Synergy of Government and Regional Government Authority in Providing Health Guarantee for Communities in Indonesia

by Wafda , Vivid Izziyana

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Medico-Legal Update

CONTENTS

Volume 20, Number 1

Contents

<mark>January</mark>-March 2020

1.	An Autopsy Study of Cranio-Cerebral Injuries Due to Road Traffic Accidents
2.	Estimation of Age from Shoulder Joint by Radiographic Assessment of Epiphyseal Fusion of Related Bones in Population of Chhattisgarh: A Cross Sectional Study
3. 4.	Original Research Article
5.	Manufacturers and Endorsers Liability: Shifting the Onus Approach
6.	Crossword Puzzle: An Innovative Assessment Tool to Improve Learning of Students in Forensic Medicine23 Harish Kumar Agarwal, Aparna Singhal, Arvind Kumar Yadav
7.	A Study to Assess the Patients Compliance to Medications among Hypertension Patients at Selected Areas in Kanchipuram District Tamilnadu
8.	Restrictions Imposed by Human Biology in Achievement of Gender Justice as Human Rights
9.	Knowledge & Perception Of Medical Students Towards The LGBT (Lesbian, Gay, Bisexual & Transgender) Patients & Their Rights: A Cross Sectional Study
10.	Causes and Factors in Road Traffic Accidents at a Tertiary Care Center of Western Uttar Pradesh
11.	Toxicological Trends of Poisoning in a Tertiary Care Center of Western Uttar Pradesh
12.	A Study on the Cause of Death Due to Burn Cases and Histopathological Changes in North Indian Setting-A Cross Sectional Study

I

Π	
13.	Client Satisfaction and Preferences Towards Nonverbal Communication(NVC) of Health Care Providers in a Therapeutic Setting, Mangaluru
14.	1 Querying the Dataset from the Developed Ontology for Swineflu Disease
15.	Constitutionality of Attempt to Commit Suicide- Unlocking The Controversy"
16.	Perspective on the Immorality of Honor Killings – A Review Article
17.	International Humanitarian Approach on 'Identity Crisis' of LGBTQ: A Global Perspective
18. 19.	Direction of Environmental Virtue an Epilogue: A Critical Analysis of 19 th Century Case Laws
20.	A Post-mortem Observational Study of Suspicious Deaths in Married Females Aged 30 Years or Less 90 J. P. Kachhadia, J. A. Tanna, V. R. Patil
21.	Study of Various Osteometric Parameters of Human Mandible in Adult and Elderly Age Groups
22.	Estimation of Stature from Footprint Length
23. 24.	Assessment of Knowledge and Attitude of Adolescents Regarding Blood and Organ Donation in Selected Rural Areas of Shimla, Himachal Pradesh, India
24.	Non-invasive Method of Measuring Blood Sugar in the Early Stage and Diagnose the Result Using Discrete Wavelet Transform
25.	Knowledge about Legal Aspects of Medical Negligence in India among Dentists– A Questionnaire Survey
26.	Nasal Height as a Parameter for Stature Estimation & Sex Differentiation in Dehradun Region 120 Jyoti Barwa, Rattan Singh
27.	Study oof Suspicious Deaths in Middle Aged Married Females
28.	Quality of Life among Patients with Hypertension at Selected Tertiary Hospital In Kelambakkam, Kanchipuram District, Tamil Nadu, India
29.	Effectiveness of Information Booklet on Knowledge, Practices and Willingness Regarding Recycling of Solid Household Waste Management among Residents

		Ш
30.	A Study "To Assess the Level of Knowledge on Swine Flu Among Adults in Selected Area at Poonchery, Kanchipuram District, Tamilnadu	139
31.	The Effectiveness of Video Assisted Teaching on Fire Safety among School Children at Selected School, Kanchipuram District, Tamilnadu	142
32.	Lilliputian Neglected Happenings Call For Snafu: "Theory of Broken Windows" Shyamantak Misra, Prabir Kumar Pattnaik	145
33.	Self Determination and Indigenous People: The Fight For 'Commons' Swati Mohapatra	148
34.	A Descriptive Study to Assess the Knowledge on Fast Food Eating among Adults in Selected Urban Community Kanchipuram District Tamil Nadu <i>T. Yaazhini, K.Vishwanathan, N.S Shakthivel, M.Yagajeyanthi</i>	153
35.	A Three Year Study of Skull Fracture Patterns in Fatal Road Traffic Accidents in a Tertiary Care Hospital Mortuary in Imphal From 2015-2018 <i>Th. Meera Devi, Memchoubi Ph., Haobijam Rita Devi</i>	156
36.	Intracranial Meningioma Aggressivity Image and Level of Malignancy in Head Magnetic Resonance Imaging (MRI) Vony Tjandra, Sri Andreani Utomo, Ulinta Purwanti, Dyah Fauziah, Hari Basuki	162
37.	Practice and Perceived Barriers among Health Care Workers to Control Infection in Dialysis Unit Jackline Prathibha, Daisy Josphine Lobo, Shalini G Nayak, Vandana KE	169
38.	Profile of Medicolegal Autopsy Cases at Tertiary Care Centre in Belagavi, Karnataka. A One Year Retrospective Study Khaja Azizuddin Junaidi, Somashekhar S Pujar, Ravindra S Honnungar, Prasanna S Jirli, Vishal V Koulapur, Kashif Ali, Pushpa M.G	174
39.	Accuracy of Demerjian Age Estimation Method in South India Kadapa [A.P] Population-A Cross Sectional Study Prem Kumar Moode, L Ananda Kumar, Ramesh Mittapelly	179
40.	Iatrogenic Factors and Oral Health Asma Usmani, Chavi Bhati, Mayur Kaushik, Afzal Ahmad	184
41.	Medical Malpractice in India: A Critical Analysis of Liability and Defense Framework	191
42.	The Prospect of Environmental Law to Achieve Healthy Environmental Development in Indonesia Absori Absori, Sigit Sapto Nugroho, Anik Tri Haryani, Sarjiyati Sarjiyati, Arief Budiono, Heru Santoso Wahito Nugroho Rangga Jayanuarto	195
43.	Measurement of Lipid Profile in Fasting Persons Adhraa Baqir Hassan, Hayder L. F. AL-Msaid, Arshad noori ghani Al-dujaili, Haider Salih Jaffat	200
44.	Legal Protection of Medical Records for Hospital Patients Agus Prihartono Permana Sidik, Rani Sri Agustina, Wafda Vivid Izziyana	205

IV		
45.	Prevalence of Coronary Artery disease in Patients undergoing Non Coronary Cardiac Surgery: A Single Center Study	209
	Ahmed Moyed Hussein, Bahaa Abdullah Ali, Merah Subhi Mohammed	
46.	Incidence of Early Complications in Laparoscopic Total Thyroidectomy Vs Open Thyroidectomy Using Breast Approach in Simple Multinodular Goiter	214
47.	Molecular Detection of Mutations in mtCOX1 Gene in Iraqi Patients with Aortic and Mitral Valve Diseases	219
48.	Rubik Play Therapy Influence on the Level of Anxiety in Children Preoperative	225
49.	The Surgical Outcome of Distal Pancreatectomy for Distal Pancreatic Tumors Aqeel Shakir Mahmood, Waseem M shakir, Khalid Shakir kareem	230
50.	Condition of Houses with Smoking Habits in Patients with Pulmonary Tuberculosis Baharuddin Condeng, Muhammad Syafar, Saifuddin Sirajuddin, Furqaan Naiem, Azizah Saleh	236
51.	Diode Laser & Conventional Surgery Treatment, A Comparative Study in Anal Diseases Basim Ghaib Hussein, Jameel I. Azzawi, Rabah Ali Hussein	241
52.	Hypertension Control in Diabetic Patients Bilal Jamal Kamal, Shan Nadhmi Nadhim, Muhammed Ali Khalaf	247
53.	The importance of Post-Mortem Computed Tomography (PMCT) as a Complementary Diagnostic Technique to Traditional Autopsy in a Case of Asphyxia Related-Death Del Fante Z., Di Fazio N., Quattrocchi A., Fazio V., De Matteis A., Arcangeli M., La Russa R.	253
54.	The Effect of Soot Particulate towards MAPK Expression in the Mechanism of Cardiovascular System Disruption	. 258
55.	Synergy of Government and Regional Government Authority in Providing Health Guarantee for Communities in Indonesia	264
	Fatkhul Muin, Rully Syahrul Mucharom, Wafda Vivid Izziyana	
56.	Evaluation the Relation between School Bag Weight and Backache among Primary School Pupils in Tikrit City Firas Tariq Ismaeel, Wheab Faraj Dawood, Nisreen Mohammed Ibraheem, Aya Fawaz Mawlood, Ranya Jamal Mahmood	269
57.	Helicobacter Pylori Can Cause Vitamin B12 Deficiency Gufran Kadhim Abdulkareem, Wasan Najim Abdul-Sada, Haider Kadhim Abdulkareem	275
58.	Detection of Parvovirus B19 Infection in Thalasemic Patients in Tikrit City, Serological Study Hala Mohamed Majeed	278
59.	Evaluation of Titanium di oxide Nano-fillers Incorporation on Mechanical Properties of Heat Cured Acrylic Resin Hasanen A.Alnamel, Ali ShyaaThedan	283

		V
60.	The effectiveness of Garcinia Mangostana L. Rind extract in Reducing Total Cholesterol Levels in Hypercholesterolemic Male White Mice	289
61.	Role of MnSOD Val16Ala Gene Polymorphism in Changing the Level of Serum Metals in Workers Exposed to Heavy Metals in Al-Nasiriyah City Hayder Hussein Jalood, Afrah Abid Maktoof, Rekaby	295
62.	Seroprevalence of Hepatitis A Virus (HAV) in Mosul City Ismail I Daood, Radhwan Hussein Ibrahim	301
63.	Prostate Health Index in a sample of Iraqi patients with Prostate Cancer and Benign Prostatic Hyperplasia	306
64.	The Effect of Buzz Group Modification Method on Exclusive Breastfeeding Against Self Efficacy in Pregnant Women: A Quasi Experiment Febyana Dwi Cahyantia, Lailatun Nimah, Retnayu Pradaniea	313
65.	The Discovery of Comorbidity Deviation in the Cervical Cancer Patients Treated by the <i>Intravenous Pyelography</i> Examination and Clinical Examination (Based on <i>Federation International de Gyneclogie et d'Obstetrique</i>)	319
66.	Analysis of Breastfeeding Factors: The Sunrise Model Approach Meilina Azizah Nurhayatia, Ni Ketut Alit Armini, Tiyas Kusumaningrum	325
67.	Comparative Study to Evaluate the Antimicrobial Effect of MTAD, 17% EDTA, and 3% NaOCl-Against <i>Enterococcus faecalis</i> in Primary Teeth for Root Canals Therapy (in Vitro Study) Sarmad A. Hameed Sana'a Abdulrazzaq Ibrahim Suhad Al-Nasrawi	331
68.	Iron Oxide Nanoparticles Reduced Biofilm Formation and Detection of <i>lmb Genes</i> in <i>Streptococcus</i> <i>agalactiae</i> Isolated From Patients with Diabetes Mellitus Sarween Omer Taha Rasul, Khadija Khalil Mustafa, Zirak Faqe Ahmed Abdulrahman	337
69.	Correlation of Nitric Oxide (NO) Sputum Level and Lung Physiology of Indoor Parking Attendant Tati Sudiarti, Winariani	343
70.	Indications and Adverse Outcomes of Emergency Lower Segment Cesarean Section at 1 st and 2 Nd Stages of Labor at Al-Elwiya Maternity Teaching Hospital Weqar Akram, Thikra N. Abdulla , Taghreed Mardan Abullah	349
71.	The Determinants of the Occupational Diseases in Al-Nasiriyah Province at 2018 Majeed MohanThajeel Al-Hamami, Mulim Nahi, Ali A. Saadoon, Safaa Kudhaier Abbas	355
72.	Model of Women Participation in Supporting Government Policies Reducing Neonatal Mortality in Kupang District Maria Margaretha Ulemadja Wedho, Mintje Ratoe Oedjoe, David B.W. Pandie	362
73.	Precision of 3D MSCT Scan Diagnostcs on Maxillofacial Trauma Compared to Stabilization and Instrumentation Operation Results	367

VI		
74.	Breast Cancer Risk Trends of Iraqi Women Minen Al-Kafajy	. 374
75.	Colorectal Cancer in Nineveh: Five Years Survival Rate Moayad Aziz Alabdaly	. 378
76.	Significance of Fingerprints in A Brutal Travel Bag Murder- A Case Report Mohammad Ahmad Abdullah Ahmad AlSuwaidi, Abdulrahman Mohammed Obaid Almehiri, Mohammed Thani Rashid Almarri, Jassim Mohammed Abdullah Rashid, Bhoopesh Kumar Sharma	. 384
77.	Detect the Infection with Rubella Virus and Toxoplasmosis in Pregnancy Causes Suffering from Early Abortion by Using Real Time PCR Mohammed Ayyed Najm, Hadeel Abdelelah Abdel Razaak , HayfaaMahmood Fahad	. 388
78.	Flexible Ureterorenoscopy Versus Extracorporeal Shock Wave Lithotripsy for Treatment of Lower Pole Renal Stones	. 394
79.	The Effect of Glutathione versus Co-Enzyme Q10 on Male Infertility Original Study Mohanned Hussam Mohammed Saeed Alkumait, Mohammed Mohsin Abdul-Aziz, Montadher Hameed N	
80.	Incidence and Variations of Aberrant Renal Arteries in Kidney Donors Cases	. 406
81.	Evaluation of the Level of CXCL10 in Patients with Parainfluenza Virus Type III (HPIV3) Noor Hameed Alkharsan, Siham Jasim Al-kaabi	. 413
82.	Association between the Characteristics of Pre-Surgery Vascular Ultrasonography and the Successful Arterio-Venous Fistula Shunt Surgery as Hemodialysis Access to Patients with Kidney Disease Stage V Nurwanto, Prijambodo, Tri Wulan handarini, Windhu Purnomo	. 420
83.	Prevalence of Childhood Disability in Basrah City Using the Ten Questions Too	. 426
84.	Expression of e-NOS in Human Placentas of Idiopathic Intra Uterine Growth Restriction at Term	. 431
85.	Characteristics of Multidrug Resistant Tuberculosis in Minia, Egypt Shimaa Anwer Emam, Eman Mahfouz Kasem, Amany Edward Sedhom	. 437
86.	Prevalence of Uncorrected Refractive Errors Among the Internally Displaced Schoolchildren in Iraq Rafea Allawi Fayyadh, Noor Hussain Abady	. 444
87.	The Influence of Additional Food Hotong Porridge with Moringa Leaves Mixture on Improvement Nutritional Status of Children Nutritional Children Rahma Tunny, Merryana Adriani, Bambang Wirjatmadi	. 450
88. 89.	The Stiffness Comparison of Four-Screw versus Six-Screw Short Segment Pedicle Posterior Stabilization Instrumentation in Cyclic Axial Compression Correlation of Aggressivity Papilloma Recurrent Respiratory Tract With Human Papillomavirus Types 6 And 11 <i>Rizka Fathoni Perdana, Sri Herawati, Bakti Surarso, E Bimo Aksono H</i>	

	· · · · · · · · · · · · · · · · · · ·	11
90.	Investigation of IL-17F (rs763780) gene Polymorphisms in cases with Iraqi renal failure patients	468
91.	A Descriptive Study to Assess the Problem Faced by the Adolecents of Alcoholic Parent	474
92.	Demographic, Clinical and Hormonal Characteristics as Predicting Factors Affecting the Outcome of Laparoscopic Ovarian Drilling in Women with Poly Cystic Ovary Syndrome	477
	References	
93.	Stress Perception and Stress Response against Internet Psychological Addiction (IPA) on Adolescents (Psychoneuroimmunology Approach)	485
94.	The Prevalence of Sperm Parameters for Infertile Males in Thi-Qar City	491
95.	Awareness of Medico-Legal Issues among Medical College Health Professionals	496
96.	The Law and Tourism: The Policy of Health Service for Tourists in Lombok Island	501
97.	Effect of Antenatal Exercise Teaching Program on Neonatal Outcomes During Delivery in Erbil, Iraq 5 Warda Hassan Abdullah, Badia Mohammed Najib	506
98.	Study of Dyslipidemia in Iraqi Hypertension Patients in Tikrit City	512
99.	Isolating Some Pathogenic Bacteria from Packed Milk and Detecting of Formalin in its Components 5 Zainab Alag Hassan, Ali Aboud Shareef, Majid Ahmed Kadhim, Abdulameer Abdullah Al-Mussawi	518
100.	Screening Study for Some Strains of E. Coli Collected from Five regions in Kurdistan-Iraq for its Sensitivity, Resistance and MDR against Thirteen Antibiotics	522
101.	The Role of Silver (Ag) Nanoparticles synthesis by <i>Penicillium spp</i> against the Toxicity of <i>Echinococcus Granulosus</i> in Adult Albino Male Rats	528
102.	Characteristics of Lower Back Pain in Pregnant Ladies in Thiqar-Iraq	534
103.	Thyroid Dysfunction in Iraqi Patients with Acromegaly	537
104.	Simulation of poly (ADP-ribose) polymerase (PARP) Enzyme with BAI compound in the for Thyroid cells	545

VII

VIII	
105.	Advantage of Application of Topical Hyaluronic Acid in Reducing Post Tonsillectomy Pain; Cross Sectional Comparative Study 55 Ahmed Kareem Shiaan Al-Baidhani, Muthanna Saleem Abdulameer
106.	Atherogenic Index of Plasma among Type2 Diabetic Patients Cross-Sectional Study In Iraq 55 Dalal Abd Al-Sattar Asaad, Ali Shalash Sultan, Zaid Naji Hassan
107.	The relation between Serum Vitamin C and D, Calcium Intake With Obese Type 2 Diabetic Patients 56 Yasamin Abdul - amer Kadhum; Shaimaa D. Salman, Sabah Abdel- Hameid Abdel- Rahman, Najat Sabah A. Hameid
108.	Assessment of Anti-Mullerian Hormone and Anti Ovarian Antibody in the Sera of Patients with Polycystic Ovarian Syndrome in AL-Najaf Al-Ashraf Province
109.	Cervical Spinal Stenosis and Risk of Pulmonary Dysfunction: Case Control Study
110.	Molecular Study of spy1258 gene in Streptococcus Pyogenes Isolated from Pharyngitis Patients in Fallujah City
111.	Design in line LMA-10 Photonic Crystal Fiber MZI for Detection and investigation of Beta Thalassemia 58 Layla M. Alameri, Tahreer S. Mansour, Fareed F. Rashid, Sara J. Belal
112.	The effect of oral magnesium supplements on lipid profile and oxidative stress in adult albino female rats
113.	Evaluation of Amateur and Professional Tattoo Removal by the Q Switched Nd:YAG Laser
114.	Serum Levels of Novel Biochemical Marker (Irisin) in Relation to the Duration of Type 2 Diabetes & in Cases of Type 2 diabetes with Coronary Artery Disease in Iraqi Patients Aged (40- 60 year)
115.	Study the Effect of Temperature Variable on the Patient with Jaundice Stay Period inside the Incubator . 60 Husam Yahya Naser, Auns Q. Al-Neami, Yasser Ibrahim
116.	The Role of Global Longitudinal Strain in Early Detection of Doxorubicin Induced Cardiotoxicity in Breast Cancer Patients
117.	Personal Hygiene and Safety among governmental Hospitals Nurses Staff in Mosul City
118.	Molecular Detection for Nosocomial <i>Pseudomonas aeruginosa</i> and its Relationship with multidrug Resistance, Isolated from Hospitals Environment
119.	Knowledge Assessment of Working Women Regarding Breast Cancer / Control and Prevention in Kirkuk Technical Institute

		IX
120.	Colorectal Cancer in Nineveh: Five Years Survival Rate Moayad Aziz Alabdaly	640
121.	The Effect of Esomeprazole on Cell Line Human Cervical Cancer Azal H. Jumaa, Ahmed Sami Jarad, Wissam Sajid Hashim Al Uboody	646
122.	Evaluation of Salusin β in Patients with Prediabetes and Type 2 Diabetes Mellitus Sabah Hussein dayekh, Mohammed Imran Hamzah, Jelal Abid Ateaai	653
123.	Vitamin D and its Association with the Severity and / or the Control of Asthma among Adult Iraqi Asthmatics	657
124.	Determination <i>Enterococcus faecalis</i> in Asymptomatic Urinary Tract Infection Associated with Diabetes Type 2 Patients in Suwayrah General Hospital-Iraq <i>Ibtisam H. Al-Azawi, Mohammed H. Abbas</i>	663
125.	Oral Desmopressin as an Add-on Therapy for Men with Benign Prostate Hyperplasia they Suffering from Persistent Nocturia <i>Firas Alquraishi Saif H. Mohammed, Yasser Al-Hakeem</i>	669
126.	The Practicing and Attitude of Some Medical Students at Al-Nahrain College of Medicine Towards Cosmetic Rhinoplasty	674
127.	The Level of Serum Progesterone on the day of HCG Administration in Assisted Reproduction Cycles Adnan A.H. Albdairi, Hanan Khudheir Hussein	679
128.	Protective Role of Quercetin plus Vitamin C on Infection of Rats with <i>Klebsiella pneumonia</i> e and <i>Pseudomonas aeruginosa</i>	685
129.	Study The Role of Selenium in The P-Selectin and E-Cadherin Serum Levels in Women with Preeclampsia	690
130.	Histological Sections of Pancreas and Serum Biochemical Changes in Rats after <i>Dexamethasone</i> and Zinc Oxide Nanoparticles Injection	690
131.	Study the Role of Trichomoniasis in In Vitro Fertilization (IVF) Failure Huda Dhaher Al-Marsomy, Faten Ahmed Hassan	702
132.	Unexpected Adverse Medical & Surgical Health Conditions in Neonates after Elective Cesarean Sections within the Context of the Influence of Local Socidemographic Factors in Babylon Sijal Fadhil Farhood Al-Joborae, Ihab Raad Abbas Abid Ali; Fadhil Farhood Mekki Al-Joborae	708
133.	Isolation of MRSA from Drinking water Supplies in Al-Anbar Province, Iraq Shirin Yasin Bdewi, Mohammad Hamid Kareem, Mohammed Mosleh Shwaish, Mustafa Salah H	
134.	The Predictive Value of Red Cell Distribution (RDW) in Patients with Type 1 and Type 2 Diabetes Mellitus	719
	Huda Jabbar Dibby, Radhi Farhod Shlash	

Х		
135.	Histopathological Changes Associated with Cutaneous Leishmaniasis in Patients with Baghdad Boil/ South of Iraq	724
	Amal Khudair Khalaf	
136.	Serum Anti-Mullerian Hormone Concentration and Function of The Pituitary-Gonadal Axis in Iraqi Patients with Chronic Kidney Disease <i>Athraa K. Falhi, Noori M. Luaibi, Ali J. Alsaedi</i> ²	729
137.	Infection Control Measures for Nurses Staff Concerning with Hepatitis B and C at Hemodialysis Unit in Hilla Hospitals Ahmed Mohammed Jasim Shlash, Nada KhazalKadhim Hindi, Mohammed Malih Radhi , Baqer Abdulameer Abod Alshemari, Duaa Salman Abd Ali Albaghdadi, Hanan Hassan ZoghairAlmohamadawi, Hajar Sahib Mahdi Mohammed	735
138.	Gingival and Salivary Changes in Correlation with Multiple Sclerosis Esra Hassan Abd Ali, Suzan M. Abdul Raheem	741
139.	Impact of Caring Child with Diabetes Mellitus Type1 upon Mothers at Specialized Center for Endocrinology and Diabetes in Baghdad City	748
140.	Measures Self-Esteem among Undergraduate Nursing Students Safi Alzeyadi, Saja H. Mohammed	756
141.	Patterns of Haemoglobinopathies Diagnosed by High Performance Liquid Chromatography in Karbala Population and Correlations between Different Hematological Parameters Enass Abdul Kareem Al-Saadi, Duha Maithem Hassan, Wafaa Redha Al-Sabbagh	761
142.	Risk Factors of Acute Otitis Media among Infants Children in Kerbala Pediatric Teaching Hospital: A Case-Control Study Hassan Abdullah Athbi , Haider Nawaf Abed-Ali	768
143.	The impact of L-carnitine Supplement on Semen Variables and the Levels of Sexual Hormones (Serum LH, FSH, Testosterone, and Inhibin) in Males with Infertility	774
144.	Assessment of the Understanding of Medical Ethics Subject among Anbar Medical Group Students Waleed AT Al-Ani, Ahmed K. Al-Delaimy	779
145.	Isolation and Identification of Facultative Anaerobic Bacteria from Feces of Pet Dogs SMA AL-Kubaisi, Omar-Althani Shareef Saed, Jassim Mohamed Suleiman, Mustafa Salah Hasan, Maher Saber Owain, Ahmed Sami Jarad	785
146.	Molecular characterization of Eae and Stx _s genes for <i>E. coli</i> O157:H7 isolates from Calves Jassim Mohamed Suleiman, Omar-Althani Shareef Saed, SMA AL-Kubaisi, Mustafa Salah Hasan, Maher Saber Owain, Mohammed Ali Hussein, Ahmed Sami Jarad	790
147.	Estimation of Serum Cystatin-C as early marker of Kidney Dysfunction in correlation with Serum Ferritin among β- Thalassemia Major Patients	794

		X
148.	Comparative Assessment of Patients' Satisfaction in Secondary and Tertiary Outpatients of Marjan Medical City in Babil Across Sectional Study Qais Ismaeel Kadhem, Ameer Kadhim Al-Humairi, Ashraf MA Hussain,	800
149.	High Levels of Tumor Necrosis Factor-Alpha and Interferon-Gamma in Patients with Gingival Recession	80
	Sura Dakhil Jassim , Luma Jassim Witwit, Fatima Malik Abood	
150.	Efficiency of Aspergillus Species to Produce the Lipase Enzyme from Various Types of Oil Seeds Thakra Ahmed Hamada ⁰ , Raghad Saad Abdulkreem ⁰ , Hadeel Mizher Younus ⁰	81
151.	Seroepidemiology of <i>Toxoplasma gondii</i> Infection in Drivers Involved in Road Traffic Accidents in Baghdad City	81
	Dunya N. Ahmed, Salwa. S. Mushin, Mamdooh AR.Mohsin	
152.	Therapeutic Evaluation of the Partial Movement of the Center of the Nerve Bundle Imad Kadem Yasser, Ahmed Atshan abdalreda, Abbas mohsin Oleiwi	822
153.	Investigating the Level Of Vitamin E, C and Superoxide Dismutase in Patients with Allergic Asthma and Allergic Asthma with Helminths Infection	82
	Narjis Abdul Rahman Oudah, Ahmed A. Mohammed, Kareem S. Chead Al-Teea	
154.	The Role of Cytomegalovirus (CMV) and Vitamin D in Multiple Sclerosis (MS) Juman Khaleel Al-Sabbagh	83
155.	Potential Factors Associated with Epilepsy among Epileptic Patients Attending Middle Euphrates Neurosciences Center - Al-Najaf City Sahar Adham Ali , Hayder Ibrahim Ali , Hasan Alwan Baiee	83
156.	Acute Infective Bloody Diarrhea in Children Below Five Years Admitted to Children Welfare Hospital in Medical City - Baghdad During 2015 Maral F. Thabit, Radhwan R Hussian	84
157.	Comparison between Hypertensive and Non-Hypertensive Individuals in the Value of Response to Salt Administration	84
	K.A Al-hilali, Layth Ibrahim AL-Shibbani, Ali Ayad Jabbar	
158.	Effect of Lactic Threshold Exercises using us Ginseng in the Development of Some Functional Variables of the Lungs and Lactic Tolerance and the Performance of Complex Offensive Skills in Basketball Youth	
	Rasha Abdul Ameer Jawad, Rana Fadhil , Hussein Menati Saget , Jaafer Ahmed Mahdi	
159.	Preoperative Anxiety and Fears among Adult Surgical Patients in Baghdad Teaching Hospital, Iraq Kawther Salman Dawood	86
160.	The Prevalence of Parasitic Infection in Domestic Chicken: A Review Yassir Dakheel Kremsh Alasadiy, Arshad Naji Alhasnawi, Farhan AlaAllah Eabaid	86
161.	Nutritional Status of Primary School Children in Babylon Governorate Ali Jaleel Asser, Hussein Jaseem Mohammed	. 102

XII		
162.	Prevalence Rate of Depression among Ischemic Heart Diseases Patients in Al-Diwaneya Province / Ira Abdul Zahra Mohammed Alkafaji, Assel Hamid Risun	q1033
163.	Deposition of Ta2O5 Film on Commercial Pure Titanium Disk by Modified Reactive Plasma Sputtering Technique Hassan Jawad Farhan, Raghdaa Kareem Jassim, L.Thair	1039
164.	Evaluation of the Effect of Endoscopic Sinus Surgery with Medialization of Middle Turbinate	1045
165.	Determination Knowledge of Nurses' Concerning Measurement of Blood Pressure in Emergency Department at Al –Hussein Teaching Hospital in Al-Nasiriya City <i>Amer Muhasin Naser, Qassim Jawell Odah Abed</i>	1051
166.	Thermal Effects of Laser Assisted Endodontic Treatment on The External Root Surface of Deciduous Teeth (in <i>vitro</i> study) <i>Husam Turki Abbas, Hasanain Ibrahim Khaleel, Inam Oleiwi Murad, Ali Imad Al-Khassaki, Ammar</i> <i>Saleh Alalawi</i>	1056
167.	Effect of Some Alcoholic Extracts in Reducing the Fat Content of the Liver Tissue in Rat	1061
168.	Knowledge, Attitude and Practice of Mothers to Neonatal Jaundice	1068
169.	Measurements of Horizontal condylar inclination by using Cadiax compactII in patients with TMJ clicking before and after different treatments modalities Hayder Mahdi Idan, Fawaz D. Al-Aswad	1074
170.	DCGAN for Handling Imbalanced Malaria Dataset based on Over-Sampling Technique and using CN Liqaa M.Shoohi, Jamila H.Saud	N1082
171.	Seroprevelance of Toxoplasmosis Gondii Infection among Pregnant Women in Karbala Governorate 2014-2017 Radha. M. Lefta, Enaas K. AL-Khalide, Murtadha Kanim A.AL-Jebory	1089
172.	Fasting Versus Non-Fasting in Assessing Lipid Profile and Complete Blood Picture Wasan A.Wahab Alsiadi, Abed Sultan Hassan, Malak A. Al-yawer	1094
173.	Zinc Deficiency is Associated with Meprin a in Iraqi Patients with Crohn's Disease Fatima A.Mohammad, Fatin Fadhel Alkazazz, Sura A.Abdlusattar	1100
174.	Knowledge Attitudes and Barriers of Undergraduate Medical Students Towards Research in University of Babylon Nadia Hussein Sahib, Hasan Alwan Baiee, Hadi Mohammad Ali Al mosawi, Zaid Amjed Al-husseini	1106
175.	Macrophage Migration Inhibitory Factor (MIF) Gene Polymorphism of Urothelial Carcinoma Patients in Iraq Ishraq Abdul Ameer Salih	1113
176.	Study Impact of Hyperuricemia on the Occurrence of Atrial Fibrillation in Patients Admitted to CCU in Al-Diwaniyah Teaching Hospital	1117

	XIII
177.	Quality of Life of Parents Having Cancer and Non-cancer Children: A Comparative Study 1122 Awayi Ghazy Abdulkareem, Zhian Salah Ramzi, Jamal Ahmad Rashid
178.	Sleep habits and Physiological Penal Gland Calcification (A Magnified Topographical Evolution Study)1127 Sattar R. AL-Esawi, Ashwan Abdulzahra Hashim, Zhraa Ayad Jabber, Riyadh W. AL-Esawi
179.	Investigation of Microbial and Mineral Contamination of Imported Meat
180.	The Distribution of Hepatitis C Virus Genotypes, Viral Load and Antibody Titer among Iraqi Chronic Hepatitis Patients
181.	In Vitro Cytotoxicity of Total Alkaloid Extract from Peganum Harmala L. Seeds
182.	Psychological Factor Affecting on Performance Thinking among the Pupils: Mentally or Spiritually Concerned with the Aspects in Students' Acquisition
183.	Determination of the Critical Care Nurses Knowledge Toward Enteral Tube Feeding in AL-Hilla Teaching Hospitals (Interventional study)
184.	Comparison between hypertensive and non-hypertensive individuals in the value of response to salt administration
185.	Molecular Detection of Pathogenic <i>Entamoeba histolytica</i> based on Amoebapore C Gene in Fecal Samples of Camels from Babylon Province, Iraq
186.	The Role of Hyperglycemia and Coexisting Hypertension in The Development of Diabetic Nephropathy in Type II Diabetes Mellitus
187.	Risk Factors for Congenital Anomalies in Neonatal Intensive Care Unit in Baghdad City 1176 Khatam M. Al-Musawi, Adraa H. Shawq, Zainab Majeed, Shahad Zaid, Huda Ibraheem
188.	Genetic Polymorphisms of Catalase Enzyme with Hypertension Patients in Babylon Governorate
189.	Comparison Study of Major Thalassemia, Thalassemia Intermedia of Iraqi Patients and Control Groups for Effectiveness of Liver Enzymes
190.	Prevalence of stress and coping behaviors among medical students at University of AL-Qadisiyah 1193 Mohammed AL-Zobaidy, Adyan Mostafa, Zahraa Hussien, Mariem Humed Redah, Tagreed Adnan, Haneen Mohammed
191.	Assessment of Self-Esteem among Patients with Major Depressive Disorder in Sulaimani City 1199 Taha Ahmad Faraj, Salwa Shakir Muhsin

XIV		
192.	Evaluation of an Education Program for Elementary School Teachers Regarding Post-Traumatic Stress Disorder among Pupils in Mosul City	06
193.	Histological Changes in Liver Tissue Resulting from Hydatid Cyst Infection: Comparison between Sheep and Cattle in Iraq	13
194.	The Effect of Special Exercises by Using Training Methods to Assist in the Development of Some Motor Abilities and Handstand Skill of Still Rings for Young People	19
195.	Psychological Analysis of Jenang Kutei Judges in Delivering a Verdict of Matai Bilai and <i>Cuci</i> <i>Kampong</i> (Purification Ritual) in <i>Rejang Lebong</i> Regency, Bengkulu Province, Indonesia	25
196.	Mechanism of Family-coping in Treating Patient with Schizophrenia Viewed from Factors that Affected it at Public Health Center of Balowerti, Kediri	30
197.	Effectiveness of Stress-Adaptation and Cognitive Behavior (SACB) Model for Independent Health Recovery for Clients with Coronary Heart Disease in the Community	36
198.	The Influence of Massage Therapy on Children Body Temperature which Fever	43
199.	Celiac Disease in Children with Short Stature (Incidence and Morphometric Study)	49
200.	Association of Periventricular Edema Thickness and Optical Perineal Thickness in Hydrocephalus Non Communications by Magnetic Resonance Imaging Examination	56
201.	Outcome of Open Intraperitoneal Dual Mesh Versus on–Lay Mesh for Incisional Hernia Repair	61
202.	Teachers' Knowledge Regarding Attention-Deficit Hyperactivity Disorder between Pupils at Elementary Schools in Mosul City	67
203.	Prevalence of Childhood Disability in Basrah City Using the Ten Questions Too	73
204.	Antibacterial Properties of New Cement Based Capping Material Prepared from Egg Shell and Biopolymer (Chitosan)	78
205.	Bow tie Model of Palliative Care as an Early Approach to Providing care for Patients with Heart Failure12 Hossein Jafarizadeh, Yaser Moradi, Alireza Rahmani, Amir Mohammad Amini	85

		XV
207.	Flexible Ureterorenoscopy Versus Extracorporeal Shock Wave Lithotripsy for Treatment of Lower Pole Renal Stones	1296
	Mohammed B. Ismail, Hasanain F. Hasan Als-Timimi, Hayder H. Alwan	
208.	Expression of e-NOS in human placentas of idiopathic Intra Uterine Growth Restriction at term	1302
209.	Demographic, Clinical and Hormonal Characteristics as Predicting Factors Affecting the Outcome of Laparoscopic Ovarian Drilling in Women with Poly Cystic Ovary Syndrome Shelan Omar Jaafar, Ghada Saadulla Alsakkal, Namir Ghanim Al-Tawil	. 1308
210.	Characteristics of Multidrug Resistant Tuberculosis in Minia, Egypt Shimaa Anwer Emam, Eman Mahfouz Kasem, Amany Edward Sedhom	. 1316
211.	Variation of Alkalinephosphatase and Transaminases Levels in Different Trimesters of Pregnancy Iraqi Women	. 1323
	Tariq Hafdhi Al-khayat and Rawaa Muayad Al-Quzweny	
212.	Based Assistance Continuum of Care Can Increase Family Independence in Overcoming Health Problems Pregnant-Women	. 1329
213.	Overweight and Obesity Associated Factors among High School Students: A Cross Sectional Study in Erbil	. 1336
214.	The Influence of Disaster Counseling with Animation Video on Preparednes Students in Elementary School in Palu Imtihanah Amri, Ansariadi, Ridwan Amiruddin, Sukri Palutturi, Anwar Mallongi, Rosmala Nur, Nur Endang Sari	. 1342
215.	The Influence of Breathing Ball Technique on Length of Labor in Phase I Active in Independent Practice, Midwifery Sriwati	
216.	Cardiac Emergency Prevention Through Personal and Environmental Factors Bambang Guruh Irianto, Loetfia Dwi Rahariyani	1352
217.	Investigation of <i>cpa</i> . and <i>zpx</i> . Genes in <i>Cronobacter sakazakii</i> Isolation from Clinical Specimens in Thi-Qar Province and	. 1358
218.	Comparison of Hemorrhoidectomy by Ligasure with Conventional Milligan Morgan's Hemorrhoidectomy Raisan Mahdi Shoramah Aljabery	. 1364
219.	Women's Reactions and Health Disorders Caused by Abuse During the Pregnancy-Postpartum Period Rosmala Nur, Siti Ika Fitrasyah, Anwar Mallongi	1369
220.	The Culture and Age of First Marriage on Female Teenagers in West Marawola Rosmala Nur, Muh. Asep Dwitama, Muh. Fadly Nurhaya S Patui, Sitti Radhiah, Elvaria Mantao, Anwar Mallongi	. 1375

XVI

221.	Mother's Behavior in Pregnancy-Puerperal Treatments and Reproductive Health Disorders
222.	The Influence of Wedge Sea Hare (Dolabellaauricularia) Extract and Papaya Juice on Hemoglobin (Hb) and Feritin Levels of Mice Strain (Balb / C) with Anemia
223.	The Relation between Psychological Empowerment and Job Satisfaction among Nurses
224.	Estimation the Level of Follicular Fluid Follistatin in Women Undergoing Intracytoplasmic Sperm Injection
	Baydaa Lateef Hameed, Mutaz Sabah Ahmeid, NihadKhalawe Tektook, Hashim Abdulsattar Jabar
225.	Serum α-Klotho Level in the Patients Subjected to Hemodialysis in Association with Lipid Profile 1406 Hibah Hasan Ibrahim, Mutaz Sabah Ahmeid, NihadKhalawe Tektook, Hashim Abdulsattar Jabar
226.	Molecular detection of some antibiotic resistant genes of bacteria isolated from bloodstream infections of hemodialysis patients
	Najlaa Bakr Shaker 1, Khalid Omar Mohammed Ali2
227.	Assessment of Butchers Attitudes and Practices Toward Food Safetyin Thi-Qar governorate in Iraq 1419 Sameeha Naser Abed, Zahraa Zuhir
228.	Nutritional Status for Patients with Hypertension in Hemodialysis Units at Baghdad Teaching Hospital. 1426 Shaymaa M. Hussein
229.	Relation of Epstein Barr virus with Interleukin-6 Level among Women with Breast Cancer in Ramadi City
	Arkan AbdullahAbbas, Israa Hashim Saadoon
230.	Assessment of Nutritional Status of Under Five Years Children in Relation to Their Birth Space in Shirqat City
	Enas AbdulahYaseen, Nahid Ahmed Hassan
231.	Detection of blaCTX-M gene in Klebsiella sp. Causing UTIs in Al-Yarmouk Teaching Hospital
232.	Alterations in Antioxidants and Trace Element with Interleukin 6 Level in β Thalassemia Major Patients
	Janan I. Mohammed, Shihab A. Al-Bajari, MotazA.AL.Akashe, Alaa N. Totanjee
233.	Overweight BMI with and without Regular Exercise in Secondary School Students in Tikrit City
234.	Genotyping diversity of <i>Echerichia coli</i> isolated from UTI in Iraqi patients
235.	Evaluation of the use of HbA1c in the Diagnosis of Impaired Fasting Glucose

236.	Evaluation the Serum Level of Melatonin in Iraqi Patients with Polycystic Ovarian Syndrome	147
237.	Relation of Some Heavy Metals with Male Infertility Hussein M. Ali, Qater, Al-Nada A. Kanaem, Mohammad Oda Selman	148
238.	Immunological role of TLR-7, IL-17A and IL-10 In a Sample of Iraqi Chronic Renal Failure Patients Asaal Abdul-Ghani Shyeaa, Mohammed Abdul-Daim Saleh; Nihad Khalawe Tektook	148
239.	Protective Immunity against Virulence Uropathogenic Escherichia Coli in Mice Hussam Sami Awayid, Saif Ali Mohammed, Adnan Kamel Shebeeb	149
240.	Serological and Immunological Determination of Auto-Antibodies Against Myositis-Associated Antigens in Systemic Lupus Erythematosus Patients Using A Novel Immunoblot Assay Alaa Younis Mahdy Al-Hamadany; Manal Dheyaa Mohammed; Hussein Abid Sharqi AL-luhaibi, Zainab Adnan Hassan Hadeed	149
241.	The Effects of HIV/AIDS Education on Knowledge, Attitude, and Satisfaction for AIDS Prevention Self Massage on College Students in Korea <i>Ji Min Lee</i> , Sung Jung Hong, Eun Hee Kim	150
242.	The Study on the Empathy of Nurses and the Quality of Nursing Provided to Hospitalized Children Perceived by Nursing Students Bo-Yun Huh, Jae-Woo Oh, Mi-Ran Kim	151
243.	Relationship between Attitudes to Child Nursing College Students Perceived Punishment, Child Abuse Awareness and Knowledge So-Ja Jeon, Jae-Woo Oh	151
244.	Reorganization of Learning Objectives Using Ontology Technique	152
245.	Study on the Relationship Trend between Chronic Diseases and Oral Health according to Diabetes Treatment: Focusing on the Local Health Survey for 2015, 2016 and 2017 <i>Hye-jeong Hwang, Kwon-Seob So, Kisang Kwon, Kyung-hee Kang</i>	153
246.	The Effects of Dialectical Behavior Therapy(DBT) Skill Training on Depression and Alcohol Abstinence Self-efficacy of Patients with Alcohol Use Disorder	153
247.	The Effect of Parenting Attitudes and Major Satisfaction on Career Decision Making Self-Efficacy in undergraduate Students	154
248.	Changes in Chemical Structure of Iopamidol Contrast Agents According to Radiation and Environmental Conditions Beom-Hee Han, Cheong-Hwan Lim, Seung-Hun Jeong	155
249.	Factors affecting the post-anesthetic recovery score and length of stay in the recovery room in elderly patients with hypertension	155

XVI	п
250.	Influencing Factors on Happiness of Nurses in General Hospitals
251.	Cancer Screening Findings in Korean People with Disabilities: 2016-2017
252.	National Health Screening Program Non-Participation Rates Among Koreans with Brain Injury- Based Disabilities: 2016–2017
253.	Comparison of Ventilation Volume and Airway Pressure of an Advanced Airways in Virtual Reality Ambulance Simulation
254.	Effects of Social Support and Life Stress of Women in Climacterium on Meaning of Life
255.	The Effect of Adult Attachment Types, Gender Role Attitude on the Heterosexual Relationship Satisfaction in University Students
256.	The Effects of Economic Stress, Career maturity and Major Satisfaction on the Job Stress in Third and Fourth Grade Students of University
257.	Major Factors Having Influence on the Subjective Happiness of Korean Youth; From the 13th KAHBOS Data
258.	Effects of Intervention on Home-Based Environmental Counselling for Children with Severe Allergic Diseases
259.	Differences of Emotional Intelligence, Self-Effectiveness and Job Stress Levels by ambulance worker Personal Characteristics
260.	Influence of Job Satisfaction and Burnout on Nursing Service Quality in Long-Term Care Hospitals 1623 Hyojin Won, Sung-Yun Ahn, Young-Ju Kim
261.	Antimicrobial Effect of Cinnamon Oil Against <i>Oral Microorganisms</i>
262.	Study on Admission Motivation and Institution Selection Intention of Elderly Residing in Long-Term Care Institutions
263.	The Effect of New Nurse's Peer Satisfaction and Educational Satisfaction on Clinical Performance 1640 Myoungjin Kwon, Sun Ae Kim
264.	Diagnostic Performance of Multiparametric MR Imaging According to the Location of Prostate Cancer 1647 Jihae An, Keum Won Kim, Jae Young Seo, Young Joog Kim, Min Jae Yoon, Dong Hyun Oh

		XIX
265.	A Study on the Awareness of Community Public Health Project among the Employees in The Public Health Center	. 1653
266.	The Health Care Needs of Local Residents in Korea Misoon Jeon	1660
267.	Health Care Needs According to the Life-Cycle of Community Residents	1666
	Patients and Guardians' Perception on Comprehensive Nursing Care Services Study on the Subjectivity of Medical Professionals Towards Pet Robots Sunyoung Jang	
270.	Study on the Relationship between Major Satisfaction, Career Resilience and Career Decision-Making Level <i>Kihun Ye, Soonyoung Yun, Shinhong Min</i>	. 1684
271.	Manufacture and Useful Evaluation of Educational Mammography Phantom	1690
272.	The Effects of Hypertension, Dyslipidemia, Myocardial Infarction, and Angina Pectoris on Stress by Cardiovascular Diseases	. 1696
273.	An Analysis of the Risk of the Infection Disasters by Legal Infectious Disease Outbreak in South Kores Gwang-Seok Kim, Hae-Ryoung Park, Sang-Sub Park ^s	a1703
274.	Factors Affecting Nursing Work Performance of Medium Sized Hospital Nurses	1710
275.	Effects of Applying Flipped Learning to Simulation Training in Nursing Students	. 1717
276.	Development of multifunctional cosmetic products with anti-photoaging effect	1723
277.	A Study on Improvement of Quality of Care-givers to Long Term Care Old Age Do-Young Lee, Joo-Young Lee	1729
278.	Factors Affecting the Clinical Competency of Nursing Students in Pediatric Nursing Clinical Practice Sung-Yun Ahn, Young-Ju Kim	1736
279.	Development Strategy for National Fitness Award 100 via comparison and Analysis of the Korean Government's Health Policy Projects	. 1742
280.	The Factors affecting Burnout of the Small and Medium Hospital Nurses	. 1747
281.	Self-efficacy Mediating Effect inHealth Communication Campaign Jin-Woo Lee	. 1754

XX	
282.	The Dual Mediating Effects of Self-esteem and Hope in the Relationship between Boss's Incivility and Life Satisfaction
283.	Study on Minimum Transmission Dose forEstablishing X-Ray Imaging
284.	The Effect of Verbal ad Non-verbal Violence Experienced at Clinical Training Institutions on Major Satisfaction ofDental Hygiene Students
285.	The Claim State of Dental Institutions for Payment from the NHIC
286.	Measurement and Analysis of Exposure Dose According to Radiological Survey Films of Dental Hygiene Students inOral Imaging Practice
287.	The Effect of Action Observation Training Combined with Intrinsic Muscle Stimulation on the Upper Limb of Function in Stroke Patients
288.	Recognition of Health and Non-Health Care Related College Students on the Safety Management of Dental Radiography
289.	Relationship between Pain-induced Temporomandibular Joint Pain According to Cell Phone Use Frequency
290.	The Effects of Nursing Ethics and Major Satisfaction on Patient Safety Management Activities of Nursing Students
291.	The Effects of Maternity Video and Simulation Based Education on Critical Thinking, Interpersonal Relationship, Self Leadership and Major Satisfaction
292.	Differences of Muscle Activities of Various Bridge Postures Using Thera-band on the Stable Surface 1816 Seol-Ah Kang, Soo-Jeong Kwon, Dong-Yoep Lee, Ji-Heon Hong, Jae-Ho Yu, Jin-Seop Kim
293.	A Comparison of Muscle Activity Depending on Shoulder Joint Flexion Angle When Conducting Kettle Bell Swing
294.	Change in Lower Extremity Muscle Activity with Visual and Noises During Walking
295.	Immediate Changes of Shoulder External Rotation Exercise of Various Angle on the Distance of Subacromial Space

296.	Effects of Balance Training Using a Wii Fit Balance Board on Balance, Gait and Activities of Daily Living in Patients with Parkinson Disease: A Pilot, Randomized Controlled Trial
297.	Antibacterial Activity of Essential Oils AgainstStreptococcus Mutans
298.	A Study on the Emotional Intelligence of Optometrist
299.	The Effect of Cardiac Arrest Simulation Training Using Mechanical CPR Device on Chest Compression Quality of Paramedics in Pre-Hospital
300.	Actual Pressure Ulcer Awareness of a Person inCharge of Pressure Ulcer Management
301.	The factors affecting on Turnover Intention of Nurses
302.	Three-dimensional Evaluation of Maxillary Sinus Volume inDifferent Sex Groups Using Cone- beamComputed Tomography
303.	Development of Personal Safety Education Program for Nursing Students Using Hybrid Application 1876 Sang-Mee Koo, Rae-Eun Kim
304.	Development and Evaluation of Educational Program to Prevent Cervical Cancer among Vietnamese Immigrant Women
305.	A Study on the Effect of Eclipta Prostrata Extract and MTS on the Improvement of Scalp Health and Prevention of Hair Loss for Workers in Their 20s and 30s
306.	A Study on the Selective Strengthening Exercise of the Quadriceps Muscle According to Various Squat Types
307.	Change of Serratus Anterior Muscle Thickness According to Knee Flexion Angle During Knee-Push Up Plus Exercise on Sling
308.	A Study on the Recognition of Child Abuse and Countermeasures
309.	Influencing Factors on Mid-Life Well-Being
310.	Effectiveness of Virtual Reality Based Cognitive Rehabilitation on Cognitive Function, Motivation and Depression in Stroke Patients

XXI

XXI	I
311.	Development of a Phantom for Low Dose Mammography
312.	Medication Supportive Behavior of Mothers withChildren with ADHD: A Structural Equation Model 1931 Myeong-hui Choe, Hyunju Park
313.	Comparison of the Effects of Standardized Patient-based Simulation Education and Clinical Practice Education for Preoperative Nursing Care for High-risk Pregnant Women
314.	Antimicrobial Activity of Coptischinensis Extract against Dental Caries
315.	Analysis of Depression and Stress Trends of Families Receiving Basic Life Support for Dementia Patients: Based on the Community Health Survey in 2015, 2016 and 2017
316.	A Study on the Adjustment to the College Life:Focusing on Mediated Effect of Self-Differentiation 1958 Weon-Hee Moon, Jeong-Yeon Kim
317.	Study on the Oral Health Attitude and Behaviour and the Changes in Dental Plaque According to the Use of Qraycam
318.	Differences of Passive Ankle Stiffness in Post-Stroke Hemiplegia by Varying Angular Velocity between theParetic and Non-Paretic Side
319.	Factors Affecting Subjective Health Status in Adult Male Workers with Metabolic Syndrome Using Seventh Korean National Health and Nutrition Examination Survey (KNHANES, 2016-2018)
320.	Factors Influencing Self-rated Health Status in Middle-aged Women with Osteoporosis: Based on the 7 th Korea National Health and Nutrition Examination Survey
321.	A Study on Factors Affecting Communication Ability of Korean Nursing Students
322.	The Effects of ICT-based Public Health Center Mobile Health Care Project on Adult Health Risk Factors
323.	A Study on the Subjectivity of Organ Donation for Adults
324.	Attitude about Advanced Directives amongMiddle-aged Using QMethodology
325.	Effects of Smartphone Addiction on Radiology Students' Interpersonal Satisfaction

326.	Effects of Cognitive Exercise Therapy on Tactile Sensations of the Hands and Activities of Daily Living in Stroke Patients
327.	Effects of Voice Quality Improvement Program forProfessional Voice Users with Functional Voice Disorders
328.	The Study of the Correlation between Cognition Function and Quality of Sleep in the Elderly 2024 <i>Ju-Young Park, Yeong-Ae Yang</i>
329.	Effects of Acute Exercise Intensities on Blood Lipid and Growth Factors in Middle School Students with Intellectual Disabilities
330.	Comparison of Blue Light Blocking Effects of Tips andTinted Lenses for Dental Light Curing Machines
331.	Difference of Health Consciousness According to Living Environment and Economic Level of the Elderly in theUrban-Rural Complex Area
332.	Effects of 8-Week High Intensity Combined Exercise on Body Composition, Blood Lipid and CRP in Obese Middle Aged Men
333.	Effects of Lower Body Muscle Exercise onBlood Lipids and Homocystein
334.	Anticariogeniceffect of Sambucuswilliamsii var. Coreana NAKAI (S. Williamsii) Extract on Against Streptococcus Mutans
335.	This Development of a Medical Phantom toEvaluate the Function of Low Dose 3D MDCT 2063 Chang- Gyu Kim
336.	A Study on the Optometrist' Images between Major Students and Non-major Students
337.	The Study of Swedish Massage on Anxiety Situation and PPT in Stressed Office Workers
338.	Effects of Interest Inducing Activities Programs on the Attention and Self-efficacy of School-aged Children
339.	Comparison of Nurse Teachers and General Teachers and Nurses Happy Planet Index

XXIII

XXI	V
340.	Cognition and Behavior of Oral Health in Preschool Parents
341.	Big Data Analysis for Child Well-being on Academic Research
342.	Effect of Sanitizers and Disinfectants inStaphylococcus Saprophyticus
343.	The Effect of Task-based upper Limb Training on Activities of Daily Living and Upper Limb Function inChronic Stroke Patients
344.	The Effects of Task-oriented Mirror Therapy on theUpper Extremity Function and Brain Activation inChronic Stroke Patients
345.	An Effect of Communication Training Program on Communication Skills and Empathic Ability
346.	A Study on the Standardization of the6-Minute Walking Test for Elderly Koreans
347.	Study on the Relationship between General Health andOral Health According to Diabetes
348.	Analysis of Factors Affecting the Depression andQuality of Life in the Family Taking Care of Dementia Patients
349.	Effects of Low-Dye Taping Applied toChronic Stroke Patients on Gat Speed
350.	The Effect of Participation in Mentoring Program on Adjustment to College Life, Major Satisfaction, and Interpersonal Relationship Skill in the Nursing Students
351.	Evaluation of Effective Sound Insulation Method forNoise Generated by MRI
352.	Impact of Trademark Rights on a Company's Financial Performance: Focusing on Pharmaceutical Industry inSouth Korea
353.	The Effect of Recognition Level of Korean Elderly Long-Term Care Insurance System on Effectiveness Recognition
354.	The Effect of Power of Agility ofCore Stabilization Exercise by the Musical Type

		ΛΛΥ
355.	Policy Roadmap for Development Process and Re-establishing Women Friendly City Policy in Korea-Focusing on the Case of Dangjin City Yun-Jeong Kim, Hyun-Jung Kang, Min-Jung Kim,Sun-Young Seo, Sang-Jin Lee, Jun-Ho Lim, Jin-Ah	
356.	Effectiveness of Video Recording and Self-Evaluation forSkill Training in Undergraduate Nursing Education	2181
	Mi-Ran Eom, Sun Kyung Kim, Mi-Hyeon Park	
357.	The Effects of Depression and Anxiety on Psychological Well-being of College Students: Focusing on theEmotional Perception Clarity	2187
358.	A Comparative Study on Life Satisfaction on theDisabled Elderly and the Disabled Middle Aged Da-Yeon Shim, Su-Sun Park	2193
359.	Evaluation of Chest Compression Quality and Appropriateness in the Pediatric Cardiopulmonary Resuscitation	2199
	Jin-Hwa Kim ⁻ , Jee-Hee Kim, Hyun-Jung Kim	
360.	Factors Influencing Internet Game Addiction inMiddle School Students Eun Young Do, Yeon Ran Hong	2205
361.	Factors Influencing on-line Game Addiction of Children Yeon Ran Hong, Eun Young Do	2211
362.	A Study on the Factors Affecting Depression of theDisabled People in Korea Da-Yeon Shim, Su-Sun Park	2217
363.	A Study on the Status and Improvement of Physical & Mental Health for Middle-aged People	2223
364.	Skin Care Behaviors for Wellaging in Male Adults Jae-Young Park, Myung-Sun Lee	2228
365.	Relationship between Body Image, Growth Mindset, Grit, and Successful Aging in Korean Elderly: Moderated Mediation Effect of Hope Yeoun Kyoung Hwang, Chang Seek Lee	2234
366.	Effects of Various Deadlifts on the Muscle Activity of the Trunk and Lower Extremity	2241
367.	Factors Influencing Nursing Performance of Clinical Nurses: Focusing Communication Competency and Job Satisfaction	2246
368.	The Effects of Domestic Abuse Experience and Stress on Depression of Adolescents: The Moderated Mediation Effect of Teacher Relations	2252
369.	The Effect of Workers' Smartphone Addiction on Depression: Dual Mediation of Growth Mindset and Impulsiveness <i>Chang-Seek Lee, Ha-Young Jang</i>	2259

XXV

XXV	XXVI				
370.	Perceived Health Status, Psychological Well-Being and Health Promotion Behavior of College Students 226 In-Sook Park, Tae-Kyung Kim	55			
371.	Risk Analysis of Metabolic Syndrome Affecting Osteoarthritis: Focused on the 6th Korean National Health and Nutrition Survey	71			
372.	The Effects of Critical Thinking Disposition, Perception of Others and Empathy on Communication Competency among Students Majoring in Nursing	76			
373.	Changes in the Health-related Quality of Life amongKorean Adults: Data Comparison between 2007 and 2017	33			
374.	Effects of VR-based Rehabilitation Video for Visual Vertigo on Autonomic Nervous System and Subjective Immersion and Interest in the Elderly	€			
375.	Factors Affecting Health-related Quality of Life forSubjects with Breast Cancer	€			
376.	The Influence of Self-Efficacy, Self-Esteem, Aging Anxiety on Successful Aging in Middle-Aged Women)3			
377.	The Influence of Social Network and Depression on Successful Aging in the Elderly)9			
378.	The Effect of Healthcare Service of Employees at a Workplace Using Mobile	15			
379.	Actor and Partner Effects of Self-Efficacy and Social Support on the Colorectal Cancer Screening Behavior of Husbands and Wives: Based on the Actor-Partner Interdependence Model	21			
380.	The Correlation of the Star Excusion Balance test, Star Excusion Balance Test, Visual Feedback Balance Test	26			
381.	Study the Association between the Thyroid Autoimmunity Markers and Polycystic Ovary Syndrome in Euthyroid Women	31			

Legal Protection of Medical Records for Hospital Patients

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Abstract

Providing Medical Records in a health service facility is one indicator of service quality at the institution. Based on the data in the Medical Record, it can be assessed whether the services provided are good enough or not, and whether they are in accordance with standards or not. Therefore in medical partners is a picture of the process of health care for every patient who goes to the hospital. Based on Artic 1 of the Republic of Indonesia's Minister of Health Regulation No. 269 / MENKES / PER / III / 2008, that medical record is a file containing records and documents about patient identity, examination, treatment, actions and other services provided to patients. This means that the medical record is a systematic procedure given to the patient and the hospital patient's right to know.

Keywords: Legal Protection, Medical Records and Hospitals

Introduction

Good hospital services cannot be separated from the patients medical record, where the medical record is written and recorded information about the identity, history, physical determination, laboratory, diagnosis and medical action given to patients whether hospitalized, outpatient or receiving emergency services. Medical records have a very broad understanding, not just recording activities, but also have an understanding as a system of organizing medical records that starts recording as long as patients receive medical services, followed by handling medical record files which include organizing storage and releasing files from storage for serving requests or porrowing from patients or for other purposes. Medical records are part of the archive that describes all activities by an agency within a certain period. The hospital must have a medical record as a standard of service in the health sector that is useful for improving quality in providing optimal services to all clients. The existence of records plays a significant role in determining policies and work guidelines for achieving the vision and mission of an agency. Medical records

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E-mail: aguspps1@gmail.com Jl. Raya Serang - Jakarta, Panancangan, Cipocok Jaya, Serang City, Banten 42124 have an important role to support the achievement of orderly administration in efforts to improve health services in hospitals and must be managed properly that is beneficial for patients, doctors and hospitals. Problems in the medical record will be seen as insignificant, but will greatly affect health services, as argued by Nugraheni.¹ Therefore, the existence of a medical record can provide health services according to standards based on the objective condition of the patient through his medical history.

Providing Medical Records in a health service facility is one indicator of service quality at the institution. Based on the data in the Medical Record, it can be assessed whether the services provided are good enough or not and whether they are in accordance with standards or not. For this reason, the government, in this case the Ministry of Health, felt that it was necessary to regulate the procedure for organizing Medical Records in a Minister of Health regulation to make it clear. Broadly speaking, the implementation of the Medical Record in the Minister of Health Regulation is regulated as follows (RI Minister of Health Number 269 / MENKES / PER / III / 2008):

1. The Medical Record must be immediately made and fully completed after the patient receives the service (article 4). This is so that the data recorded is original and nothing is forgotten because of the grace period.

206 Medico-legal Update, January-March 2020, Vol.20, No. 1

2. Every record of Medical Records must be affixed with the name and signature of the health service officer. This is needed to facilitate the system of accountability for the recording (Article 5), as opined by Nurani.²

Medical records recorded by the hospital must be known by patients as a form of patient rights.

Research Methodology

In research, the method is a means to measure the validity of research conducted by researchers. Therefore in this study related to "Legal Protection of Medical Records for Hospital Patients", focus on the object of the medical record and the rights of hospital patient by conducting qualitative research and normative juridical approaches.

Findings and Discussion

Indonesia's national goal is to advance public welfare, to educate the nation's life, and to participate in maintaining world order as stated in the Preamble to the 1945 Constitution of the Republic of Indonesia. Public welfare itself means security, order, the fulfillment of needs and health. In order for a human being to live productively and be active, health is needed. In realizing health, surely efforts are needed such as promotive, preventive, curative and rehabilitative. Bambang Poernomo mentioned about health efforts in the health law that "health efforts are activities to maintain and improve health carried out by the government and or by the public by using the services of health workers," as argued by Poernomo³ which is based on professional standards and services.

The hospital is an institution that plays a role in health care. Soekidjo Notoatmojo said that the organization of hospitals prioritized social functions that were intended:⁴

a. Facilitate community access to health services.

b. Provide protection for patient safety, the community, the hospital environment and human resources at the hospital.

c. Improve quality and maintain hospital service standards.

d. Provide legal certainty to patients, the community, hospital human resources, and hospitals itself.

According to Permenkes No.82 of 2013 concerning

SIMRS is a communication information technology system that processes and integrates the entire flow of hospital services in the form of a network of coordination, reporting and administrative procedures to obtain information precisely and accurately and is part of the Health Information System. SIMRS management must be able to improve and support the process of health services in hospitals including speed, accuracy, integration, service improvement, efficiency improvement, ease of reporting in operational implementation, as argued by Novia.⁵

The medical record is one of the most important pillars, so the organization of medical records must be managed with professional personnel. The role of medical records is needed to manage evidence of health services safely, comfortably, efficiently, effectively and confidentially. The medical record unit is one of the units in the hospital that plays an important role in providing patient data and information related to health services received by patients. The quality of health data and information is important to consider. Quality data and information obtained from the performance of good medical records officers, as opined by Utami.⁶

The hospital as an individual health service facility is part of the health resources that are indispensable in supporting the implementation of health efforts. The delivery of health services no hospitals has very complex characteristics. In the era of globalization, hospitals need to prepare themselves to compete. The rapid development of science and technology (science and technology) has led to increasing public demands for hospitals to provide fast and professional health services to he needs of medical information. Hospitals must run medical records properly. In a complete and correct medical record, information can be obtained that can be used for various purposes. These requirements include evidence for court, education and training, and can be used for analysis and evaluation of hospital service quality. Given the many uses of medical records, it is necessary to control the filling out of medical record forms, according to Winarti.7

Medical record document storage system is one very important factor in providing services in hospitals. Medical record document storage system provides data availability about all services that have been provided to patients. Therefore, medical record document storage must be managed properly to be able to provide optimal service to patients. According to Permenkes 269 of 2008 concerning medical records, medical record document storage space can be used to accommodate active medical record documents for five years, whereas according to the Director-General of Medical Services Development in 2006 storing medical record documents is recommended or recommended to use the system centralized storage with the alignment of the final number system, as argued by Kusnadi.⁸ So that the patient's patient record will always be maintained, to find out the patient's history.

Improved health services are intended to increase awareness, comfort and ability to live healthy for every citizen in order to realize optimal health status as one of the elements of the general welfare as mandated in the opening of the 1945 Constitution of the Republic of Indonesia. Health Personnel as one of one main component of health service providers to the community has a very important role because it is directly related to the quality of service. Implementation of health efforts must be carried out by doctors and dentists who have high ethics and morals, justice and authority that must be continuously improved. One of the main elements in a prime health care system is the availability of medical services by doctors and dentists whose quality is maintained in accordance with the mandate of Law Number 29 of 2004 concerning Medical Practices. In the implementation of medical practice, every doctor and dentist must refer to the applicable standards, guidelines and procedures so that the community can obtain professional and safe medical services. By providing good services, it will lead to public confidence in hospitals and doctors.

In order to realize optimal health status for the whole community, it is necessary to improve the quality of health services which must be accompanied by adequate supporting facilities, among others through the implementation of Medical Records (hereinafter referred to as RM) in each health care facility in the form of examinations, treatment and care. Examination, treatment and care give birth to a legal relationship between the patient or his family with a doctor and / or hospital, which is recorded in the "Medical Record", according to Sudjana.⁹

According to Regulation of the Minister of Health No.269/MENKES/PER/III/2008, the requirements for quality 2 edical records are: related to the completeness of the contents of the medical record; accuracy; the accuracy of medical record records; punctuality; and fulfilment of legal aspects requirements. Meanwhile,

Medico-legal Update, January-March 2020, Vol.20, No. 1 207

if referring to the hospital's minimum service standard (SPM) guidelines, there are four quality target indicators, one of which is the timely delivery of medical record documents, according to Winarti.⁷

In the implementation of health services, each hospital is required to provide quality services is the implementation of medical records. The role of the medical record is very important and is very attached to the service activities because such records are useful for recording the patient's condition, examination results and the actions given at that time. Today, the rapid development of technology has penetrated various sectors including health. In this case the researcher wants to examine developments in the medical record section, where the medical record is very influential in the implementation of patient services. Medical records will be a reference in the handling of patients let alone returning to treatment so that doctors can be easier, faster and more precise in the examination and treatment of patients. The medical record is an asset to ensure the smooth running of health services, therefore an electronic-based medical record (medical records information system) is needed that is easy to use and useful to help the doctor's performance inpatient care. Basically an electronic medical record is the use of electronic methods for the collection, storage, processing and accessing of medical records of patients in hospitals that have been stored in a multimedia data basis management system that collects various sources of medical data, as opined by Dharmawan.10

Realizing the application of electronic medical records, previously required the process of migrating paper medical records to electronic medical records, namely a series of processes that began with the introduction of electronic medical records and their benefits¹¹ and they were able to use them when providing services to patients¹².

Conclusion

Medical records are hospital actions performed on patients related to identity and related to the history of treatment given by doctors and hospitals to patients. With the existence of a medical record is an effort to provide the service standards needed for hospital patients. Medical records are regulated in 1 Regulation of the M21ster of Health of the Republic of Indonesia Number 269 / MENKES / PER / III / 2008. Medical records are an effort to occur in the practice mall in the 208 *Medico-legal Update, January-March 2020, Vol.20, No. 1* field of health services for patients.

Ethical Clearance: Yes

Conflict of Interest: No

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