

Abstrak

Latar belakang : EMR berpotensi mendorong transformasi layanan kesehatan. Salah satunya untuk menjaga kesinambungan perawatan pasien diabetes melitus tipe 2 di fasilitas kesehatan.

Tujuan : Untuk menganalisis peran rekam medik elektronik dalam mendukung kesinambungan pelayanan pasien diabetes melitus tipe 2 di layanan primer. **Metode** : Penelitian ini menggunakan desain kualitatif studi kasus dengan pendekatan analisis tematik. Partisipan melibatkan 10 informan, terdiri dari 8 pasien diabetes melitus Tipe 2 (memenuhi kriteria kunjungan rutin dan *informed consent*), 1 dokter umum dengan peran ganda dibagian pengembangan EMR, dan 1 staf administrasi di klinik layanan primer swasta. Pengumpulan data dilakukan melalui wawancara mendalam selama Agustus hingga September 2025. Hasil wawancara ditranskripsikan dan dianalisis menggunakan NVivo 15 untuk mengidentifikasi pola dan tema temuan

Hasil: Didapatkan 5 tema yang berhubungan dengan peran EMR terhadap kesinambungan pelayanan pasien DM tipe 2 yakni efisien (mencakup kecepatan data, kerapihan data, dan simplifikasi layanan), *Trustable* (mencakup kemudahan kontrol dan riwayat pasien terekam), fragmentasi (mencakup keterbatasan integrasi internal dan eksternal), inklusivitas (mencakup akses pasien terhadap data dan keterbatasan literasi digital), dan optimasi (mencakup Pemberdayaan Pasien, interaoperabilitas eksternal, dan peningkatan kerjasama tim). Efisien dan *Trustable* berhubungan dengan kelebihan EMR, fragmentasi dan inklusivitas berhubungan dengan hambatan, serta optimasi berhubungan dengan harapan pengguna EMR kedepannya.

Kesimpulan: Sistem EMR di Klinik Pertamina IHC Sinabung dapat dikategorikan berada pada tingkat kematangan dasar (*basic maturity level*), setara dengan tahap 2 model HIMSS PC-EMRAM, sehingga sistem hanya dapat mendukung kesinambungan pelayanan (*continuity of care*) secara terbatas.

Kata kunci: *Electronic Medical Record* (EMR), Diabetes melitus tipe 2, Kesinambungan perawatan, Pelayanan kesehatan primer, Studi kualitatif.

Abstract

Background: Electronic Medical Records (EMR) have the potential to drive the transformation of *healthcare* services, particularly in maintaining the *continuity of care* for patients with type 2 diabetes mellitus in *healthcare* facilities. **Objective:** To analyze the role of electronic medical records in supporting the *continuity of care* for patients with type 2 diabetes mellitus in primary *healthcare* services. **Method:** This qualitative study with a thematic analysis approach. Participants involved a total of 10 informants, consisting of eight Type 2 Diabetes Mellitus patients (who met the criteria for routine visits and provided informed consent), one general practitioner with dual role in the EMR development unit, and one administrative staff at the private primary *care*. Data collection was conducted through in-depth interviews between August and September 2025. The interview transcripts were subsequently analyzed using NVivo 15 software to identify recurring patterns and emerging themes. **Results:** Five themes were identified related to the role of EMR in the *continuity of care* for T2DM patients, namely: efficiency (including data speed, data neatness, and simplification of *healthcare* services), trustability (including ease of control and recorded patient history), fragmentation (including limited internal and external integration), inclusivity (including patient access to data and limited digital literacy), and optimization (including patient empowerment, external interoperability, and enhanced team collaboration). Efficiency and trustability were associated with the advantages of EMR, fragmentation and inclusivity were related to challenges, and optimization reflected users' expectations for future EMR development. **Conclusion:** EMR System at Pertamina IHC Sinabung Clinic can be categorized as basic maturity level, equivalent to stage 2 of the HIMSS PC-EMRAM model, so the system can only support limited *continuity of care*.

Keywords: Electronic Medical Record (EMR), Type 2 Diabetes Mellitus (T2DM), *continuity of care*, Primary *Healthcare*, Qualitative Study.