Jurnal Kesehatan
" Jurnal Ilmu Kesehatan dan teknologi Kesehatan "
E-ISSN : 2987 -9221
VOL. 03 No.02 Tahun 2025 . Edisi Juni – Agustus 2025

Smart Education: Understanding The Fast-Track Emergency Department Flow And Hospital Administrative Requirements For The Community In The Working Area Of Talang Ubi Primary Health Center

Nur Asbon[1], Fika Minata Wathan[2], Laurentia Stevenia[3], Romela Dwi Putri [4]

Program Studi S1 Kesehatan Masyarakat, Fakultas Kesehatan, Universitas Kader Bangsa, Palembang, Indonesia[1-2]

Program Studi S-2 Ilmu Kesehatan Masyarakat, Program Pascasarjana, Universitas Kader Bangsa, Palembang, Indonesia[3-4]

asbon.nur@gmail.com

Abstract

Limited public understanding of the emergency department (ED) service flow, triage system, and hospital administrative requirements can cause confusion, anxiety, and delays in care during emergencies. This community service activity aimed to improve public knowledge of the function of the ED, the fast-track ED service flow, triage and treatment priority, and hospital administrative documents, using the ED flow of Hermina Jakabaring Hospital as an example. The activity was held in January 2025 in the working area of Talang Ubi Primary Health Center, Penukal Abab Lematang Ilir Regency. The method was health education through interactive lectures with presentation slides and leaflets, followed by discussion and question-and-answer sessions. Participants' knowledge was measured with a pre-test and post-test. The results showed improved participant knowledge after the education. Participants actively asked questions, particularly about using BPJS Kesehatan (national health insurance) in the ED and the documents to prepare when seeking care. Brief community-based education can help people be better prepared for emergencies and speed up hospital service processes.

Keywords: *health education, emergency department, triage, hospital administration, health literacy*

INTRODUCTION

The Emergency Department (ED) serves as the primary entry point to a hospital for patients with conditions that threaten their lives or organ function. Law Number 17 of 2023 concerning Health mandates that all healthcare facilities provide emergency services without requiring an upfront payment (Government of the Republic of Indonesia, 2023). Under the National Health

Insurance (JKN) scheme, participants in an emergency situation may also receive immediate care without a referral letter—even at healthcare facilities that do not have a partnership agreement with BPJS Kesehatan (Government of the Republic of Indonesia, 2024).

On the other hand, emergency departments (EDs) frequently face patient overcrowding. ED overcrowding is influenced by the volume of incoming visits, the duration of the care process, and obstacles in transferring patients to inpatient wards; this situation impacts both wait times and patient safety (Savioli et al., 2022). A portion of ED visits are actually for minor health complaints. A systematic review indicates that interventions aimed at improving health literacy have the potential to reduce ED visits for minor health issues, as individuals become better equipped to select the appropriate level of care (O'Cathain et al., 2022).

Another issue is the limited understanding among patients' families regarding the triage system. Knowledge of the ED triage system varies among family members (Alamsyah, 2021). Families of patients categorized as "yellow" (a triage category where care can be delayed) often experience significant anxiety, as they perceive that their loved ones are not being attended to immediately (Purwacaraka & Hidayat, 2022; Huzaifah, 2022). Education regarding triage has been shown to improve the knowledge of patients' families (Talibo, 2023) and reduce anxiety among families of patients in the P2 and P3 triage categories (Triwijayanti & Rahmania, 2023).

In addition to clinical pathways, the completeness of administrative requirements—such as identification cards, BPJS Kesehatan (national health insurance) cards, and referral letters for non-emergency cases—is crucial for ensuring a smooth service process. Typically, information regarding emergency department (ED) procedures and hospital administration is provided to patients' families only after they have arrived at the ED—a time when they are often already experiencing significant anxiety. Educational outreach at the community level, conducted before an emergency arises, is far less common. In light of this, a team from Universitas Kader Bangsa has launched an "Intelligent Education" initiative, focusing on ED procedures and hospital administrative requirements for the community served by the Talang Ubi Community Health Center (Puskesmas).

METHOD

Target audience, location, and timing. The activity is aimed at the community within the working area of the Talang Ubi Community Health Center (Puskesmas), located in Penukal Abab Lematang Ilir (PALI) Regency, South Sumatra. The activity will take place on [date] January 2025 and will involve [number] participants.

Content. The educational material covers: (1) the definition and function of the Emergency Department (ED); (2) conditions requiring ED care; (3) the rapid service workflow in an ED, using the workflow at the Hermina Jakabaring Hospital ED as an example; (4) the triage system and patient care prioritization; and (5) hospital administrative requirements and documentation.

Media and methods. The material will be presented through an interactive lecture using slide presentations (PowerPoint) and leaflets, followed by a discussion and a Q&A session.
Activity stages. The sequence of activities is presented in Table 1.

Table 1. Sequence of extension activities

No	Stages	Activity	Time
1	Registration	Participant registration and filling out the pre-test	Before the event
2	Opening	Greetings, team introductions, and an explanation of the activity's objectives	3 minute
3	Presentation of material	Function of the Emergency Department (ED), emergency conditions, rapid ED care workflow, triage, administrative requirements	15 minute
4	Discussion and Q&A	Participants ask questions and share their experiences accessing the emergency department (ED)	10 minute
5	Evaluation and conclusion	Completion of post-test, summarizing the material, closing	7 minute

Evaluation. Participants' knowledge is assessed using the same questionnaire administered before (pre-test) and after (post-test) the educational session. [Specify the number of test items and the scoring method.] Participant engagement during discussions is also recorded as part of the process evaluation.

Jurnal Kesehatan
" Jurnal Ilmu Kesehatan dan teknologi Kesehatan "
E-ISSN : 2987 -9221
VOL. 03 No.02 Tahun 2025 . Edisi Juni – Agustus 2025

RESULTS AND DISCUSSION

Implementation of activities

The activity began with participant registration and the completion of a pre-test. The outreach team then presented the material interactively, utilizing presentation slides and leaflets (Figure 1). The content emphasized that patients in the emergency department (ED) are not attended to based on their order of arrival, but rather according to the severity of their condition through a triage process (Indonesian Ministry of Health, 2018). The team also explained the necessary documentation to have on hand, including an identification card, a BPJS Kesehatan (national health insurance) card or other insurance documentation, and a referral letter in cases where the patient's condition is not an emergency.



Figure 1. Presentation of information to the public regarding the emergency department (ED) fast-track process and hospital administration procedures.

Participants listened to the material with enthusiasm and asked questions actively. Their inquiries primarily concerned emergency department (ED) service procedures, the use of BPJS Kesehatan (national health insurance), and the administrative documents required when seeking medical care at a hospital. During the discussion session, participants also shared their personal experiences and the challenges they had encountered when accessing the ED or handling hospital administrative requirements. The session concluded with a post-test and a group photograph (Figure 2).

Jurnal Kesehatan
" Jurnal Ilmu Kesehatan dan teknologi Kesehatan "
E-ISSN : 2987 -9221
VOL. 03 No.02 Tahun 2025 . Edisi Juni – Agustus 2025



Figure 2. The service team with activity participants, holding educational leaflets.

Evaluation results

The post-test results indicate an improvement in participants' knowledge compared to the pre-test. Most participants were better able to answer questions regarding the function of the emergency department (ED), the triage system, and administrative requirements following the educational session (Table 2).

Table 2. Pre-test and post-test results for participants' knowledge (n = [number])

Category of knowledge	***Pre-test* n (%)**	***Post-test* n (%)**
Good	[isi]	[isi]
Enough	[isi]	[isi]
Not enough	[isi]	[isi]
Average score	[isi]	[isi]

Discussion

Prior to the educational intervention, some participants lacked an understanding of the function of the emergency department (ED), the triage system, and the importance of complete administrative documentation. This finding aligns with research conducted in the ED of the Sumbawa Regional General Hospital (RSUD), which indicated that patients' families possessed varying levels of knowledge regarding the triage system (Alamsyah, 2021). The observed improvement in knowledge following the educational session is also consistent with a study at Budi Mulia Hospital in Bitung, where education on the triage system was found to influence the knowledge of patients' families (Talibo, 2023).

An understanding of triage is important because misconceptions regarding the order of care often trigger anxiety and dissatisfaction. Approximately 60% of families of patients in the "yellow" triage category have been reported to experience anxiety (Purwacaraka & Hidayat, 2022). Triage education has been shown to reduce anxiety among families of patients in the P2 and P3 categories (Triwijayanti & Rahmania, 2023). By understanding that the most critically ill patients are treated first, the public is expected to remain calmer and more cooperative while accompanying their family members in the emergency department.

The high volume of inquiries regarding BPJS Kesehatan indicates that financing is a primary concern for the public. Participants should be aware that in emergency situations, no referral letter is required, and healthcare facilities are prohibited from requesting an upfront payment (Government of the Republic of Indonesia, 2023, 2024). Conversely, emergency department (ED) visits for non-emergency conditions may not be covered; therefore, it is essential for the public to distinguish between situations that require an ED visit and those that can be addressed at a primary healthcare center (*puskesmas*). The ability to select the appropriate level of care is a component of health literacy that can reduce unnecessary ED visits (O'Cathain et al., 2022) and, ultimately, help alleviate ED overcrowding (Savioli et al., 2022).

Factors that supported the activity included the participants' enthusiasm and the use of leaflets, which they could take home as a reminder. Limitations of the activity included the short duration of the educational session—approximately 35 minutes—and an evaluation that only assessed knowledge immediately following the session. For future follow-up activities, it is recommended to incorporate a simulation of the emergency department (ED) workflow, an introduction to the 119 emergency service, and long-term monitoring of the participants' understanding.

CONCLUSION

The "Smart Education" initiative—covering the streamlined workflow of the Emergency Department (ED) and hospital administrative requirements—was successfully implemented within the working area of the Talang Ubi Community Health Center (Puskesmas), effectively enhancing participants' knowledge. Participants gained a better understanding of the ED's function, the triage system, and the administrative documentation that must be prepared. Similar educational programs should be conducted periodically in collaboration with community health centers and hospitals, supported by accessible informational materials such as leaflets and posters for the public.

THANK-YOU NOTE

The community service team expresses its gratitude to Universitas Kader Bangsa Palembang for funding this initiative, to the Talang Ubi Community Health Center (Puskesmas), and to all members of the community who participated.

REFERENCES

Alamsyah, T. S. (2021). An overview of the knowledge level of patients' families regarding the triage system in the Emergency Department of Sumbawa Regional General Hospital (RSUD). *Jurnal Kesehatan dan Sains*, 4(2), 76–87.

Huzaifah, Z. (2022). The relationship between patient triage and the anxiety levels of families of patients treated in the Emergency Department. *Journal of Nursing Invention*, 3(1), 61–66. https://doi.org/10.33859/jni.v3i1.196

Ministry of Health of the Republic of Indonesia. (2018). Regulation of the Minister of Health Number 47 of 2018 concerning Emergency Services. Ministry of Health of the Republic of Indonesia.

O'Cathain, A., Foster, A., Carroll, C., Preston, L., Ogden, M., Clowes, M., & Protheroe, J. (2022). Health literacy interventions for reducing the use of primary and emergency services for minor health problems: A systematic review. *Health and Social Care Delivery Research*, 10(38). https://doi.org/10.3310/IVQJ9044

Government of the Republic of Indonesia. (2023). Law Number 17 of 2023 concerning Health. State Gazette of the Republic of Indonesia Year 2023 Number 105.

Government of the Republic of Indonesia. (2024). Presidential Regulation Number 59 of 2024 concerning the Third Amendment to Presidential Regulation Number 82 of 2018 concerning Health Insurance.

Purwacaraka, M., & Hidayat, S. A. (2022). The relationship between the level of emergency (triage) and the anxiety levels of patients' families in the Emergency Department of Dr. Iskak Regional General Hospital (RSUD), Tulungagung. Jurnal Ilmiah Pamenang, 4(1), 39–47.

Savioli, G., Ceresa, I. F., Gri, N., Bavestrello Piccini, G., Longhitano, Y., Zanza, C., Piccioni, A., Esposito, C., Ricevuti, G., & Bressan, M. A. (2022). Emergency department overcrowding: Understanding the factors to find corresponding solutions. Journal of Personalized Medicine, 12(2), 279. https://doi.org/10.3390/jpm12020279

Talibo, N. A. (2023). The effect of triage system education on family knowledge regarding services in the Emergency Department of Budi Mulia Hospital, Bitung. Klabat Journal of Nursing, 5(2), 55. https://doi.org/10.37771/kjn.v5i2.976

Triwijayanti, R., & Rahmania, A. (2023). Health education on triage and its impact on the anxiety levels of patients' families in triage categories P2 and P3. Jurnal Keperawatan Silampari, 6(2), 1612–1620.