

DAFTAR PUSTAKA

- Agusinta, L. (2020) *Pengantar Metode Penelitian Manajemen* . Edited by T. Lestari. Surabaya: CV. Jakad Media Publishing .
- Ahkam, Z.A. Muchlis, M and Samsualam. (2021) “Implementasi Sistem Rujukan Terintegrasi (SISRUTE) di RSUD Labuang Baji Kota Makassar,” *Journal of Muslim Community Health (JMCH)*, 2(2), pp. 98-111.
- Amelia, I.M., and Sambo, S.W. (2025) “Analisis Implementasi Kebijakan Jaminan Kesehatan Nasional (JKN) di Fasilitas Kesehatan Tingkat Primer (FKTP),” *Journal of Golden Generation Health*, 1(2), pp. 7-12. Available at: <https://doi.org/10.65244/jggh.v1i1.28>.
- Antari, P.M.S., Kurniati, N.M. and Putri, K.F.A. (2023) “Evaluasi Penerapan Sistem Rujukan Terintegrasi (SISRUTE) dari Puskesmas ke Rumah Sakit Jiwa Provinsi Bali,” *Jurnal Kesehatan, Sains, dan Teknologi (JAKASAKTI)*, 2(3), pp. 129–138. Available at: <https://doi.org/10.36002/js.v2i3.2704>.
- Arib Rusli *et al.* (2025) “Strategi Pengumpulan dan Pengelolaan Data dalam Penelitian Pendidikan: Kajian Teoretis dan Praktis,” *Jurnal IHSAN : Jurnal Pendidikan Islam*, 3(3), pp. 573–581. Available at: <https://doi.org/10.61104/ihsan.v3i3.1045>.
- Aris Andrianto and Reny Mareta Sari (2025) “Factors Affecting the Implementation of SISRUTE Version 2 as Referral System by Public Health Center in Kediri City,” *Journal of Global Research in Public Health*, 10(1), pp. 52–56. Available at: <https://doi.org/10.30994/jgrph.v10i1.557>.
- Asnel, R. and Kurniawan, C. (2020) “Analisis Faktor Kelelahan Mata pada Pekerja Pengguna Komputer,” *Jurnal Endurance : Kajian Ilmiah Problema Kesehatan*, 5(2). pp. 356-365. Available at: <http://doi.org/10.22216/jen.v5i2.4454>.
- Badan Pusat Statistik (2023) *Statistik Kesehatan 2022*.
- Bancin, L. *et al.* (2020) “Gambaran Sistem Rujukan Terintegrasi (SISRUTE) di RSUD dr. RM Djoelham Binjai Tahun 2019,” *Jurnal Ilmiah Perekam dan Informasi Kesehatan Imelda Edisi Februari* , 5(1), pp. 16-19. Available at: <https://doi.org/10.52943/jipiki.v5i1.347>.
- Bato, D.C. Kepel, B.J. and Posangi, J. (2024) “Analisis Pelaksanaan Sistem Rujukan Peserta Jaminan Kesehatan Nasional dari Dokter Keluarga ke RSUD GMIM Tonsea Airmadidi,” *Jurnal Kesehatan Tambusai*, 5(1), pp. 1068-1086.
- Cao, X., Li, G. and Zhao, H. (2025) “Can Telemedicine Help Integrate The Referral-Based Healthcare System? An Economic and Operational Analysis,” *PLOS One*, 20(11), p. e0336490. Available at: <https://doi.org/10.1371/journal.pone.0336490>.

- Cynthia, Antonio, F. and Wuisan, D. (2023) “Antecedents of Online Patient Experience of the Hospital Telemedicine Application and Its Consequences,” *JMMR (Jurnal Medicoeticolegal dan Manajemen Rumah Sakit)*, 12(2), pp. 196–215. Available at: <https://doi.org/10.18196/jmmr.v12i2.51>.
- Dadus, C.O.D., Littik, S.K.A. and Soegianto, S.D.P. (2023) “Implementation of A Referral System for National Health Insurance Patients in Werang Health Center West Manggarai Regency,” *Pancasakti Journal Of Public Health Science And Research*, 3(1), pp. 39–47. Available at: <https://doi.org/10.47650/pjphsr.v3i1.540>.
- Damara Putri, A. and Arie Mangesti, Y. (2023) *Pelayanan Telekonsultasi Melalui Halodoc dalam Perspektif Hukum Kesehatan*. Research Journal of Social Science and Economics, 2(1), pp. 96-104.
- Darma, B. (2021) *Statistika Penelitian Menggunakan SPSS (Uji Validitas, Uji Reliabilitas, Regresi Linier Sederhana, Regresi Linier Berganda, Uji T, Uji F, R2)*. Jakarta: Guepedia.
- Edhi, P.K. and H.A. (2023) “Influence E-Service Quality To Customer Satisfaction Mediated by E-Trust (Empirical Study: Telemedicine Users at X Hospital Tangerang),” *Internasional Journal of Research and Review*, 3(1), pp. 231–247.
- Fauzi, A. (2026) “Perancangan Aplikasi Telemedicine Berbasis Mobile untuk Meningkatkan Akses Pelayanan Kesehatan di Wilayah Pesisir Indonesia ,” *Jurnal Informatika Medis*, 1(1), pp. 41–53.
- Febriyanti, A. *et al.* (2023) “Evaluasi Proses Sistem Rujukan Jaminan Kesehatan Nasional Pada Fasilitas Kesehatan Tingkat Pertama (FKTP) : Literatur Review,” *Jurnal Ilmu Kesehatan dan Keperawatan*, 1(2), pp. 131-139. Available at: <https://doi.org/10.59581/diagnosa-widyakarya.v1i2.391>.
- Gadenz, S.D. *et al.* (2021) “Telehealth to Support Referral Management In a Universal Health System: a Before-and-After Study,” *BMC Health Services Research*, 21(1), p. 1012. Available at: <https://doi.org/10.1186/s12913-021-07028-5>.
- Haleem, A. *et al.* (2021) “Telemedicine for Healthcare: Capabilities, Features, Barriers, and Applications,” *Sensors International*, 2, p. 100117. Available at: <https://doi.org/10.1016/j.sintl.2021.100117>.
- Jeremia, A. (2023) *Transformasi Rumah Sakit Indonesia Menuju Era Masyarakat 5.0*. Yogyakarta: Stiletto Book.
- Kadir, T. Ahmad, R. and Antu, M.I.A. (2025) “Implementasi Sistem Rujukan Terintegrasi (SISRUTE) Instalasi Gawat Darurat di RSUD Toto Kabila,” *Motorik Jurnal Ilmu Kesehatan*, 20(5), pp 142-147. Available at: <https://doi.org/10.61902/motorik.v20i2.1744>.

- Karlina, L. *et al.* (2025) “Implementasi Program Badan Penyelenggara Jaminan Sosial (BPJS) pada (Rujukan) dalam Pelayanan Kesehatan Masyarakat di Puskesmas Watubangga Kecamatan Watubangga,” *Jurnal Ilmu Pemerintahan*, 13(04), pp. 176–181. Available at: <https://doi.org/10.30872/jip.v13i04.4074>.
- Kementerian Kesehatan (2019) *Peraturan Menteri Kesehatan Republik Indonesia Nomor 20 Tahun 2019 Tentang Penyelenggaraan Pelayanan Telemedicine Antar Fasilitas Pelayanan Kesehatan*.
- Kementerian Kesehatan (2020) *Peraturan Menteri Kesehatan Republik Indonesia Nomor 3 Tahun 2020 Tentang Klasifikasi dan Perizinan Rumah Sakit*.
- Kementerian Kesehatan Republik Indonesia (2023) *Survei Kesehatan Indonesia (SKI)*.
- Kholdun, A. *et al.* (2025) *Sistem Manajemen Transformasi Kesehatan: Strategi, Inovasi, dan Implementasi Menuju Layanan Kesehatan Berkelanjutan*. Edited by Eftira. Penerbit Buku Sonpedia.
- Kim, J. *et al.* (2026) “National Trends in Telehealth Utilization, 2020–2023: Post-Pandemic Trends from the Medical Expenditure Panel Survey,” *Healthcare*, 14(3), p. 331. Available at: <https://doi.org/10.3390/healthcare14030331>.
- Kintan Wardhani, G., Novyanti, R. and Amelia, R. (2022) “Efektivitas Pelayanan Pembayaran Pajak Kendaraan Bermotor melalui Aplikasi E-Samsat pada Unit Pelayanan Pendapatan Daerah Samsat Banjarmasin 1,” *BIMA: Jurnal Bisnis dan Manajemen*, 1(2), pp. 91–98. Available at: <http://ejurnal.poliban.ac.id/index.php/JBM>.
- Latuconsina, N. *et al.* (2023) *Manajemen Rumah Sakit*. Edited by & A. Suhadi. Eureka Media Aksara.
- Mahmoud, K., Jaramillo, C. and Barteit, S. (2022) “Telemedicine in Low- and Middle-Income Countries During the COVID-19 Pandemic: A Scoping Review,” *Frontiers in Public Health*, 10. Available at: <https://doi.org/10.3389/fpubh.2022.914423>.
- Mesir Siregar, Z. and Rangkuti, Z.A. (2024) “Implementation of An Integrated Referral System (Sisrute) In Improving Health Service Referrals at Rumah Sakit Umum Pusat (RSUP) H. Adam Malik Medan,” *Journal of Law, Politic And Humanities (JLPH)*, 4(5), pp. 1285–1295. Available at: <https://doi.org/10.38035/jlph.v4i5>.
- Mestika Langit, H. *et al.* (2025) “Pengaruh Kualitas Komunikasi Dokter terhadap Kepuasan Pasien dalam Layanan Telemedicine Halodoc di Indonesia,” 5(1), pp. 35–46. Available at: <https://doi.org/https://doi.org/10.12962/j29649714.v5i1.8795>.
- Miracantika, A.A.P.A. (2025) “Implementasi Kebijakan Program Badan Penyelenggara Jaminan Sosial (BPJS) Kesehatan Pada Pasien Rawat Jalan di Rumah Sakit Umum Daerah (RSUD) Wangaya Kota Denpasar,” *Socio-political Communication and Policy Review* [Preprint]. Available at: <https://doi.org/10.61292/shkr.235>.

- Mulyadita, Ulfathea *et al.* (2025) *Mapping Telemedicine in Indonesia: Evidence for Policy Action at a Critical Juncture*. Jakarta: ThinkWell. Available at: www.thinkwell.global.
- Nurhayani. and Rahmadani, S. (2020) “Analisis Pelaksanaan Sistem Rujukan Pasien BPJS Kesehatan di Puskesmas Mamasa, Puskesmas Malabo dan Puskesmas Balla Kabupaten Mamasa,” *Jurnal Publikasi Kesehatan Masyarakat Indonesia*, 7(2), pp. 15-22.
- Nursolihah, I. *et al.* (2023) *Administrasi Rumah Sakit*. Edited by M.S.R.M. Sari. Padang: Get Press Indonesia.
- Nuryadi, F.R. and Santosa, P. (2025) “Implementasi Kebijakan Pelayanan Administrasi Kependudukan (Studi Kasus di Kecamatan Ujung Berung Kota Bandung),” *Jurnal Tata Kelola dan Kebijakan Publik*, 1(5), pp. 692–824.
- Prihatin, T. Subuh, M. and Zaharudin. (2025) “Efektivitas Rujukan dan Rujukan Balik di RSUD Suryah Khairuddin Kabupaten Tanjung Jabung Barat Jambi,” *PREPOTIF : Jurnal Kesehatan Masyarakat*, 9(2).
- Pusvitasari, I. and Ayuningtyas, D. (2022) *Efektivitas Penerapan Telemedicine di Rumah Sakit Pada Masa Pandemi Covid-19: A Scoping Review*. Jurnal Darma Agung, 30 (2), pp. 11-18, Available at: <http://dx.doi.org/10.46930/ojsuda.v30i2.2670>.
- Putri, S.A. and Amalia, A. (2026) *Pengantar Telemedicine*. Edited by D. Kurniawan. Karawang: Afdan Rojabi Publisher.
- Rahayu, S and Hosizah. (2021) “Implementasi Sistem Rujukan Layanan Kesehatan: Systematic Literature Review,” *Indonesia of Health Information Management Journal. INOHIM*, 9(2), pp. 138-152, Available at: <https://doi.org/10.47007/inohim.v9i2.312>.
- Rahmadani, S. *et al.* (2021) *Analisis Penggunaan Sistem Rujukan Terintegrasi (SISRUTE) Di Puskesmas Kota Makassar Analysis of Using Integrated Referral System (SISRUTE) at the Public Health Center in Makassar City*. Available at: <https://doi.org/https://doi.org/10.29241/jmk.v7i2.651>.
- Risti, A.N. Mekarisce, A.A and Amir, A. (2025) “Analisis Pelaksanaan Sistem Rujukan Terintegrasi (SISRUTE) di RSUD Kolonel Abundjani Bangko Tahun 2025,” *Jurnal Pendidikan Tambusai*, 9(3), pp. 37484-37490. Available at: <https://doi.org/10.31004/jptam.v9i3.34542>.
- Shania Wahyudi, E. *et al.* (2023) “Dinamika Penggunaan Sistem Rujukan Terintegrasi (SISRUTE) di Puskesmas Kota Tangerang Selatan,” *Jurnal Manajemen Kesehatan*, 11(2), pp. 155–164. Available at: <https://doi.org/https://doi.org/10.14710/jmki.11.2.2023.155-165>.

- Sperling, S. *et al.* (2022) “Telehealth for Supporting Referrals to Specialized Care During COVID-19,” *Telemedicine and e-Health*, 28(4), pp. 544–550. Available at: <https://doi.org/10.1089/tmj.2021.0208>.
- Suryati, D. (2023) “Literature Review: Analisis Faktor Penyebab Tingginya Angka Rujukan di Puskesmas Bangun Purba,” *Jurnal Ilmiah Kesehatan Indonesia*, 1(1), pp. 79–85.
- Sutrisnawati, N.N.D. and Suandari, P.V.L. (2023) “Analysis of Factors Influencing the Implementation of an Integrated Referral System (SISRUTE) in an Effort to Improve the Quality of Health Service Facilities,” *Indonesian Journal of Global Health Research*, 5(4), pp. 1043-1058.
- Wong, H. *et al.* (2023) “Age and Sex-Related Comparison of Referral-Based Telemedicine Service Utilization During The COVID-19 Pandemic in Ontario: A Retrospective Analysis,” *BMC Health Services Research*, 23(1), p. 1374. Available at: <https://doi.org/10.1186/s12913-023-10373-2>.
- Xu, X. *et al.* (2025) “From Satisfaction to Referrals: The Dual Impact of Telemedicine on Vascular Patients,” *BMC Health Services Research*, 25(1), p. 1477. Available at: <https://doi.org/10.1186/s12913-025-13680-y>.
- Yusuf, F. Yulyanto. and Priantama, R. (2026) *Adopsi Telemedicine di Wilayah Pedesaan: Literasi Digital, Usability Sistem, dan Kebijakan Kesehatan*. Edited by A. Musliha. Lamongan: CV Detak Pustaka .