



DESIGN OF STANDAR OPERATIONAL PROCEDURES TEMAN HATI SERVICES

Ifah Muzdalifah^{1*}, Hosizah², Noor Yulia², Ambarwati²

¹Rumah sakit Jiwa Dr. Soeharto Heerdjan, Jl Prof. Dr. Latumenten No. 1 Jakarta, 11460, Indonesia

²Health Information Management Study Program, Faculty of Health Sciences, Universitas Esa Unggul, Jl.

Arjuna Utara No.9, Duri Kepa, Kb. Jeruk, Jakarta Barat, Jakarta 11510, Indonesia

*ifah.m84@gmail.com

ABSTRACT

Standard operational procedures as guidelines to assist officers in completing work more effectively and efficiently. Telepsychiatry services at Psychiatry Dr. Soeharto Heerdjan changed the use of the application from Jitsi Meet to Teman Hati (Telemental Health and Home Visite). Several problems were found in the Jitsi Meet application, making it difficult for patients/families to use it. Changes to the application have an impact on changes to the SOP. So that services can be well organized and carried out according to procedures, SOP are needed for implementation. Objective: Designing of standard operational procedures Teman Hati (Telemental Health and Home Visite) Methods: Research Method with use R&D (Research & Development) from November 2022 – January 2023. Data collection doing by interview FGD (Focus Group Discussion) with 13 informants. First step of research are collect information, determine method and arrange the technic of SOP, writing SOP, simulation and the last is review. Results: There are 5 draft SOPs, namely registration SOP, drug delivery SOP, teleconsultation SOP, application usage SOP for patients/families, and application usage SOP for hospital staff. The 5 SOP that were designed were simulated and reviewed by the SOP implementers and the patient's family. Conclusion: The 5 SOP designs give more easier for officers to implement of Telepsychiatry service in Psychiatry Dr. Soeharto Heerdjan Hospital and decrease the satisfaction of patient's family to the hospital. The SOP that has been designed must legitimized, socialized, monitored and evaluated.

Keywords: standard operational procedures; teleconsultation; telepsychiatry application

How to cite (in APA style)

Muzdalifah, I., Hosizah, H., Yulia, N., & Ambarwati, A. (2025). Design of Standar Operational Procedures Teman Hati Services. *Indonesian Journal of Global Health Research*, 7(2), 143-152. <https://doi.org/10.37287/ijghr.v7i2.5179>.

INTRODUCTION

During the COVID-19 pandemic, the use of telemedicine has become a way out for people who need health services. The physical distancing and self-isolation policies implemented by the community to break the chain of transmission of the COVID-19 disease have made interactions between doctors and patients difficult. With telemedicine services, you can carry out medical care at home without going to the hospital (Adnan, Miranti Dewi and Pramaningtyas, 2020). Telemedicine is the provision of long-distance health services by health workers using information and communication technology, including the exchange of information on patient medical diagnosis, treatment, disease and injury prevention, research and evaluation, and continuing education of health service providers for the benefit of improving individual and community health (Ministry of Health, 2019). One type of telemedicine service is telepsychiatry which provides medical services related to psychiatry such as psychiatric evaluation and therapy (individual therapy, group therapy and family therapy), patient education and therapy management using interactive telecommunications equipment that includes audio and video (Reference and Effendy, 2021).

Telepsychiatry has long-term benefits, by increasing access to mental health services for patients in hard-to-reach or remote areas, according to Dr. Prasila Darwin, Sp.KJ, Mental Health Specialist. Telemedicine services require information and communication technology

to help doctors interact to diagnose, treat, prevent and evaluate the patient's health condition (Decision of the Minister of Health of the Republic of Indonesia, 2020). When implementing telemedicine services, SOP (Standard Operational Procedures) are required to help ensure the delivery of quality, effective and safe telemedicine services. The telemedicine SOP covers all telemedicine implementation consisting of staff who are responsible for procedures for using facilities and infrastructure, visit producers and communication procedures to patients so that the service is successful (Services, Provider and Therapist, no date). Several organizations such as the American Telemedicine Association (ATA) have made the development of standards and guidelines a priority. Service guidelines will be the key to service growth (Krupinski and Bernard, 2014).

Before initiating telemedicine services, every organization or provider must have a set of SOP which must include but not limited to administrative, clinical and technical specifications covering roles, responsibilities including timing, communication and procedures to ensure practitioner credentialing, training and authentication. as well as authenticating patient identity (Shore et al., 2018). According to Tjipto Atmoko (2011), SOP is a guideline or reference for officers to carry out work in accordance with their role and a performance assessment tool in government agencies based on technical, administrative and procedural parameters according to work procedures, work procedures and work systems in work units. concerned. SOP is a document that contains a series of written activities that have been determined regarding various processes for carrying out office management which contains how to carry out work, time of implementation, place of implementation and officers who play a role in the activities (Insani, 2016).

The existence of standard SOP will help an organization achieve its desired goals. SOP serves as a guideline for officers in carrying out their work and as a controller to minimize errors when carrying out their duties. Guidelines for making hospital SOP refer to Ministerial Regulation PAN & RB number 21 of 2008 concerning Guidelines for Preparing Standard Operating Procedures (SOP) for Government Administration. This guideline provides guidance for all central and regional government agencies in identifying, compiling, documenting, developing, monitoring and evaluating AP SOP in accordance with the duties and functions of government officials (Minister for Empowerment of State Apparatus and Bureaucratic Reform of The Republic of Indonesia, 2012). Gabriele's research (2018) suggests that SOP are applied with reference to 7 main things which include efficiency, consistency, minimizing errors, problem solving, worker protection, job descriptions, and job boundaries (Gabriele, 2018).

Research by Ni Kadek Elis Rianti, Dr. Anak Agung Dwi Widyani, SE, MM., Ak (2021) stated that SOP is something that must be created because it is useful in helping officers to improve their performance so that they are more effective and efficient in carrying out their work. Implementing SOP requires paying attention to organizational structure and job descriptions by paying attention to several important things such as: efficiency, consistency, minimizing errors, problem solving, and work boundaries (Rianti and Widyani, 2021). Ayu Siami Sulistiani's research (2016) suggests that with SOP the government is more open regarding service procedures, administrative requirements, budget details and time for completing work so that it does not cause the service process to become difficult and avoids corrupt practices (Sulistiani, 2016) Psychiatry Dr. Soeharto Heerdjan Hospital began providing telepsychiatry services which are part of telemedicine in May 2020, observing that patients with mental disorders in the treatment process should not stop taking medication so that the patient's condition remains stable (Nengsih Jambi Nursing Academy,

2019). Telepsychiatry services at Psychiatry Dr. Soeharto Heerdjan Hospital continues to attract more and more interest from the public. Telepsychiatry service visits in 2020 were only 26 patients, then in 2021 visits were 183 patients, an increase in visits of 604% was obtained from the calculation of the difference in the increase in 2020 and 2021 divided by visits in 2020.

Telepsychiatry services at Psychiatry Dr. Soeharto Heerdjan Hospital used the Jitsi Meet application considering that it was a free video conferencing application and had no participant limits. Apart from that, Jitsi Meet is a video conference service that is fully encrypted so that all communications that occur in Jitsi Meet are confidential and cannot be seen by other people. Jitsi Meet is also open source so it is safe if done with many people (Asfar and Asfar, 2020). Telepsychiatry services at Psychiatry Dr. Soeharto Heerdjan Hospital has not run optimally, due to several obstacles, such as the Jitsi Meet application used in telepsychiatry services currently still has shortcomings, namely the application is not well known to the public, making it difficult for patients/families to use it and must be downloaded using a smartphone. Psychiatry Dr. Soeharto Heerdjan Hospital is trying to find a solution to increase patient/family service satisfaction by using a new application called the Teman Hati (Integrated Telemental Health and Home Visite) application. The use of new applications certainly has an impact on changing SOPs in the implementation of services, so that telepsychiatry services can be well organized and each officer can carry out work according to procedures.

METHOD

This research is research using an R&D (Research and Development) approach. In the initial stage, researchers collected information consisting of the administration process, consultation process and use of applications in telepsychiatry services by direct interviews with IT officers. Then determine the methods and techniques for preparing SOPs by directly interviewing the Non-Medical Support Sub-Coordinator. After the SOP has been determined and prepared, it is then written and interviewed again with the Non-Medical Support Sub-Coordinator. The next stage was conducting outreach and simulations for application use by the IT team to 13 informants. Furthermore, the draft 4 SOPs were reviewed through an FGD (Focus Group Discussion) which was attended by 10 hospital officers involved in telepsychiatry services consisting of 1 IT officer as PIC (Person in Charge) of the Teman Hati application, 1 Sub-Coordinator of Non-Medical Support Services, 1 registration officer, 1 general officer as a hospital courier, 1 cashier, 1 pharmacy officer, 1 nurse, and 3 psychiatric doctors. Then, 1 SOP was reviewed by direct interviews with 3 patient families. Review the ethics of this research with number 0923-02.037/DPKE-KEP/FINAL EA/UEU/II/2023.

RESULT

The initial stage of designing the SOP for Teman Hati services (Integrated Telemental Health and Home Visite) at Psychiatry Dr. Soeharto Heerdjan Hospital, namely collecting information based on the ATA (American Telemedicine Association) on Best Practices in Videoconferencing – Base Telemental Health (April 2018) consisting of administrative procedures, consultation processes and application use through direct interviews with IT officers as PIC (Person in Charge) of the application Teman Hati obtained 5 draft SOP for Teman Hati services with details on the administrative procedures, there are 2 draft SOPs, namely SOP of Teman Hati registration and SOP of Teman Hati service drugs delivery. During the consultation process, 1 draft SOP was obtained, namely the SOP of Teman Hati teleconsultation. When using the application, there are 2 draft SOP, namely the SOP for using

the Teman Hati application, the Teman Hati application for patient/family, and the SOP for using the Teman Hati application for hospital staff.

Stage of determining methods and techniques for preparing SOP for Teman Hati services (Integrated Telemental Health and Home Visite) at Mental Hospital Dr. Soeharto Heerdjan, by conducting a direct interview with the Sub-Coordinator of Non-Medical Support Services, obtained information that the preparation of SOP for Teman Hati services used guidelines based on the Republic of Indonesia PAN & RB Ministerial Regulation number 35 of 2012 concerning Guidelines for Preparing Standard Operational Procedures for Government Administration which has the principles of preparing SOP consisting of aspect: convenience and clarity, namely the SOP has clear procedures, is easy to understand and is carried out by all SOP implementers, namely registration officers, patients, doctors, nurses, pharmacists and hospital couriers. All procedures use sentences with simple and easy to understand explanations. Efficiency and Effectiveness, namely SOPs made as concise as possible to save time, energy and costs. Having work guidelines will help officers such as registration officers, patients, doctors, nurses, pharmacists and hospital couriers in carrying out their duties. Alignment, namely that the SOP: prepared must be in accordance with and balanced with all matters relating to service, both regarding vision, mission, resource readiness, etc. Measurability, namely SOP created to achieve hospital targets with results that can be seen in terms of quantity and quality. This measurement is useful for further evaluation of how large and effective the SOP has been implemented. Dynamic, that is, SOP can be improved according to conditions found in the work environment. User-oriented, namely the SOP considers the needs of patients/families and staff users starting from the administration process, consultation methods and application use on Teman Hati services. Legal compliance, namely the SOP that has been created must provide a guarantee that all procedures contained therein are in accordance with applicable law. Legal certainty, namely SOP can act as a legal umbrella for officers if legal claims arise from any party. The SOP has been approved by the hospital leadership so that it becomes a legal basis that all procedures to be carried out by officers are protected by the hospital.

Stage 5 of writing the SOP for Teman Hati services (Integrated Telemental Health and Home Visite) based on information from direct interviews with the Sub-Coordinator of Non-Medical Support Services that the SOP for Teman Hati services was written based on the Republic of Indonesia PAN & RB Ministerial Regulation number 35 of 2012 which contains an identity and flowchart with uses 5 symbols and a branching flowchart format. Teman Hati's 5 service SOP are as follows:

SOP of Teman Hati Registration


 <p>PSYCHIATRY DR. SOEHARTO HEERDJAN HOSPITAL Prof. DR. Latumenten No.1 Street West Jakarta 11460</p> <p>DIRECTORATE OF MEDICAL, NURSING AND SUPPORT SERVICES</p> <p>Substance of Medical and Nursing Services</p> <p>Sub-Substance of Medical Services</p> <p>Unit: Outpatient Installation</p>		SOP NUMBER		: OT.02.029000/ 2023					
		DATE OF MANUFACTURE		: January 2nd, 2023					
		REVISION DATE		:					
		EFFECTIVE DATE		:					
		LEGALIZED BY		: Man Director					
				: dr. Desniani, Sp.KJ MARS NIP. 19700907201122001					
SOP NAME		: TEMAN HATI REGISTRATION							
LEGAL BASIS:		EXECUTOR QUALIFICATIONS							
1. Main Director Decree Number HK.02.03.XXX/V2.25/256/2021 concerning Telemedicine and Home Visit Services at Psychiatri Dr. Soeharto Heerdjan Hospital		1. Understand the flow of teman hati services 2. Able to use the Teman hati application 3. Able to communicate effectively							
RELATEDNESS:		EQUIPMENT:							
1. SOP for Outpatient Registration		1. Smartphone 2. Teman hati application 3. Internet network							
WARNING:		RECORDING AND COLLECTION:							
Patients receive telepsychiatry services according to the results of screening for the need for telepsychiatry services		Patient identity data in the Teman Hati application is integrated into SIMRS and stored as electronic data							
NO	Activity	Executor				Standard Quality			Explanation
		Patient Family	Nurse	Doctor	Registration Officer	Completeness	Time	Output	
1	Contact the registration officer via WhatsApp message	□	□			Whatsapp application	1 minute	Confirm the patient has received the information	
2	Provides information about the teman hati application		□			Teman hati application	5 minutes	The patient downloads the doctor ready app	
3	Download the app and create a teman hati app account	□				Teman hati application	5 minutes	The application is ready to use	
4	Have a medical record number	□				Teman hati application	1 minute	Old patients or new patients	
5	Fill in the new patient data form (full name, NIK, address, TTL, gender, biological mother's name, biological father's name)	□				Patient identity IC Card	5 minutes	New patient data has been filled in completely	
6	Choose a clinic, doctor and teleconsultation schedule, then agree to a friend's service agreement	□				Teman hati application	2 minutes	The patient has chosen the clinic, doctor and schedule	
7	Make consultation payments according to the Bank's Virtual Account	□				Virtual Bank Account Notification	5 minutes	Proof of payment	
8	Receive notifications and reminders of teleconsultation schedules	□				Teman hati application	1 minute	Patients, nurses and doctors receive notifications and reminders	Waiting for the scheduled teleconsultation process
Total						25 menit			

Figure 1. SOP of Teman Hati Registration

SOP of Teman Hati Service Drugs Delivery


 <p>PSYCHIATRY DR. SOEHARTO HEERDJAN HOSPITAL JK Prof. DR. Latumenten No.1 West Jakarta 11460</p> <p>DIRECTORATE OF MEDICAL, NURSING AND SUPPORT SERVICES</p> <p>Substance of Medical and Nursing Services</p> <p>Sub-Substance of Medical Services</p> <p>Unit: Outpatient Installation</p>		SOP NUMBER		: OT.02.029000/ 2023						
		DATE OF MANUFACTURE		: January 2nd, 2023						
		REVISION DATE		:						
		EFFECTIVE DATE		:						
		LEGALIZED BY		: Man Director						
				: dr. Desniani, Sp.KJ MARS NIP. 19700907201122001						
SOP NAME		: TEMAN HATI SERVICE DRUGS DELIVERY								
LEGAL BASIS:		EXECUTOR QUALIFICATIONS								
1. Main Director Decree Number HK.02.030X/M/25/256/2021 concerning Telemedicine and Home Visit Services at Psychiatri Dr. Soeharto Heerdjan Hospital		1. Understand the flow of the teman hati 2. Able to use SIMRS 3. Able to communicate effectively								
RELATEDNESS:		EQUIPMENT:								
1. SOP for Receipt of Outpatient drug prescriptions		1. Smartphone 2. Whatsapp Application 3. SIMRS Application 4. Internet Network								
WARNING:		RECORDING AND COLLECTION:								
Drug delivery is carried out by the hospital counter after the patient makes payment for the drug		Patients/families that receive the drugs must be photo-graphed as proof that the drugs has been received								
NO	Activity	Executor				Standard Quality			Explanation	
		Patient's Family	Registration Officer	Pharmacy	Cashier	Counter	Completeness	Time		Output
1	Receive e-prescriptions				□		SIMRS	1 minute	Electronic drug prescriptions appear on SIMRS	
2	Prepare and inform drug rates				□		Electronic medicine prescription	10 minutes	Drugs are prepared and rates information	
3	Inform patients/families of drug rates and drug delivery costs	□	□				Whatsapp application	1 minute	Information on billing costs and drug delivery	Drug delivery rates are attached to the Teman and CareSka
4	Make payment for drugs	□					Drug's bill	5 minutes	Proof of payment for drug	
5	Receive proof of payment for medication	□					Whatsapp application	1 minute	Proof of payment for drug	
6	Inform the hospital that the payment has been received and print a receipt for the consult and medication payment				□		Proof of payment for drug	5 minutes	Payment information has been received by the Hospital account	
7	Inform that the drug is ready to be taken				□		Drug	1 minute	The drug is ready	
8	Inform the patient/family's address and telephone number where they can be contacted	□					SIMRS	1 minute	Patient/family address and telephone number information	
9	Delivering drug				□		Medicine delivery assignment letter	30- 60 minutes	The drug is ready to be sent	
10	Handing over drug	□					Drug and payment receipt	4 minutes	The drug is received by the patient/family	Photo of patient/family that receiving drugs
11	The drug report has been received by the patient/family						Photo of patient/family that receiving drugs	1 minute	Drug report received	

Figure 2. SOP of Teman Hati for Services Drugs Delivery

SOP of Teman Hati Teleconsultation


 PSYCHIATRY DR. SOEHARTO HEERDIJAN HOSPITAL Prof. DR. Lattumeten No.1 Street West Jakarta 11460		SOP NUMBER	OT.02.02/XXIV/ /2023					
		DATE OF MANUFACTURE	2nd January, 2023					
		REVISION DATE						
		EFFECTIVE DATE						
DIRECTORATE OF MEDICAL, NURSING AND SUPPORT SERVICES Substance of Medical and Nursing Services Sub-Substance of Medical Services Unit: Outpatient Installation		LEGALIZED BY	Main Director					
		dr. Desmiarti, SpKJ, MARS NIP. 197009072001122001						
LEGAL BASIS:		EXECUTOR QUALIFICATIONS						
1. Main Director Decree Number HK.02.03/XXIV/2.25/256/2021 concerning Telemedicine and Home Visite Services at Psychiatry Dr. Soeharto Heerdjan Hospital		1. Understand the flow of the teman hati 2. Able to use the teman hati application 3. Able to communicate effectively						
RELATEDNESS:		EQUIPMENT:						
1. SOP for Outpatient RME Input 2. SOP for receiving outpatient drug prescriptions		1. Smartphone 2. Teman hati application 3. Internet Network						
WARNING:		RECORDING AND COLLECTION:						
Patients, nurses and doctors enter the waiting room menu 15 minutes before the teleconsultation is carried out		Patient medical data in the Teman Hati application is integrated into SIMRS and stored as electronic data						
NO	Activity	Executor			Standard Quality			Explanation
		Patient/Family	Nurse	Doctor	Completeness	Time	Output	
1	Login to the teman hati application				ID and password teman hati's account	1 minute	Enter the teman hati dashboard menu	
2	Check notifications and reminders for teleconsultation schedules				Aplikas teman hati	1 minute	The teleconsultation schedule appears	
3	Enter the reschedule menu, the teleconsultation schedule is postponed				Teman hati application	1 minute	The teleconsultation schedule has been postponed	
4	Select the teleconsultation schedule, notifications and reminders for the teleconsultation schedule will appear				Teman hati application	1 minute	The teleconsultation schedule appears	
5	Enter the waiting room menu				Teman hati application	5 minutes	Waiting for patients and doctors to be ready for	
6	Enter the consultation room menu to carry out a patient assessment (illness history, physical examination, complaints, mental status)				Teman hati application	5 minutes	Information on disease history, physical examination, complaints, patient mental status	
7	Enter patient assessment notes				Teman hati application	5 minutes	Patient assessment information is input	
8	Enter the consultation room				Teman hati application	20 - 30 minutes	Implementation of consultations	
9	Enter patient medical records				Teman hati application	5 minutes	The patient's medical information is entered	
10	Make a prescription for medicine				Teman hati application	5 minutes	Electronic medicine prescription	
11	Sending patient medical records and electronic drug prescriptions to SIMRS				Teman hati application	1 minute	Patient medical records and electronic drug prescriptions are sent to SIMRS	

Figure 3. SOP of Teman Hati Teleconsultation

SOP for Using the Teman Hati Application for Patient/Family


 PSYCHIATRY DR. SOEHARTO HEERDIJAN HOSPITAL Jl. Prof. DR. Lattumeten No.1 West Jakarta 11460		SOP NUMBER	OT.02.02/XXIV/ /2023					
		DATE OF MANUFACTURE	January 2nd, 2023					
		REVISION DATE						
		EFFECTIVE DATE						
DIRECTORATE OF MEDICAL, NURSING AND SUPPORT SERVICES Substance of Medical and Nursing Services Sub-Substance of Medical Services Unit: Outpatient Installation		LEGALIZED BY	Main Director					
		dr. Desmiarti, SpKJ, MARS NIP. 197009072001122001						
LEGAL BASIS:		EXECUTOR QUALIFICATIONS						
1. Main Director Decree Number HK.02.03/XXIV/2.25/256/2021 concerning Telemedicine and Home Visite Services at Psychiatry Dr. Soeharto Heerdjan Hospital		1. Have Smartphone 2. Able to use Smartphone 3. Able to use Teman Hati Application						
RELATEDNESS:		EQUIPMENT:						
1. Outpatient registration SOP		1. Smartphone 2. Teman Hati Application 3. Internet Network						
WARNING:		RECORDING AND COLLECTION:						
The password for Teman Hati application account is updated at least once every 3 months to maintain the confidentiality of patient data		Patient identity data in the Teman Hati application is integrated into SIMRS and stored as electronic data						
NO	Activity	Executor			Standard Quality			Explanation
		Patient/Family			Completeness	Time	Output	
1	Download Teman Hati application				Smartphone	5 minutes	Teman Hati application has been downloaded	
2	Sudah memiliki akun aplikasi teman hati				Smartphone	1 minute	Teman Hati application is ready to use	
3	Already have Teman Hati application account				Teman Hati application	5 minutes	Teman Hati registration menu appears	
4	Enter the registration menu/already have a medical record number				Teman Hati application	1 minute	New patients or old patients	
5	Fill in the new patient data form (full name, NIK, address, TTL, gender, biological mother's name, biological father's name)				KTP patient identity	5 minutes	New patient data has been filled in completely	
6	Open the clinic select menu				Teman Hati application	1 minute	The name of the clinic has been chosen	
7	Open the menu select a doctor				Teman Hati application	1 minute	The doctor's name has been selected	
8	Open the menu select schedule				Teman Hati application	1 minute	A teleconsultation schedule has been selected	
9	Open the service confirmation menu				Teman Hati application	1 minute	Approval of telepsychiatry services is clicked	
10	Open the payment menu				Payment notification	5 minutes	Notification that payment has been made	
11	Enter the dashboard menu				Teman Hati application	1 minute	The teleconsultation schedule appears	

Figure 4. SOP for Using the Teman Hati Application for Patient/Family

SOP for Using the Teman Hati Application for Hospital Staff

















 <p>PSYCHIATRY DR. SOEHARTO HEERDJAN HOSPITAL Prof. DR. Latumenten No.1 Street West Jakarta 11460</p> <p>DIRECTORATE OF MEDICAL, NURSING AND SUPPORT SERVICES Substance of Medical and Nursing Services Sub-Substance of Medical Services Unit: Outpatient Installation</p>	SOP NUMBER	OT.02.02/XXXV /2023					
	DATE OF MANUFACTURE	January 2nd, 2023					
	REVISION DATE						
	EFFECTIVE DATE						
	LEGALIZED BY	Main Director					
		dr. Desmarti, Sp.KJ, MARS NIP. 197005072001122001					
	SOP NAME	USING THE TEMAN HATI APPLICATION FOR HOSPITAL STAFF					
LEGAL BASIS:	EXECUTOR QUALIFICATIONS						
1. Main Director Decree Number HK.02.03/XXXV/2.25/256/2021 concerning Telemedicine and Home Visit Services at Psychiatry Dr. Soeharto Heerdjan Hospital	1. Have a smartphone 2. Able to use smartphone 3. Able to use the Teman hati application						
RELATEDNESS:	EQUIPMENT :						
1. SOP for outpatient registration	1. Smartphone 2. Teman hati application 3. Internet network						
WARNING:	RECORDING AND COLLECTION:						
Passwords are updated at least once every 3 months using 8 alphanumeric characters	Patient medical data in the Teman Hati application is integrated into SIMRS and stored as electronic data						
NO	Activity	Executor		Standard Quality			Information
		Nurse	Doctor	Completeness	Time	Output	
1	Login to the Teman hati application			Smartphone	1 minute	The dashboard menu appears	
2	Enter the dashboard menu			Notification that payment has been made	1 minute	Teleconsultation appointments appear	
3	Enter the waiting room menu			Teman hati application	2 minutes	Seeing patients who will be teleconsulted	
4	Enter the consultation room menu to carry out a patient assessment (illness history, physical examination, complaints, mental status)			Teman hati application	5 minutes	Information on disease history, physical examination, complaints, patient	
5	Enter the teleconsultation menu to input the patient assessment			Teman hati application	5 minutes	Input patient assessment	
6	Enter the consultation room menu			Teman hati application	20 - 30 minutes	Teleconsultation carried out	
7	Go to the teleconsultation menu then the medical records menu to input the patient's medical records			Teman hati application	5 minutes	SOAP teleconsultation patient input	
8	Enter the drug prescription menu to enter the drug			Teman hati application	5 minutes	Resep obat elektronik	
9	Enter the teleconsultation menu, the drug prescription has been sent to SIMRS			Teman hati application	10 menit	Electronic drug prescriptions are sent to SIMRS	
10	Enter the teleconsultation menu. Teleconsultation implementation is complete			Teman hati application	1 minute	The teleconsultation process is complete	

Figure 5. SOP for Using the Teman Hati Application for Hospital Staff

The final stage of designing the SOP for Teman Hati services at Psychiatry Dr. Soeharto Heerdjan Hospital by carrying out simulations and reviews of the SOP that had been designed. 4 SOP for Teman Hati services consisting of SOP of Teman Hati registration, SOP of Teman Hati services Drugs Delivery, SOP of Teman Hati Teleconsultation, and SOP for using the Teman Hati application for hospital staff were reviewed through an FGD (Focus Group Discuss) which was held on January 6 2023 by researchers to SOP implementers consisting of 1 registration officer, 1 cashier, 1 hospital courier, 1 pharmacist, 1 nurse, and 3 doctors psychiatry. From the results of the FGD, information was obtained that the SOP makes it easier to implement Teman Hati services. In the implementation of the SOP, several obstacles were found by the implementers, such as in registration, there were obstacles if the patient/family made payment after the time written in the SOP, namely 5 minutes and waited for confirmation from the patient/family regarding the medicine being sent by the hospital or being taken by the patient/family. In the cashier section, it was found that there were problems with the banking system so that information on receiving money into the hospital account was not provided according to the time specified in the SOP. On the courier side, there are obstacles in sending medicines to more than 1 address and they must be delivered at the same time, so the delivery time for medicines does not match the time specified in the SOP. On the part of the nurse, there are obstacles if the patient/family or doctor is late in entering the waiting room menu. 2 out of 3 doctors said it existed the problem is sometimes forgetting to check the application if there is a teleconsultation appointment with the patient/family. In the FGD there were input and suggestions submitted by the SOP implementers, namely that the SOP should be implemented immediately, additional officers would deliver medicines, officers registration to contact the doctor to remind them if there is a teleconsultation appointment with the patient/family.

Then the researchers reviewed draft 1 SOP through direct interviews with 3 patient families regarding the SOP for using the Teman Hati application for patients/families. Information was obtained that the SOP makes it easier to implement Teman Hati services. In implementing the SOP, obstacles were found such as not really understanding how to use the application, difficulty downloading the application due to the limited capabilities and capacity of the cellphone they had. Informants provide suggestions and input for the Teman Hati service to provide guidance on application use and reduce the capacity of the Teman Hati application. The results of the review of the draft 5 SOP for Teman Hati services from SOP implementers resulted in an SOP that needed to be revised, namely the SOP of Teman Hati teleconsultation. The results of the revised SOP are:


 <p>PSYCHIATRY DR. SOEHARTO HEERDJAN HOSPITAL Prof. DR. Lutanentem No.1 Street West Jakarta 11460</p> <p>DIRECTORATE OF MEDICAL, NURSING AND SUPPORT SERVICES Substance of Medical and Nursing Services Sub-Substance of Medical Services Unit: Outpatient Installation</p>	SOP NUMBER	OT 02.020001/1 (2023)			
	DATE OF MANUFACTURE	January 2nd, 2023			
	REVISION DATE	January 9th, 2023			
	EFFECTIVE DATE	January 9th, 2023			
	LEGALIZED BY	Main Director			
		dr. Desmaris, Spki, MARS NIP. 919380201120011			
	SOP NAME	TEMAN HATI OF TELECONSULTATION			
LEGAL BASIS:	EXECUTOR QUALIFICATIONS				
1. Main Director Decree Number HK.02.03300402.25256/2021 concerning Telephone and Home Visit Services at Psychiatry Dr. Soeharto Heerdjan Hospital	1. Understand the flow of the Teman Hati application 2. Able to use the Teman Hati application 3. Able to communicate effectively				
RELATIVENESS:	EQUIPMENT:				
1. SOP for Outpatient FME Input 2. SOP for receiving outpatient drug prescriptions	1. Smartphone 2. Teman Hati application 3. Internet network				
WARNING:	RECORDING AND COLLECTION:				
Patients, nurses and doctors enter the waiting room menu 15 minutes before the teleconsultation is carried out	Patient medical data in the Teman Hati application is integrated into SMRS and stored as electronic data				
NO	Director				
	Patient Family	Name, Doctor, Registration Officer			
		Completeness, Time, Output			
1	Login to the teman hati application	ID and password teman hati's account	1 minute	Enter the teman hat dashboard menu	
2	Check notifications and reminders for teleconsultation schedules	teman hati application	1 minute	The teleconsultation schedule appears	
3	Enter the reschedule menu, the teleconsultation schedule is postponed	teman hati application	1 minute	The teleconsultation schedule has been postponed	
4	Select the teleconsultation schedule, notifications and reminders for the teleconsultation schedule will appear	teman hati application	1 minute	The teleconsultation schedule appears	
5	Remind the doctor to enter the waiting room menu	Smartphone	1 minute	Teleconsultation doctor schedule information	
6	Enter the waiting room menu	teman hati application	4 minutes	Waiting for patients and doctors to be ready for teleconsultation	
7	Enter the consultation room menu to carry out a patient assessment (illness history, physical examination, complaints, mental status)	teman hati application	5 minutes	Information on disease history, physical examination, complaints, patient mental status	
8	Enter patient assessment notes	teman hati application	5 minutes	Patient assessment information is entered	
9	Enter the consultation room	teman hati application	20 - 30 minutes	Implementation of consultations	
10	Enter patient medical records	teman hati application	5 minutes	Patient medical information is entered	
11	Make a prescription for medicine	teman hati application	5 minutes	Electronic medicine prescription	
12	Sending patient medical records and electronic drug prescriptions to SMRS	teman hati application	1 minute	Patient medical records and electronic drug prescriptions are sent to SMRS	

Figure 6. SOP of Teman Hati Teleconsultation

DISCUSSION

In the initial stage of designing the SOP, information was collected in line with previous research conducted by Ervina Chintia, Hanim Maria Astuti, Febriliyan Samopa, Sholih, Almira Filiastsanti (2020) that in making the SOP there was a preparation stage, a data and information mining stage, an SOP creation stage, verification and validation stage, final stage of formulating SOP conclusions. At the method and technique stage of preparing SOP based on the guidelines for Preparing Standard Operational Procedures for Government Administration (SOP AP) PermenPAN and RB Number 35 of 2012 in line with the results of previous research conducted by Rahmat Suyatna (2019) that standard operational procedures for government administration are implemented, so the quality of public services can be improved. In line with previous research conducted by Ananda Oktavia Putri Pratama, Muhammad Gilvy Langgawan Putra (2021) that the preparation of AP SOP in the secretariat section of the Balikpapan City Dispusatkar using Business Process Modeling Notation (BPMN) displays a business process diagram based on the flow diagram technique where These graphic models are arranged and notated according to the activities and control flows

that define the process flow sequence. In line with previous research conducted by Erna Officialatini, Niki Puspita Sari (2022) that the Standard Operational Procedures (SOP) document for educational tourism in Nanas Palaan village which has been proposed by the author to the management can be implemented after a 3 month trial, after 3 months Trials can be monitored and evaluated to see accuracy, as well as to maintain and audit the implementation of SOP.

CONCLUSION

Based on the research results, 5 SOP designs for Teman Hati services were produced, consisting of: In the administrative procedures, there are 2 SOP designs, namely SOP of Teman Hati registration and SOP of Teman Hati service drugs delivery. During the consultation process, 1 draft SOP was obtained, namely the SOP of Teman Hati teleconsultation. When using the application, there are 2 draft SOP, namely the SOP for using the Teman Hati application for patient/family, and the SOP for using the Teman Hati application for hospital staff. Suggestions for designing SOP are ratifying the results of the design of 5 Teman Hati service SOP by the hospital leadership, socializing the 4 SOP that have been designed to each unit related to Teman Hati services and monitoring and evaluating the implementation of the SOP every 6 months.

REFERENCES

- Adnan, M. L., Miranti Dewi and Pramaningtyas (2020) 'Penggunaan Telemedicine Pada Masa Pandemi Covid-19: Prospek Dan Tantangan', Convention Center Di Kota Tegal, 8(3). <https://www.mendeley.com/catalogue/04574a79-37a8-3ce1-a5e5-f33222281fe0/>
- Asfar, A. I. T. and Asfar, A. M. I. Ak. (2020) 'Video Conference menggunakan aplikasi Jitsi Meet', Experiment Findings, (April), pp. 1–13. doi: 10.13140/RG.2.2.35701.52968. https://www.researchgate.net/profile/Amirfan-Asfar/publication/340682919_Video_Conference_Menggunakan_Aplikasi_Jitsi_Meet/links/5e991124299bf13079a1d9c9/Video-Conference-Menggunakan-Aplikasi-Jitsi-Meet.pdf
- Gabriele (2018) 'Analisis Penerapan Standar Operasional Prosedur (SOP)', Jurnal AGORA, 6(1). <https://publication.petra.ac.id/index.php/manajemen-bisnis/article/view/6499>
- Insani (2016) Pengertian, Tujuan, Fungsi dan Manfaat SOP, KajianPustaka.com. <https://www.kajianpustaka.com/2016/10/pengertian-tujuan-fungsi-dan-manfaat-sop.html>
- Kementerian Kesehatan (2019) 'Peraturan Menteri Kesehatan Republik Indonesia Nomor 20 Tahun 2019 Tentang Penyelenggaraan Pelayanan telemedicine Antar Fasilitas Pelayanan Kesehatan', Menteri Kesehatan Republik Indonesia Peraturan Menteri Kesehatan Republik Indonesia. <https://peraturan.bpk.go.id/Home/Details/138613/permenkes-no-20-tahun-2019>
- Keputusan Menteri Kesehatan Republik Indonesia (2020) 'Keputusan Menteri Kesehatan Republik Indonesia Nomor HK.01.07/MenKes/413/2020 Tentang Pedoman Pencegahan dan Pengendalian Corona Virus Disease 2019 (Covid-19)', MenKes/413/2020, 2019, p. 207. <https://peraturan.bpk.go.id/Home/Details/171647/keputusan-menkes-no-hk0107menkes4132020>

- Krupinski, E. A. and Bernard, J. (2014) 'Standards and guidelines in telemedicine and telehealth', *Healthcare (Switzerland)*, 2(1), pp. 74–93. doi: 10.3390/healthcare2010074. <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4934495/>
- Menteri Pendayagunaan Aparatur Negara dan Reformasi Birokrasi RI (2012) 'Peraturan Menteri Pendayagunaan Aparatur Negara dan Reformasi Birokrasi Republik Indonesia No. 35 Tahun 2012 Tentang Pedoman Penyusunan Standar Operasional Prosedur Administrasi Pemerintahan', PERMENPAN Nomor 35 tahun 2012 tentang Pedoman Penyusunan Standar Operasional Prosedur Administrasi Pemerintahan, pp. 1–55. <https://peraturan.bpk.go.id/Home/Details/132829/permen-pan-rb-no-35-tahun-2012>
- Nengsih Akademi Keperawatan Jambi, N. (2019) Pengaruh Terapi Modeling Partisipan Terhadap Kepatuhan Dalam Mium Obat Pasien Skizofrenia Di Rumah Sakit Jiwa Daerah Provinsi Jambi Tahun 2018, *Scientia Journal*. <https://media.neliti.com/media/publications/286598-pengaruh-terapi-modeling-partisipan-terh-665b36f9.pdf>
- Effendy, E. (2021) 'Gejala dan Tanda Gangguan Psikiatri'. <https://repository.usu.ac.id/bitstream/handle/123456789/2782/Fulltext.pdf?sequence=1&isAllowed=y>
- Rianti, N. K. E. and Widayani, A. A. D. (2021) 'Penyusunan Standar Operasional Prosedur Pelaporan Pajak dan Laporan Keuangan Serta Penerapan Protokol Kesehatan Covid-19 Pada PT. Dharma Putra Yustitia', *Jurnal Wirang*, 01(1). <https://e-journal.unmas.ac.id/index.php/wirang/article/view/1770>
- Services, R., Provider, A. P. and Therapist, O. (no date) 'Standard Operation Procedure : Telehealth Visits on Inpatient Units', pp. 4–6. *Pine-Rest-Telehealth-SOP.pdf* (aabh.org)
- Shore, J. H. et al. (2018) 'Best Practices in Videoconferencing-Based Telemental Health April 2018', *Telemedicine and e-Health*, 24(11), pp. 827–832. doi: 10.1089/tmj.2018.0237. <https://pubmed.ncbi.nlm.nih.gov/30358514/>
- Sulistiani, A. S. (2016) 'Standar Operasional Prosedur (SOP) Administrasi Kependudukan dalam Meningkatkan Efektivitas Pelayanan Publik di Kecamatan Sambutan', *eJournal Ilmu Pemerintahan*, 4(1). [https://ejournal.ip.fisip-unmul.ac.id/site/wp-content/uploads/2016/01/Ayu%20Siami%20Sulistiani%20\(01-12-16-11-18-26\).pdf](https://ejournal.ip.fisip-unmul.ac.id/site/wp-content/uploads/2016/01/Ayu%20Siami%20Sulistiani%20(01-12-16-11-18-26).pdf)