

## SUPPLEMENTAL FILE

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### Interview Questions

#### Patients at First Level Health Facility (FLHF) and Referral Hospital (RH)

1. Have you experienced any difficulties in obtaining referrals to referral hospitals? If yes, why did the doctor at the FLHF not issue a referral?
2. Were you referred to a specific hospital, or were you free to choose the hospital you preferred? Why didn't the doctor refer you to a different Referral Hospital under the JKN (BPJS) system?
3. How does the patient referral process work from a FLHF or clinic to a hospital that serves patients under the JKN?
4. Are you aware of the medical treatment facilities and services available at FLHF and RH?
5. How would you describe the quality of medical services provided at the FLHF and RH?
6. Are you informed about and have you completed the Informed Consent form for each medical treatment and procedure that you will undergo at FLHF or RH?
7. Did the doctor or nurse inquire about your consent for the medical treatment and procedures you were about to undergo? Were you required to follow the decisions made by the doctor or nurse?
8. Do you have the option to choose your treatment and decide/select the medical procedures you will undergo?
9. Is there any influence from your family in choosing and determining the medical treatments and procedures you will undergo?
10. Are you aware of the regulations pertaining to BPJS services?
11. What is your opinion regarding the medical treatment facilities and medical procedures covered by BPJS/JKN?

#### General Practitioners, Specialist Doctors, and Nurses

1. What is your role in managing patients under JKN (BPJS) system?
2. Are the actions you take centered around the interests of the patient? Please elaborate!
3. Do you make decisions regarding patients' medical treatment and choose medical procedures by involving the patients' suggestions/opinions? Or do you make these decisions based on the patients' condition without involving the patients' desires/opinions?
4. How do you assess the condition of the patient and decide on the course of action to be taken?
5. Do you provide education related to the patient's condition and the medical treatments and procedures that will be administered to the patient?
6. Are you aware of the medical treatment facilities and medical procedures covered by JKN?

#### Hospital Management staff (Medical Service and Committee Ethics)

1. What is your role in providing understanding of JKN procedures, referrals at FLHF and RH?
2. Has the hospital provided medical treatment facilities and procedures that are in accordance with JKN regulations?
3. Do you intervene in the implementation of patients' medical treatments and procedures for the sake of healthcare service efficiency?

#### JKN staffs

1. What are the procedures for the patient referral system at FLHF and RH?
2. Do the medical treatment facilities and services at FLHF and RH meet the needs of patients?
3. What is your role in providing an understanding of the BPJS referral procedures at FLHF and RH?