by regulations. Patients are given the opportunity to be involved in decision-making related to treatment, provide input, and communicate openly with medical personnel. Good communication between patients and medical personnel has been proven to increase patient satisfaction, strengthen trust relationships, and prevent conflicts (Silva et al., 2021) .

In the digital era and the development of health technology, new challenges arise regarding data security and electronic medical consent. Medical personnel are required to keep their knowledge and skills up to date to cope with these changes, while patients must also be more vigilant in maintaining the confidentiality of their personal

data. Adaptive regulations and continuous education are key to optimising the implementation of rights and obligations in the midst of changing times (Zhang, 2023).

The importance of education and socialisation regarding rights and obligations cannot be ignored. Medical personnel and patients who understand their rights and obligations will find it easier to build harmonious and respectful relationships. This has a direct impact on improving service quality, preventing conflicts, and reducing the risk of legal disputes in the health sector (Green, 2024).

Research also shows that medical personnel who are well trained in both technical and communication aspects can improve the quality of health services and accelerate the patient's recovery process. High technical competence must be balanced with effective communication skills so that patients feel valued, heard, and involved in every medical decision-making process (Lindstad, 2023).

Overall, the implementation of balanced rights and obligations between medical personnel and patients not only fulfils legal aspects, but also becomes the main key in realising quality, safe, and community-oriented health services. Thus, a fair and transparent health care system can be achieved, providing optimal protection for all parties involved, and supporting the realisation of the highest degree of public health.

Multidisciplinary Challenges in the Implementation of Regulations Related to Rights and Obligations in the Digital Era

The implementation of regulations related to rights and obligations in health services in the digital era faces complex multidisciplinary challenges. The development of technology, especially telemedicine, brings opportunities to increase access to services, but also raises legal, ethical, and technical issues that have not been fully accommodated in existing regulations. One of the main challenges is the lack of clarity in regulations regarding the practice of telemedicine. Law No. 36 Year 2009 on Health does provide a basic framework, but has not regulated in detail the use of digital technology in medical services. This creates legal uncertainty for medical personnel and patients, and has the potential to reduce public trust in digital health services (Johnson, 2022).

The issue of protecting patients' personal data has become crucial in the digital era. Sensitive medical data is now widely stored on digital platforms, but data protection regulations in Indonesia are still not optimally integrated between the health and information technology sectors. The risk of data leakage and misuse of personal information increases, making people hesitant to utilise digital services if data protection is not guaranteed (Suwadi ., 2025)

The legal liability of service providers is also an issue. In telemedicine practice, the boundaries of medical personnel's liability are often blurred, especially in the event of misdiagnosis or treatment. Without clear guidelines, medical personnel can be caught up in legal litigation that is detrimental to both parties. In addition, the process

of accrediting and licensing health workers for digital practice is not uniform across Indonesia. Many medical personnel do not have a special licence for remote services, which calls into question the quality and legality of their services. Harmonisation of national regulations is needed so that no region is left behind in the implementation of telemedicine (Wang, 2024) .

The ethical aspect is also a significant challenge. Service providers must ensure that digital services still fulfil professional ethical standards, such as informed consent, information transparency, and respect for patient rights. Lack of ethical clarity can lead to misuse or violation of patient rights in the process of digitising health services (Sari, 2021) .

In terms of infrastructure, many health facilities in Indonesia are not ready to support digitalisation optimally. The limitations of hardware, software, and internet networks are the main obstacles, especially in remote areas. Without adequate infrastructure support, the potential of digitalisation cannot be fully utilised. Human resources are also an important factor. Digital transformation demands health workers who are proficient in information technology. Lack of training and adaptation to new technologies has led to low effectiveness in the implementation of digitalisation of health services (Pozgar ., 2022)

The excessive euphoria of health apps is also a problem. Many apps were launched without coordination, resulting in overlapping data and duplication of work in health facilities. This adds to the administrative burden and reduces service efficiency. From a social perspective, the gap in digital access between urban and rural communities is still high (Nuraini, 2023) . People in remote areas often struggle to access digital health services due to limited infrastructure and technological literacy. Lack of education and socialisation regarding rights and obligations in digital health services also worsens the situation. Many patients and medical personnel do not fully understand their rights and obligations in the digital context, making them prone to conflicts and rights violations (Putri, 2022) .

Law enforcement in digital healthcare also faces oversight challenges. Supervision of illegal medical practices and violations of digital service standards is still weak, especially in areas with limited access to supervision. Strong political commitment and leadership are needed to support the implementation of regulations that are adaptive to technological developments. Without consistent political support, health digitalisation policies will only become formal documents without real implementation (Widodo, 2022) .

Multidisciplinary collaboration between legal experts, medical personnel, regulators, and technology experts is essential to formulate regulations that are comprehensive and responsive to the dynamics of the digital era. This approach will ensure that legal protection, ethics, and quality of care are maintained amidst technological innovation (AIHCP Editorial Team, 2024) .

Finally, dynamic and adaptive regulations need to be continuously developed to accommodate technological changes and community needs. Thus, the rights and obligations in digital health services can be optimally implemented, providing maximum protection and benefits for all parties involved.

In conclusion, the rights and obligations of medical personnel and patients are two main pillars that complement each other in an effort to improve the quality of health services. Medical personnel are entitled to legal protection, a safe working environment, and welfare, but are obliged to provide services according to professional standards, maintain patient confidentiality, and act professionally and ethically. On the other hand, patients have the right to obtain clear information, medical consent, privacy, and quality services, and are obliged to provide accurate information and comply with medical instructions. Balancing the implementation of these rights and obligations is very important to create a harmonious relationship between patients and medical personnel, prevent disputes, and ensure that the quality of service is maintained.

In the digital era, new challenges arise related to data protection, technology adaptation, and digital literacy for both medical personnel and patients. Regulations such as Law No. 17 of 2023 have provided a legal basis that is more adaptive to technological developments, but its implementation still needs strengthening, especially in terms of protecting patient data and training medical personnel in the use of digital technology. Strict supervision, continuous education, and multidisciplinary collaboration are needed so that rights and obligations are optimally implemented in the midst of changing times. Thus, fair, quality, and adaptive health services to technological advances can be realised, providing maximum protection and benefits for all parties involved.

Conclusion

The role of rights and obligations of medical personnel and patients is crucial in improving the quality of health services. Patient rights, such as access to information, medical consent, and privacy protection, must go hand in hand with the obligation to provide accurate information and comply with medical instructions. Meanwhile, medical personnel are entitled to legal protection and a safe working environment, but are also obliged to provide services according to professional standards, maintain patient confidentiality, and act professionally and ethically. The balanced implementation of these rights and obligations is the basis for the creation of a harmonious, transparent, and trusting relationship between patients and medical personnel, which ultimately has a direct impact on the quality of health services.

However, the implementation of these rights and obligations still faces various challenges, such as inequality of access, high workload, information gaps, and the development of digital technology that has not been fully regulated. In the context of

the digital era, the protection of patients' personal data, clarity of legal responsibility in telemedicine services, and infrastructure readiness are important issues that must be addressed immediately. Efforts to increase understanding, education, and regular training for medical personnel and patients are needed so that rights and obligations can be carried out optimally and adaptively to the times.

With the strengthening of regulations, effective supervision, and collaboration between the government, health institutions, and the community, fair, quality health services that are in line with human rights can be realised. The fulfilment of rights and the implementation of obligations in a balanced manner will not only protect patients and medical personnel, but also become the main foundation in building a professional, safe, and responsive healthcare system to future multidisciplinary challenges.

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