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Attitude Of Medical Personnel On The Implementation Of EMR (Electronic Medical Record) In Dental & Oral Hospital of Bhakti Wiyata Health Sciences Institute (RSGM IIK Bhakta) Kediri

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ABSTRACT

This study explores the implementation of Electronic Medical Records (EMR) at RSGM IIK Bhakti Wiyata Kediri, focusing on medical personnel's attitudes and the factors influencing adoption, such as knowledge, training, and support. Qualitative research was conducted through structured interviews with four informants (two dentists and two dental nurses) who had experience using the EMR system based on the Health Information Technology System (HINTS) application. The findings indicate that EMR has improved healthcare efficiency by enhancing patient data access and supporting better coordination among medical personnel. However, challenges such as slow internet connections, unstable servers, and occasional system errors hinder its full potential. Resistance to EMR adoption, primarily due to inadequate training, was also noted. Although most medical personnel expressed positive attitudes towards EMR, concerns regarding data security, including potential breaches and input errors, were significant. The study recommends addressing these issues by enhancing network infrastructure, improving server reliability, and providing more comprehensive training and technical support. Additionally, periodic system evaluations are suggested to ensure its effectiveness. These improvements are essential for increasing user confidence and optimizing EMR's contribution to healthcare quality at RSGM IIK Bhakti Wiyata Kediri, supporting the broader digital transformation of healthcare in Indonesia.

Introduction

Electronic Medical Records (EMR) is one of the important innovations in the health care system that aims to improve the efficiency and quality of services (Ikawati, 2024; Widyaningrum et al., 2024). The development of information technology has brought significant impacts in various fields, including health, with the implementation of EMR as one of the main innovations. EMR serves to store patient health information electronically, improve data access and management, and improve the quality of health services (Ariani, 2023; Fenilho & Ilyas, 2023; Kassiuw et al., 2023). In Indonesia, the implementation of EMR is increasingly urgent along with the need for digital transformation in the health sector. The Ministry of Health even requires all health care facilities to implement EMR by the end of 2023, as part of the national digital transformation strategy (Kementerian Kesehatan RI, 2023). Successful EMR implementation depends on infrastructure readiness and the attitudes of medical personnel, with resistance to change and limited training as key barriers (Maryati & Hidayah, 2021; Wongso et al., 2024). Research shows that medical personnel who have good knowledge of EMR tend to have a more positive attitude towards its use (Wongso et al., 2024). In addition, adequate training plays an important role in reducing uncertainty and increasing confidence in using new technology (Ariani, 2023; Kassiuw et al., 2023; Maryati & Hidayah, 2021).

At RSGM IIK Bhakti Wiyata Kediri, the implementation of EMR is expected to improve the quality of health services by simplifying data management, accelerating services, and producing more accurate information. However, challenges faced include resistance from medical personnel and the quality of information systems that are not yet optimal (Siswati et al., 2024). To support digital transformation, the Ministry of Health has also issued the Blueprint for Health Digital Transformation Strategy 2024, which emphasizes the importance of EMR integration with the "One Healthy" platform. This study aims to explore the attitude of medical personnel at RSGM IIK

Bhakti Wiyata Kediri towards the implementation of EMR, as well as the factors that influence it, such as knowledge, training, experience, and support. The results of the study are expected to provide recommendations to increase the adoption of EMR technology and ensure integration with the "Satu Sehat" platform. This is important to ensure that digital transformation can run in line with national policies. Positive attitudes of medical personnel towards EMR not only impact the effectiveness of system use, but also on the overall quality of healthcare, including patient satisfaction and better clinical outcomes (Arnovita & Yuliaty, 2024; Panggulu et al., 2022; Pauziah & Purbayanti, 2023; Widyaningrum et al., 2024). Therefore, understanding and improving the attitude of medical personnel towards EMR is a crucial step in efforts to improve the quality of health services at RSGM IIK Bhakti Wiyata Kediri. By exploring the attitudes of doctors and nurses towards EMR implementation, this study is expected to provide a comprehensive picture of user attitudes, while offering recommendations to overcome barriers, support technology adoption, and improve the overall quality of health services.

Method

This study uses qualitative methods (Fadli, 2021; Sugiyono, 2019) which was conducted in December 2024 at RSGM IIK Bhakti Wiyata Kediri, a specialized dental and oral education hospital. This location was chosen because RSGM IIK Bhakti Wiyata Kediri has implemented an Electronic Medical Record (EMR) system using a website-based application called HINTS (*Health Information Technology System*). This application is currently used to record patient sociodemographic data, some clinical data, and facilitate identification and search for patient history cards. This system aims to improve service efficiency, but its implementation is still limited to recording basic data and some clinical data, so it requires further evaluation to optimize its use. The study population included medical personnel at

RSGM IIK Bhakti Wiyata Kediri, namely general dentists, specialist dentists, and dental nurses with more than six months of work experience. The research informants consisted of four informants, namely two dentists and two dental nurses, who were selected based on the criteria of their experience and involvement in using EMR in the hospital. The selection of informants aimed to obtain a comprehensive perspective on the implementation of the EMR system, especially regarding their attitudes, perceptions, and experiences in using the technology. Data collection was conducted through structured interviews using an interview guide designed to explore the attitudes of medical personnel towards the use of EMR. The interviews included questions about their experiences in using the system, perceived benefits, challenges faced, as well as recommendations for improving the effectiveness of the system. With this approach, the research was able to gain in-depth insights into the implementation of EMR from the perspective of direct users. Data analysis was conducted thematically by coding the interview transcripts (Galinesia, 2017). This analysis process involved identifying key themes that emerged from informants' responses, such as the benefits of EMR, technical constraints, and users' attitudes towards the system. The technique of establishing

credibility was conducted through data triangulation by utilizing various sources of information, including interviews with the main subject, perspectives from *significant others*, and document data related to patient medical records. This triangulation approach aims to ensure the validity and reliability of the research findings (Liberty, 2024; Swarjana, 2016)

The interview questions included the following:

1. How do you view the implementation of Electronic Medical Records (EMR) at RSGM IIK Bhakti Wiyata Kediri?;
2. What are the main benefits that you have experienced with EMR in your daily work?
3. Did you experience any technical difficulties in using EMR? If so, what were they?
4. What are your views on the training and support provided regarding the use of EMR?
5. Do you think the implementation of EMR has improved the quality of service to patients? Why?
6. What are your concerns regarding the use of EMR, especially in terms of data security?
7. How often do you recommend EMR to your colleagues? What is the reason behind the recommendation?
8. What are your suggestions to improve the effectiveness of the EMR system in this hospital?

Result and Discussion

Result

Table 1. Results of General Dentist Answers

Answer
1. "Implementasi EMR merupakan langkah yang sangat positif, terutama dalam meningkatkan efisiensi pelayanan kesehatan. Sistem ini mempermudah akses data pasien dan mendukung pengambilan keputusan klinis. Namun, ada beberapa tantangan teknis yang harus diselesaikan untuk mengoptimalkan sistem ini."
2. "EMR mempercepat proses pencarian data pasien, seperti riwayat kesehatan dan jadwal kontrol. Hal ini mengurangi waktu tunggu pasien dan memudahkan komunikasi antar tim medis."
3. "Kendala yang sering saya alami adalah koneksi internet yang lambat dan gangguan pada server. Selain itu, beberapa fitur aplikasi terkadang tidak responsif sehingga menghambat pekerjaan."
4. "Pelatihan yang diberikan bersifat dasar, tetapi tidak cukup mendalam untuk memahami

	fitur-fitur sistem yang kompleks. Dukungan teknis perlu ditingkatkan agar pengguna merasa lebih percaya diri.”
5.	“Ya, implementasi EMR telah meningkatkan kualitas layanan, terutama dalam hal kecepatan akses data pasien. Dengan informasi yang tersedia secara real-time, kami dapat memberikan perawatan yang lebih tepat dan lebih cepat.”
6.	“Kekhawatiran utama saya adalah potensi kebocoran data pasien, terutama karena data medis sangat sensitif. Selain itu, risiko kesalahan input data juga dapat mempengaruhi kualitas layanan.”
7.	“Saya sering merekomendasikan EMR kepada rekan-rekan saya karena membantu meningkatkan efisiensi kerja. Namun, saya juga menyarankan adanya pelatihan tambahan agar sistem ini dapat digunakan secara optimal.”
8.	“Usulan saya adalah meningkatkan infrastruktur jaringan untuk memastikan koneksi yang stabil, meningkatkan sistem server agar lebih handal, dan melakukan pelatihan yang berkesinambungan untuk tenaga medis.”

Source: Interview Results, 2024

Based on Table 1, it can be seen that the Application of Electronic Medical Records (EMR) at RSGM IIK Bhakti Wiyata Kediri is considered a positive step in improving the efficiency of health services, especially in facilitating access to patient data and supporting clinical decision making. EMR accelerates the process of searching for data such as medical history and control schedules, which has an impact on reducing patient waiting time and facilitating medical team communication. However, technical challenges are often encountered, including slow internet connections, server outages, and unresponsive application features. The training provided was considered basic, but insufficient for an in-depth understanding

of the system's features, so technical support needs to be improved. Nonetheless, the implementation of EMR has improved service quality, especially through faster and real-time data access. Major concerns include the potential leakage of sensitive patient data and the risk of data input errors, which could affect service quality. Nonetheless, general dentists tend to recommend EMR to coworkers as the system is perceived to improve work efficiency. To increase the effectiveness of EMR, network infrastructure upgrades, server improvements, and continuous training for medical personnel to ensure optimal use of the system are recommended.

Table 2. Results of Dental Nurses' Answers

Answer	
1.	“Saya melihat implementasi EMR sebagai langkah maju dalam bidang kesehatan. Sistem ini sangat membantu pekerjaan kami, meskipun masih perlu ditingkatkan dalam beberapa aspek teknis.”
2.	“Dengan EMR, pencatatan dan pencarian data pasien menjadi lebih cepat dan terorganisir. Hal ini sangat membantu kami dalam memberikan layanan yang lebih efisien kepada pasien.”
3.	“Ya, masalah utama yang saya alami adalah sistem yang sering lambat, terutama ketika jaringan internet tidak stabil. Terkadang juga terjadi error pada sistem yang menyebabkan keterlambatan dalam pencatatan.”
4.	“Pelatihan yang diberikan cukup membantu untuk memahami dasar-dasar sistem. Namun, pelatihan yang lebih mendalam diperlukan agar kami dapat lebih percaya diri menggunakan semua fitur EMR.”
5.	“Ya, pelayanan kepada pasien menjadi lebih cepat karena data dapat diakses dengan mudah. Selain itu, rekam medis menjadi lebih rapi dan meminimalisir risiko kehilangan dokumen.”
6.	“Saya khawatir dengan keamanan data pasien, terutama jika sistem diretas atau terjadi kebocoran data. Kami juga perlu memastikan bahwa data yang diinput sudah benar untuk

menghindari kesalahan.”
7. “Saya cukup sering merekomendasikan EMR kepada rekan-rekan saya karena ini memudahkan pekerjaan kami. Namun, saya juga menekankan pentingnya pelatihan agar penggunaannya lebih efektif.”
8. “Saya menyarankan untuk meningkatkan kualitas jaringan internet dan memperbaiki server agar lebih stabil. Selain itu, perlu adanya sesi pelatihan tambahan untuk meningkatkan pemahaman pengguna.”

Source: Interview Results, 2024

Based on Table 2, The application of Electronic Medical Records (EMR) at RSGM IIK Bhakti Wiyata Kediri is generally seen as a significant improvement in the healthcare service delivery. Both dental nurses and informants agree that the system has made patient data recording and searching more efficient, faster, and organized, ultimately improving patient care. They also share the view that EMR reduces the risk of losing documents and helps maintain the tidiness of medical records. However, differences emerge when discussing the challenges associated with the system. Dental nurses point out technical issues such as system slowdowns due to unstable internet connections and occasional errors in the system that delay data recording. While training provided was appreciated, they feel

more is needed to increase their confidence in using the system effectively. Security concerns, particularly around the potential for data hacking or leakage, are also highlighted as a significant worry, along with the need for accurate data entry. In contrast, informants generally focus on broader systemic challenges, such as the need for improved internet quality, server stability, and additional training to enhance user trust and understanding of the EMR system. Despite these challenges, both groups agree that the EMR system has simplified tasks for dental nurses, with nurses often recommending it to colleagues based on its benefits, while also emphasizing the need for further training to maximize its effectiveness.

Table 3. Results of Specialist Dentist Answers

Answer
1. “Implementasi EMR merupakan langkah yang sangat penting dalam mendukung transformasi digital di sektor kesehatan. Namun, implementasinya masih perlu dibarengi dengan perbaikan-perbaikan teknis agar lebih optimal.”
2. “Manfaat utamanya adalah kemudahan dalam mengakses riwayat pasien secara cepat dan akurat. Selain itu, sistem ini memudahkan koordinasi antar tim medis dalam memberikan perawatan.”
3. “Kendala yang sering saya alami adalah koneksi internet yang tidak stabil dan server down sehingga mengganggu akses data. Hal ini cukup menghambat kelancaran operasional klinik.”
4. “Pelatihan yang diberikan cukup membantu, namun masih belum menyentuh aspek penggunaan sistem secara mendalam. Dukungan teknis juga perlu ditingkatkan untuk menyelesaikan masalah dengan cepat.”
5. “Ya, kualitas pelayanan menjadi lebih baik karena data pasien dapat diakses dengan mudah dan cepat. Hal ini membantu kami memberikan keputusan klinis yang lebih tepat waktu dan terukur.”
6. “Saya khawatir dengan risiko kebocoran data pasien dan potensi serangan siber. Selain itu, kesalahan input data juga menjadi perhatian karena dapat memengaruhi pengambilan keputusan medis.”
7. “Saya cukup sering merekomendasikan EMR karena dapat meningkatkan efisiensi kerja. Namun, saya juga menekankan pentingnya pelatihan dan pemahaman yang lebih baik mengenai sistem ini.”
8. “Saya mengusulkan untuk meningkatkan infrastruktur jaringan dan memperkuat server untuk memastikan stabilitas sistem. Selain itu, evaluasi penggunaan EMR secara berkala

perlu dilakukan untuk memastikan sistem memenuhi kebutuhan pengguna.”

Source: Interview Results, 2024

Based on Table 3, it can be seen that the implementation of Electronic Medical Records (EMR) at RSGM IIK Bhakti Wiyata Kediri is considered an important step in supporting digital transformation in the health sector. EMR provides the main benefits of easy and fast access to patient history, and supports coordination between medical teams in providing care. The system also helps improve service quality through more timely and measurable clinical decision-making. However, there were technical issues such as unstable internet connection and server downtime, which hindered smooth clinical operations. The training provided was considered helpful, but lacked the depth to reach a full understanding of the system's features. Prompt and adequate technical support was also considered to need improvement. Major concerns include the risk of patient data leakage, potential cyberattacks, and data input errors that could affect the quality of medical decision-making. Nevertheless, specialist dentists often recommend EMR because it improves work efficiency, noting the importance of additional training and improved user understanding. To optimize the implementation of EMR, it is recommended to improve network infrastructure, strengthen servers to ensure system stability, and periodically evaluate the system to ensure EMR meets the needs of medical personnel as a whole.

DISCUSSION

Positive Impact of Implementing Electronic Medical Records (EMR)

The implementation of Electronic Medical Records (EMR) at RSGM IIK Bhakti Wiyata Kediri has provided various positive impacts on the health sector, especially in supporting digital transformation. The EMR system enables service acceleration, ease of data management, and increased accuracy of information that is important for health services, education, research, and policy making. This is in line with the Minister of Health Regulation No. 24 of 2022, which emphasizes the importance of digitizing

health services. Previous studies have also shown that implementing EMR can improve hospital operational efficiency, provide faster access to patient history, and reduce the potential for manual recording errors (Mkalira Msiska et al., 2017; Monica Devi & Kurniawan, 2024; Pratama & Darnoto, 2017). At RSGM IIK Bhakti Wiyata Kediri, most medical personnel stated that the use of EMR helped them to speed up data access and improve the quality of patient care. The system makes it easier to identify patients' medical history, so that medical personnel can provide more precise diagnosis and treatment. In addition, data integration through EMR also enables better collaboration between medical personnel in providing holistic care. In the context of education, EMR is an important tool in supporting the training of health workers in the academic environment of the hospital. However, the successful implementation of EMR also requires a comprehensive evaluation to ensure that the system is working as intended. It is important for hospitals to continue monitoring and evaluation to maximize the potential of this technology in supporting optimal health services.

Obstacles to Electronic Medical Record (EMR) Implementation

Despite providing significant benefits, the implementation of EMR at RSGM IIK Bhakti Wiyata Kediri faces several obstacles that affect the effectiveness of the system. One of the main obstacles is the quality of information systems that have not been optimized, such as slow internet connections and servers that often experience interruptions. This is a major obstacle that reduces efficiency and user satisfaction with the EMR system. In addition to technical issues, resistance from users is also a challenge in implementing EMR. Changes in traditional work styles towards digitalization often face resistance from medical personnel who are not yet accustomed to new technologies. This

resistance is caused by a lack of training and socialization regarding the use of EMR, which results in some medical personnel finding it difficult to adapt (Putri Indra & Arista Putri Pertiwi, 2022; Septiana et al., 2023; Tenda et al., 2024). Another issue is the concern regarding patient data security. Some medical personnel expressed that the risk of data leakage or input errors could reduce their trust in the system. This concern is relevant, given that medical data is highly sensitive information and requires a high level of protection. Studies in Ethiopia show that the success of EMR systems depends heavily on user competencies as well as the readiness of technological infrastructure, which is a major challenge in developing countries (Amin et al., 2021).

This study's findings align with previous research on EMR implementation challenges, such as technical issues like slow internet and server interruptions (Putri Indra & Arista Putri Pertiwi, 2022; Septiana et al., 2023) and resistance to digitalization due to insufficient training (Tenda et al., 2024). However, it differs from studies which emphasize infrastructure readiness over user resistance (Amin et al., 2021). Additionally, this study highlights concerns about data input errors affecting trust in the system, a point less emphasized in other research. These findings suggest that both technical and user training aspects are critical for successful EMR adoption.

Evaluation of Medical Personnel's Attitude towards EMR

The results of interviews with medical personnel at RSGM IIK Bhakti Wiyata Kediri show that the majority of medical personnel have a positive belief in the efficiency and benefits of EMR. Most users realize that this system is able to improve the quality of health services, especially in terms of faster and more accurate access to patient data. However, there is considerable concern regarding the potential for user error and the level of *user-friendliness* of the application. The attitude of medical personnel towards EMR is an important indicator in the successful

implementation of this technology. Positive attitudes tend to increase acceptance of EMR, while negative attitudes can slow down technology adoption. In RSGM IIK Bhakti Wiyata Kediri, the tendency of medical personnel to recommend EMR to colleagues shows a fairly good level of acceptance, although there is still room for improvement. Other research also shows that the positive attitude of medical personnel has a direct correlation with the success of digital transformation in the health sector (Monica Devi & Kurniawan, 2024; Sari et al., 2020).

Conclusion

The implementation of Electronic Medical Records (EMR) at RSGM IIK Bhakti Wiyata Kediri has a significant positive impact in supporting digital transformation in the health sector. EMR accelerates services, improves data management efficiency, and supports collaboration between medical personnel. The system facilitates access to real-time patient information, thereby improving the quality of health services, education, and research. However, EMR implementation also faces several obstacles, including technical issues such as slow internet connections, unstable servers, and resistance from users due to lack of training and technical support. The results showed that most medical personnel had a positive attitude towards the use of EMR, although concerns related to data security and the risk of input errors were still a concern. The positive attitude of medical personnel contributed to the acceptance and effectiveness of the system, but efforts to improve infrastructure, system stability, and more in-depth training are needed to overcome the existing obstacles. In conclusion, although the implementation of EMR has shown great potential in improving the quality of health services, optimization of the system through technical improvements, continued training, and periodic evaluation remains a priority. These steps will not only support the successful implementation of EMR at RSGM IIK Bhakti Wiyata Kediri but also

contribute to the achievement of digital health transformation nationwide.

Conclusion

The implementation of Electronic Medical Records (EMR) at RSGM IIK Bhakti Wiyata Kediri has demonstrated significant potential in improving healthcare service efficiency, data management, and collaboration among medical personnel. However, challenges such as technical issues, inadequate training, and concerns about data security persist. To optimize EMR use, it is recommended that the hospital invest in improving internet connectivity and server stability, provide more comprehensive and ongoing training for medical staff, and strengthen data security measures to address concerns about input errors and data breaches. These actions will enhance user confidence, system effectiveness, and contribute to the broader goal of successful digital transformation in healthcare.

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