

ABSTRACT

Telemedicine is a business platform in the health sector whose users are increasing. Regulations related to telemedicine are currently limited to regulations regarding the provision of telemedicine services between health service facilities (fasyankes), such as hospitals, clinics, etc. There are no regulations governing telemedicine services between doctors and patients, especially in terms of teleconsultation fees, teleconsultation doctors' medical incentive, and the media used as a basis for establishing a diagnosis during teleconsultation.

This research aims to propose recommendations regarding the amount of teleconsultation costs, teleconsultation medical incentive, and teleconsultation media on telemedicine platforms.

This research consists of two steps: a preliminary systematic literature review (SLR) and in-depth interview. Three SLRs were carried out on the variables teleconsultation costs, medical services, and teleconsultation media used PRISMA 2020 method on a total of 18,870 pieces of literature aimed at finding out the amount of teleconsultation costs, medical services, and teleconsultation media used on telemedicine platforms, as well as formulating interview questions. In-depth interviews were conducted to confirm the SLR results with 20 people resource persons consisting of 6 telemedicine doctors, 8 patients telemedicine, 3 telemedicine platform managers, and 3 Indonesian Doctors Association (IDI) administrators. Validity of the literature included on SLR use Appraisal Tool for Crosssectional Studies (AXIS tool), while the validity of the results interviews were conducted using source and member triangulation methods.

SLR results from various high income countries with financing health independently (America, Australia, the Netherlands, Belgium, Hong Kong, Singapore) shows that 1) the cost of teleconsultation in telemedicine is IDR774.00-IDR38,700.00, 2) the medical incentive in telemedicine is IDR25,000.00-IDR50,000.00 for general practitioners and IDR75,000.00- IDR100,000.00 for specialists, 3) the teleconsultation medium is telephone and video call. The results of the interviews showed that all patients, platform managers and IDI administrators agreed to the teleconsultation fee recommendations. The doctor agrees to the recommended medical incentive as per SLR. Most platform managers do not agree with recommended medical incentive as per SLR, because the recommended medical incentive are too expensive. According to IDI administrators, the amount of medical incentive should be higher than the recommendation as per SLR. Most doctors, patients and IDI administrators agree with the use of video calls during teleconsultations, while platform managers disagree. Based on the research results, the recommended teleconsultation fee is a maximum of IDR 38,700.00, the recommended medical incentive is a minimum of IDR 25,000.00 for general practitioners and IDR 75,000.00 for specialists, the recommended teleconsultation media is chat with a video call feature that can be used in accordance with the agreement and adjustment of teleconsultation fees.

It is hoped that this research can become a basis for considerations for managers platforms and policy makers in the evaluation and development of telemedicine, considering the importance of health services for all Indonesian people.

Keywords: telemedicine, teleconsultation costs, medical incentive, teleconsultation media