

# Tanggung Jawab Hukum Penyedia Layanan Kesehatan Elektronik = Legal Responsibilities of Electronic Health Service Providers

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## Abstrak

Layanan Jasa Kesehatan secara virtual merupakan salah satu dari majunya dan berkembangnya sistem teknologi informasi dan komunikasi dalam bidang kesehatan. Aplikasi jasa kesehatan secara virtual ini tentu saja dapat memudahkan semua penggunanya, karena dalam fungsi teknologi sejatinya merupakan penyederhanaan dalam sesuatu. Dalam teori Computer Mediated Communication (CMC) oleh Herring didefinisikan bahwa manusia dengan alat komputer akan menghasilkan segala macam bentuk komunikasi. Dalam dunia kesehatan, hal ini disebut dengan Telemedicine, World Health Association (WHO) memberikan definisi mengenai telemedicine, yaitu : "The delivery of health care services, where distance is a critical factor, by all health care professionals using information and communication technologies for the exchange of valid information for diagnosis, treatment, and prevention of disease and injuries, research and evaluation, and for the continuing education of health care providers, all in the interests of advancing the health of individuals and their communities." Dalam penelitian ini, penulis ingin menelaah dan menganalisis mengenai bagaimana bentuk tanggung jawab hukum terhadap dokter sebagai pelayan kesehatan secara virtual melalui aplikasi serta mengetahui mengenai hak dan kewajiban konsumen sebagai pengguna layanan jasa kesehatan secara virtual dengan merujuk pada peraturan yang ada pada saat ini seperti Undang-Undang Nomor 8 Tahun 1999 tentang Perlindungan Konsumen dan peraturan terkait lainnya.

.....Virtual health services are one of the advancements and development of information and communication technology systems in the health sector. This virtual health service application can of course make things easier for all its users, because the function of technology is actually a simplification of things. In the theory of Computer Mediated Communication (CMC) by Herring, it is defined that humans using computer tools will produce all kinds of forms of communication. In the world of health, this is called Telemedicine, the World Health Association (WHO) provides a definition of telemedicine, namely: "The delivery of health care services, where distance is a critical factor, by all health care professionals using information and communication technologies for the exchange of valid information for diagnosis, treatment, and prevention of disease and injuries, research and evaluation, and for the continuing education of health care providers, all in the interests of advancing the health of individuals and their communities." In this research, the author wants to examine and analyze the forms of legal responsibility towards doctors as virtual health providers through applications and find out about the rights and obligations of consumers as users of virtual health services by referring to current regulations such as the Law. Law Number 8, 1999 on Consumer Protection and other related regulations.