

Legal Protection for Medical Personnel Who Neglect Their Duties in Performing Medical Procedures Under Law No. 17 of 2023 on Health

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Abstract:

This study examines the legal protection of medical personnel who commit negligence in medical procedures within the framework of Law Number 17 of 2023 concerning *Kesehatan*. Legal conflicts involving medical professionals often create destructive and counterproductive impacts on the overall health service system, making it essential to understand the balance between accountability and protection. The objective of this research is to analyze the types of legal sanctions applicable to negligent medical personnel, as well as the scope of legal protection granted to them under Indonesian health law. The research applies a normative legal approach, utilizing deductive and inductive reasoning, and employs both conceptual and statutory methods. Primary, secondary, and tertiary legal materials are used to support the analysis. The findings indicate that negligent medical personnel may be subject to administrative, civil, or criminal sanctions. Civil liability, especially when patient harm occurs, is prioritized through alternative dispute resolution mechanisms outside the court (Article 308 paragraph (1) of Law No. 17/2023). Criminal liability is applicable when medical personnel are proven to have engaged in unlawful conduct, but it requires a recommendation from a professional discipline panel appointed by the Minister of Health. Importantly, Article 273 paragraph (1) letter a affirms that medical personnel are entitled to legal protection provided they perform their duties in accordance with professional standards, service standards, operational procedures, medical ethics, and patient health needs. In conclusion, the law aims to establish legal certainty that ensures accountability while safeguarding medical personnel from unjust criminalization. This framework strengthens professional integrity, enhances patient protection, and fosters public trust in the healthcare system.

Keywords: Health, Legal Protection, Medical Personnel, Medical Procedures.

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INTRODUCTION

Health is one of the human rights recognized by the constitution as a constitutional right of citizens (Ahmad Basuki Kurniawan and Nasrul Hadi Purwanto, 2024). This is in accordance with the mandate of Article 28H paragraph (1) of the 1945 Constitution of the Republic of Indonesia, which states that health is a human right or the right of self-determination that must be realized through the provision of safe, high-quality health care by the government and health care services (Sarah Imelda and Ezzah Nahrisah, 2019). This means that health is a right of the people that must be fulfilled by the state. Health services are a crucial aspect that should be fully managed by the state to ensure that health care is accessible to all citizens equally.

Health services are all forms of activities or a series of activities provided directly to individuals or communities that maintain and improve the health of the community. Health services include efforts and activities in the form of prevention (*preventif*), treatment (*kuratif*), improvement (*promotif*), and

recovery or rehabilitation (Yuni Fitriana and Kurniasari Pratiwi, 2018). In the context of healthcare, hospitals act as central healthcare providers, especially for curative and rehabilitative healthcare services for the community.

The implementation of health services in Indonesia still often shows public dissatisfaction with the available health services. This dissatisfaction is influenced by various factors, including misunderstandings or miscommunication between medical and health personnel and patients, timeliness of care, doctors who may be difficult to reach, the patient admission system at the Emergency Department (*ED*) which tends to be slow, and a lack of understanding regarding the rights and responsibilities of patients as well as medical staff or healthcare workers (Yohnly Boelian Dachban, Redyanto Sidi, and Yasmirah Mandasari Saragih, 2023).

These days, medical practices are also receiving a lot of attention and criticism from different groups in society. Negligence and carelessness in medical practices are seen as malpractice that could potentially cause serious medical risks. Additionally, such negligence and errors in medical procedures are also attributed to the lack of professionalism among medical staff in providing healthcare services in accordance with Standard Operating Procedures (*SOP*). This, of course, impacts patient satisfaction with healthcare services.

Responses to dissatisfaction are also expressed in various forms, such as complaints to healthcare providers about services and claims for medical treatment deemed harmful to patients. Responses to dissatisfaction often end in lawsuits or legal actions against medical personnel, healthcare workers, and healthcare providers (Inez Vieren Santosa et al., 2023). Legal action is taken on the grounds that the healthcare provider was deemed to have harmed the patient in terms of medical treatment, resulting in medical risks in the form of both physical and material losses. This phenomenon could certainly have been prevented if both the patient and the healthcare provider (in this case, medical and healthcare personnel) had a comprehensive understanding of the rights and obligations of each party in accordance with applicable regulations.

In Indonesia, the legal framework related to health is regulated in Law Number 17 of 2023 concerning *Kesehatan*. The formulation of health legislation is fundamentally aimed at providing regulatory solutions to address various health-related issues in Indonesia. This law is also expected to serve as a legal framework capable of providing legal protection for healthcare providers, particularly medical personnel and healthcare workers who may be negligent in performing medical procedures (Vidi Galenso Syarief, 2023).

Legal protection for healthcare workers means that healthcare development must provide legal protection and certainty, both to providers and recipients of healthcare services. All citizens have the right to legal protection of their person, privacy, life, honor, and property, including doctors and other healthcare professionals. If healthcare workers are harmed by the actions of another party, whether intentionally or *lalai* [A1], they may seek legal accountability from such parties, whether through civil, criminal, or administrative proceedings, as well as compensation, legal assistance, restoration of reputation, and this can be seen from the rights and obligations of healthcare workers (Gunawan Wahyudiono, Joko Ismono, and Nuryanto A. Daim, 2024).

The central research problem addressed in this study is the apparent tension between ensuring accountability for medical errors and providing adequate legal protection for healthcare professionals. This problem has become increasingly urgent due to the rising number of legal cases against medical personnel, which has created a climate of defensive medicine and professional uncertainty. The urgency of this research is underscored by reports indicating that fear of litigation is affecting medical decision-making and potentially compromising the quality of healthcare delivery in Indonesia.

Previous research in this area has shown significant limitations in addressing the comprehensive legal framework for medical personnel protection. While studies have examined individual aspects of medical malpractice law or professional ethics, there has been insufficient research on how the integrated legal system under Law No. 17 of 2023 addresses both accountability and protection concerns. The research gap identified is the lack of comprehensive analysis of how the new health law's provisions work together to create a balanced system of accountability and protection for medical personnel.

The novelty of this research lies in its systematic examination of the three-tier sanction system established under Law No. 17 of 2023, combined with its analysis of the protective mechanisms that shield healthcare professionals from unjust legal action. This study is the first to comprehensively analyze how the professional discipline panel system integrates with alternative dispute resolution mechanisms to create a more balanced approach to medical error cases.

The specific objectives of this research are: (1) to analyze and categorize the different types of legal sanctions applicable to medical personnel who commit negligence in medical procedures; (2) to examine the scope and effectiveness of legal protection mechanisms provided to healthcare workers under Law No. 17 of 2023; and (3) to evaluate how the dispute resolution framework balances patient rights with professional protection. The benefits of this research include providing clarity for medical professionals regarding their legal rights and obligations, offering guidance to legal practitioners handling medical negligence cases, and contributing to policy discussions about improving the healthcare legal framework in Indonesia.

From the above description, it can be seen that there are still many cases or legal actions taken against health workers who are deemed to have committed medical violations or malpractice against patients. From a humanistic perspective, medical personnel, as human beings, are certainly not immune to limitations in carrying out their professional duties and obligations. Given this, legal protection is needed for healthcare workers and medical personnel in performing their professional duties so they can work optimally in providing healthcare services to the community. Therefore, the researcher is interested in conducting a study titled “Legal Protection for Healthcare Workers Who Neglect Their Medical Duties in Healthcare Services Based on Law Number 17 of 2023 on *Kesehatan*.”

RESEARCH METHOD

This research is a type of normative legal research or library research, which is *penelitian kepustakaan* to find the principles and rules of law to answer legal issues in accordance with the characteristics of legal science. Normative legal research is used to find the truth based on the logic of legal science from a normative perspective. This study uses a legislative approach to examine various relevant laws and regulations pertaining to legal issues, specifically Law Number 17 of 2023 on *Kesehatan*. In addition, the researcher also uses a conceptual approach to understand the concepts of legal protection for medical personnel who are *lalai* [\[A1\]](#) in performing medical actions in health services based on Law Number 17 of 2023 concerning *Kesehatan*.

The data used in this study consist of primary and secondary data. Primary data are data sourced directly from the field. Primary data in this study were obtained from the research subjects, namely the community directly. Secondary data were obtained from reference materials sourced from various legal sources (Suratman and Philipps Dillah, 2020). The legal sources in this study consist of primary legal sources, secondary legal sources, and tertiary legal sources. Primary legal sources consist of various regulations and legislation relevant to health. Secondary legal sources consist of literature,

books, articles, and other scientific journals related to legal protection in the field of health. Tertiary legal sources consist of all additional information obtained from dictionaries, the internet, or other sources.

The data in this study were collected through literature review or document study techniques. The literature review in this study was carried out by systematically studying and analyzing legal materials related to the research topic. The collected data were then analyzed using descriptive analysis techniques. This analysis technique was used to describe and explore the forms of legal sanctions and legal protection for negligent medical personnel based on Law Number 17 of 2023 concerning *Kesehatan*.

RESULTS AND DISCUSSION

Legal Sanctions for Medical Personnel Who Neglect to Perform Medical Procedures in Health Services based on Law No. 17 of 2023 concerning Health

In general, medical personnel who are negligent in performing medical procedures can be subject to three types of sanctions: administrative sanctions, civil sanctions, and criminal sanctions. Administrative sanctions can be imposed on medical personnel who violate administrative regulations. Violations of administrative policies or legal regulations may result in administrative legal sanctions, such as the revocation of business licenses or the revocation of legal status for healthcare providers. Additionally, sanctions for healthcare professionals may include verbal or written reprimands, the revocation of practice licenses, the suspension of regular salary increases, or the postponement of promotions to a higher rank.

Civil sanctions may be imposed on medical personnel who commit unlawful acts in the practice of health services. Unlawful acts include negligence, errors in providing treatment, and violations of applicable laws and regulations. Civil sanctions may include compensation, fines, or contract termination by the hospital. Criminal sanctions may be imposed if healthcare professionals commit a criminal offense that violates the law in the practice of healthcare services. Criminal sanctions may include imprisonment and/or fines. Any healthcare professional who violates procedures or breaches professional standards may be subject to criminal, civil, or administrative sanctions, depending on the nature of the offense and the applicable sanctions under the law.

From a civil law perspective, healthcare services involve therapeutic transactions between medical personnel and patients. This means that mutual rights and obligations arise between medical personnel and patients. If these rights and obligations are not fulfilled by each party in a therapeutic transaction, it will result in losses for the other party. The fulfillment of these rights and obligations is not solely focused on the provision of healthcare services but is more complex, encompassing medical negligence in providing treatment to patients. In cases of negligence in providing treatment, the party that has been harmed, namely the patient, may seek compensation for the losses incurred. The behavior of healthcare professionals that harms patients in therapeutic transactions may be categorized as unlawful acts and may be subject to civil penalties to compensate for the losses caused.

Errors or negligence by medical personnel in providing treatment constitute a violation of healthcare services. Such errors or negligence can result in losses, both physical and material, to patients. This will certainly damage public trust in healthcare institutions or hospitals. In this case, the public, as healthcare consumers, are given legal protection for the rights they should receive as consumers of healthcare services.

Based on Article 193 of Law Number 17 of 2023 concerning Health, hospitals are legally responsible for all losses caused by negligence committed by hospital health personnel (Azzahra, 2020). Medical personnel in this case are considered human resources within the hospital, so compensation for damages suffered by patients can also be sought from the hospital as the responsible party. This legal basis can serve as a legal umbrella in the field of health for patients who suffer losses due to negligence or errors committed by medical personnel.

Patient protection as health consumers is also regulated in Law No. 8 of 1999 concerning Consumer Protection. Based on this regulation, it is explained that patients in this case are positioned as consumers who are entitled to obtain health services or care in accordance with what is agreed upon in the therapeutic transaction (Ahmad Basuki Kurniawan and Nasrul Hadi Purwanto, 2024).

Article 19 paragraph (1) of the Consumer Protection Law states that "business actors are responsible for providing compensation for damage, contamination, and/or losses suffered by consumers as a result of consuming goods and/or services produced or traded." Based on this provision, it is clear that losses suffered by patients or victims of medical negligence by healthcare professionals may seek compensation from the relevant parties. Furthermore, Article 19(2) of the Consumer Protection Law also states that consumer protection may take the form of a refund, replacement of goods or services of equivalent value, or medical care in accordance with the provisions of applicable laws and regulations.

From a civil law perspective, the legal relationship between patients and medical personnel is a legal agreement (*verinten*). A legal agreement is a legal relationship between two or more parties in which one party has obligations and the other party has rights over something (Muharam, Chaniago, and Mujito, 2023). Entitled to something referred to here means that patients undergoing treatment are entitled to receive medical treatment or procedures in accordance with medical service standards. On the other hand, the obligation referred to here means performing professional duties as medical personnel in accordance with procedures in providing health services to patients (Holijah et al., 2023). In cases where medical personnel fail to perform their duties in accordance with professional standards and cause physical or mental harm to patients, or even loss of life, they may be subject to sanctions for medical negligence or malpractice.

Medical negligence or malpractice can be defined as a form of deviation in the handling of health problems by medical personnel, resulting in adverse effects on the patient (Deri Mulyadi, 2020). Negligence refers to attitudes or actions that deviate from the norms of the profession and carelessness in providing treatment. Negligence or medical malpractice occurs due to an element of error in the form of negligence or culpa. Culpa is an error caused by a lack of caution on the part of medical personnel, resulting in unintentional medical negligence (Siti Rokayah and Gunawan Widjaja, 2022).

Civil lawsuits arising from medical negligence or malpractice are disputes between medical personnel and hospitals on the one hand, and patients or their families on the other. From a civil law perspective, medical personnel who fail to perform their duties in accordance with standard procedures are deemed to have committed a breach of contract. Medical personnel are considered to have breached their contract if they have performed their medical duties but failed to do so in accordance with what was promised. In such cases, medical personnel may be held liable. This aligns with the provisions of Article 1371(1) of the Civil Code, which states that if medical personnel fail to

fulfill their contractual obligations by committing professional errors, they may be deemed to have breached their duties and may be held liable for compensatory damages.

In the field of healthcare, criminal liability for doctors as healthcare professionals is regulated under the Criminal Code (KUHP) and the Health Law No. 17 of 2023. Article 359 of the Criminal Code states that any individual or group whose negligence or carelessness causes the death of another person shall be liable to imprisonment for a maximum of five years or detention for a maximum of one year. Furthermore, Article 360(1) also stipulates that anyone whose negligence or carelessness causes another person to suffer serious injuries shall be liable to imprisonment for a maximum of five years or detention for a maximum of one year.

Pursuant to Article 440(1) of the Health Law No. 17 of 2023, it is further specified that any medical or healthcare professional who commits negligence resulting in serious injury to a patient shall be punished with imprisonment for a maximum of 3 (three) years or a fine of up to Rp.250,000,000.00. Furthermore, paragraph (2) adds that if the negligence results in death, the medical or healthcare professional may be sentenced to a maximum of 5 (five) years' imprisonment or a maximum fine of Rp.500,000,000.00 (five hundred million rupiah). The criminal provisions set forth in Law No. 17 of 2023 on Health constitute special provisions (*lex specialist*) under the Criminal Code. These criminal provisions apply solely to administrative violations subject to criminal penalties.

In general, medical errors committed by medical personnel can be categorized into two types, namely: (a) intentional or *dolus*, which is an act that is intentional due to a specific motive and purpose and is carried out with awareness, and (b) negligence or *culpa*, which is a lack of care or foresight (carelessness) that results in certain medical consequences. From a criminal liability perspective, a healthcare professional may be held liable if the following elements are present: (1) an act that is unlawful, (2) the ability to be held responsible and understand the consequences or risks of the action, and (3) the presence of fault in the form of intentional misconduct (*dolus*) or negligence (*culpa*).

Based on research conducted regarding medical negligence at the Cut Nyak Dien Meulanoh Regional General Hospital in West Aceh, it was found that the panel of judges sentenced two medical personnel to two years in prison. In this case, the healthcare workers committed negligence in the form of medical procedures, specifically administering injections to patients, which resulted in the patients' deaths. In light of this case, the healthcare workers in question violated Article 84 of Law Number 36 of 2014 on Healthcare Workers in conjunction with Article 359 of the Criminal Code (Sanusi, 2022). The verdict handed down by the panel of judges has sparked controversy because it is considered unfair. The actions committed by the healthcare worker fall under the category of gross negligence, resulting in the patient's death, yet the punishment was only two years in prison. Pursuant to the provisions of the Health Law No. 17 of 2023, healthcare workers who commit errors in the provision of healthcare services and cause the death of a patient may be held criminally liable, facing a maximum prison sentence of five years or a maximum fine of Rp.500,000,000.00 (five hundred million rupiah).

In healthcare practice, medical personnel who have committed errors or negligence may be held criminally liable through the imposition of sanctions, including: (a) if causing harm to the patient, Article 310 of Law No. 17 of 2023 on Health requires the resolution of disputes to be addressed first through alternative dispute resolution outside of court; (b) if the error committed by the healthcare professional is fatal and cannot be resolved through alternative dispute resolution outside of court, Article 440(1) and (2) impose criminal penalties of imprisonment or a fine in accordance with

applicable regulations; (c) If the error and negligence result in the death of another person, Articles 359 and 360 of the Criminal Code impose imprisonment as criminal liability.

Legal Protection for Medical Personnel Who Neglect to Perform Medical Procedures in Health Services

Health worker protection is an important aspect of a health system, particularly in terms of the professionalism and safety of medical personnel, which includes guarantees of professional, safety, and legal protection. This aims to increase public trust in health workers and ensure the safe and effective performance of their duties. Healthcare worker protection is regulated separately in several laws and regulations, which are then integrated into the latest regulations under Law No. 17 of 2023 on Health.

Based on Law Number 17 of 2023 concerning Health, the rights of health workers that must be guaranteed in carrying out their practice include: (a) the right to legal protection while performing their duties in accordance with professional standards, professional service standards, standard operating procedures, and professional ethics; (b) the right to receive complete and accurate information from healthcare recipients or their families; (c) the right to receive compensation in accordance with applicable laws and regulations; (d) the right to protection regarding safety, occupational health, and security; (e) the right to protection from treatment that is inconsistent with human dignity, morality, decency, and social and cultural values; (d) the right to receive recognition and opportunities for self-development; and (e) the right to refuse requests from patients or other parties that conflict with professional standards, service standards, operational procedures, ethical codes, and legal regulations.

Before the enactment of Law No. 17 of 2023 on Health, protection for healthcare workers in Indonesia was still limited and tended to be ineffective. However, with the enactment of this law, the scope of protection for healthcare workers has now been expanded. The difference in the rights of healthcare workers under Law No. 36 of 2014 (the old health law) and Law No. 17 of 2023 (the new health law) lies in the emphasis and addition of more detailed aspects.

The latest health law places greater emphasis on professional ethics, patient health needs, and protection from treatment that is not in line with values. This mandate is contained in Article 273 paragraph (1) of Law Number 17 of 2023 concerning Health. Additionally, there are enhancements to rights and protections, including wages or salaries, performance bonuses, health insurance, employment security, and opportunities for professional development for healthcare workers. The emphasis on the right to cease healthcare services represents a significant innovative update to the regulations. The latest health law grants healthcare workers the authority and right to refuse actions that violate ethical and humanitarian principles.

The implementation of legal protection under Law No. 17 of 2023 has shown a significant improvement. This can be seen through the implementation of the law in resolving disputes related to health services. In accordance with the provisions of Article 304 of the law, in order to support the professionalism of medical and health personnel, it is necessary to enforce professional discipline and establish a Council to address various forms of disciplinary violations. The Council in this context also aims to uphold medical ethics without regard to professional organizations, types of doctors, or specializations.

Based on Article 306 paragraph (3) of the latest Health Law, if there is an error in health services that leads to a dispute, the first step in resolving it is to report it to the Professional Disciplinary

Council, whose decision is binding. Furthermore, the Disciplinary Examination Council will examine the truth of the alleged violations by medical and health personnel. In cases where the dispute involves allegations of criminal conduct, the resolution of the dispute will prioritize restorative justice mechanisms in accordance with the provisions of Article 310 of Law No. 17 of 2023 on Health.

Referring to Law No. 17 of 2023, the government proposes additional legal protection for doctors, nurses, midwives, and other health workers as long as they provide services to the community (Vidi Galenso Syarief, 2023). The provisions in the law aim to protect medical and health workers from having to deal directly with law enforcement officials in the process of resolving legal disputes, before resorting to out-of-court settlements. In general, out-of-court settlement of legal disputes in health services includes ethical and disciplinary hearings. On the other hand, hospitals, as the institutions that oversee them, are also required to protect and provide legal assistance to medical and healthcare personnel performing their duties in the form of legal consultations and/or accompaniment in dispute resolution.

Article 273(2) of Law No. 17 of 2023 stipulates that medical and health workers may cease providing healthcare services if they are subjected to treatment that is inconsistent with human dignity, morality, decency, and social and cultural values. In this provision, the law explicitly provides legal protection to medical personnel and healthcare workers in cases of bullying. This aims to implement an anti-bullying concept for medical personnel and healthcare workers within the healthcare sector.

Legal protection provisions for medical personnel are also stipulated in Article 193 of Law Number 17 of 2023 concerning Health. This article stipulates that hospitals are legally responsible for all losses caused by negligence on the part of hospital health personnel. In this context, medical personnel and healthcare workers are the most critical human resources in hospital healthcare services. Based on the provisions of this article, it can be understood that any errors or negligence committed by medical personnel are the responsibility of the hospital and are not personally attributed to the medical personnel involved.

Furthermore, legal protection for medical personnel is also stipulated in Article 393 paragraph (1) of the Health Law, which regulates that medical personnel and health workers in carrying out efforts to combat outbreaks and epidemics are entitled to legal protection and security as well as health insurance in carrying out their duties. Given the various forms of legal protection outlined above, it can be understood that medical personnel and healthcare workers in Indonesia are legally protected in the performance of their professional duties, which are aimed at providing healthcare services to the broader community.

The policies outlined in the latest Health Law have naturally sparked debate among medical and healthcare professionals. The provisions of this law have the potential to create legal uncertainty regarding professional organizations in the fields of medicine, dentistry, nursing, midwifery, and pharmacy. This is because the enactment of Law No. 17 of 2023 on Health officially repeals and does not reinstate nine other laws related to professional and health matters. The laws that have been repealed and are no longer in effect include, among others, Law No. 4 of 1984 on Communicable Diseases, Law No. 29 of 2004 on Medical Practice, Law No. 36 of 2009 on Health, Law No. 44 of 2009 on Hospitals, Law No. 18 of 2014 on Mental Health, Law No. 36 of 2014 on Health Workers, Law No. 38 of 2014 on Nursing, Law No. 6 of 2018 on Health Quarantine, and Law No. 4 of 2019 on Midwifery.

CONCLUSION

Law No. 17 of 2023 on *Kesehatan* establishes a comprehensive legal framework that balances accountability and protection for medical personnel in Indonesia. Medical personnel who commit negligence in medical procedures may be subject to a graduated system of legal sanctions comprising *administrative*^[A1], civil, and/or criminal penalties. The law prioritizes alternative dispute resolution through specialized professional disciplinary councils, ensuring that medical personnel are not immediately subjected to criminal proceedings without proper professional evaluation. In cases where medical personnel are suspected of committing errors in the performance of their professional duties that result in harm to patients, any disputes arising from such errors shall first be resolved through civil means via alternative dispute resolution outside of court. Medical personnel suspected of committing acts that violate the law in the performance of medical procedures may be subject to criminal sanctions based on recommendations from a panel established by the minister in the exercise of their duties in the field of professional discipline.

The legal protection framework established under Law No. 17 of 2023 represents a significant advancement in safeguarding healthcare professionals while maintaining accountability standards. Legal protection for medical and healthcare personnel who are negligent in providing medical treatment in accordance with Law No. 17 of 2023 is realized through out-of-court dispute resolution by a special council to uphold the medical code of ethics. In cases where the dispute involves allegations of criminal offenses, the resolution of disputes will prioritize restorative justice mechanisms in accordance with legal provisions. The role of the Special Panel in resolving legal disputes allows medical personnel to avoid direct confrontation with law enforcement authorities. In simple terms, cases involving medical personnel will be handled by the Special Panel before entering the criminal justice system.

To further strengthen this legal framework, several recommendations are proposed: (1) establishing clearer guidelines for the professional disciplinary councils to ensure consistent decision-making across different cases; (2) developing comprehensive training programs for healthcare professionals on their rights and obligations under the new law; (3) creating accessible legal assistance mechanisms for medical personnel facing legal disputes; (4) implementing regular monitoring and evaluation systems to assess the effectiveness of the alternative dispute resolution mechanisms; and (5) fostering better communication between healthcare institutions, legal professionals, and regulatory bodies to ensure smooth implementation of the protective measures. These improvements will enhance the law's effectiveness in achieving its dual objectives of ensuring accountability while protecting healthcare professionals from unjust legal action.

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