

DAFTAR PUSTAKA

- Abas, R., Marwati, E., & Kurniawan, D. (2020). Analisis Pemanfaatan Pelayanan Kesehatan Masyarakat Kelurahan Rum di Wilayah Kerja Puskesmas Rum Balibunga Kota Tidore Kepulauan. *Jurnal Biosainstek*, 2(01), 23–32. <https://doi.org/10.52046/biosainstek.v2i01.313>
- Abd Rijal Lapodi, Herlien Sinay, Sunik Cahyawati, & Dhiya Permata Puluhatumena. (2024). Faktor-Faktor Yang Mempengaruhi Pemanfaatan Pelayanan Kesehatan Di Klinik Sikes Lanud Pattimura Ambon. *USADA NUSANTARA : Jurnal Kesehatan Tradisional*, 2(1), 162–175. <https://e-journal.nalanda.ac.id/index.php/usd/article/view/648>
- Admassu, W., & Gorems, K. (2024). Analyzing health service employees' intention to use e-health systems in southwest Ethiopia: using UTAUT-2 model. *BMC Health Services Research*, 24(1), 1136. <https://doi.org/10.1186/s12913-024-11567-y>
- Aggraheni, et. al. (2025). Faktor-Faktor Yang Mempengaruhi Pengambilan Keputusan Masyarakat Untuk Memilih Jasa Pelayanan Kesehatan Di Rumah Sakit Pku Muhammadiyah Simo Kabupaten Boyolali. *Indonesian Journal of Public Administration Review*, 2(2), 1–18. <https://doi.org/https://doi.org/10.47134/par.v2i2.3478>
- Alexandra, S., Handayani, P. W., & Azzahro, F. (2021). Indonesian hospital telemedicine acceptance model: the influence of user behavior and technological dimensions. *Heliyon*, 7(12). <https://doi.org/10.1016/j.heliyon.2021.e08599>
- Algarni, F. (2024). A lightweight and secure authentication protocol for visually impaired and handicapped people in the telehealth system. *Alexandria Engineering Journal*, 106(August), 793–808. <https://doi.org/10.1016/j.aej.2024.08.078>
- Almalki, Z. S., Imam, M. T., Ahmed, N. J., Ghanem, R. K., S.Alanazi, T., Juweria, S., Alanazi, T. S., Alqadhibi, R. B., Alsaleh, S., Hasino, F. H., saad Alsffar, A., I Alzarea, A., Albassam, A. A., Alshehri, A. M., Alahmari, A. K., Alem, G. M., Alalwan, A. A., & Alamer, A. (2024). The influence of telemedicine in primary healthcare on diabetes mellitus control and treatment adherence in Riyadh region. *Saudi Pharmaceutical Journal*, 32(1), 101920. <https://doi.org/10.1016/j.jsps.2023.101920>
- Alviani, R., Purwandari, B., Eitiveni, I., & Purwaningsih, M. (2023). Factors Affecting Adoption of Telemedicine for Virtual Healthcare Services in Indonesia. *Journal of Information Systems Engineering and Business Intelligence*, 9(1), 47–69. <https://doi.org/10.20473/jisebi.9.1.47-69>
- Andriani, R. (2023). Model Penerimaan Teknologi Telemedicine Pada Masa Pandemi COVID-19. *Jurnal Manajemen Informasi Kesehatan Indonesia (JMIKI)*, 11(1).

<https://doi.org/10.33560/jmiki.v11i1.505>

- Astuti, Y., & Kusumawardhani, A. M. (2023). Efektifitas Antara Metode Peer Group dan Think, Pair, Share terhadap Pengetahuan dan Perilaku Pencegahan Anemia Remaja. *Jurnal Kesehatan Komunitas*, 9(2), 221–230. <https://doi.org/10.25311/keskom.vol9.iss2.1417>
- Aydin, G. (2023). Increasing mobile health application usage among Generation Z members: evidence from the UTAUT model. *International Journal of Pharmaceutical and Healthcare Marketing*, 17(3), 353–379. <https://doi.org/10.1108/IJPHM-02-2021-0030>
- Azizah, M. N., & Septiani, W. (2024). Minat Menggunakan Layanan Telemedicine Halodoc pada Gen Z. *MASTER: Jurnal Manajemen Strategik Kewirausahaan*, 4(2), 135–146. <https://doi.org/https://doi.org/10.37366/master.v4i2.1463>
- Bassi, S., Thapliyal, N., Chaturvedi, N., Radhakrishnan, A., & Arora, M. (2025). Peer Education Initiatives for Promoting Adolescent Health in the South-East Asia Region: Findings From Desk Review and Key Informant Interviews. *AJPM Focus*, 4(3), 100325. <https://doi.org/10.1016/j.focus.2025.100325>
- Budiman, S. V., Ratag, G. A. E., & Wahongan, G. J. P. (2023). Analisis Kualitatif Mengenai Persepsi dan Pengetahuan Masyarakat tentang Telemedicine. *Medical Scope Journal*, 4(2), 170–177. <https://doi.org/10.35790/msj.v4i2.44858>
- Candra, M., Shasmita, S., Chandra, E., Matheus, J., & Gunadi, A. (2024). PENGEMBANGAN SISTEM TELEMEDICINE: UPAYA MEWUJUDKAN KESEJAHTERAAN MASYARAKAT DI BIDANG KESEHATAN PADA ERA SOCIETY 5.0. *Jurnal Muara Ilmu Sosial, Humaniora, Dan Seni*, 8(2), 294–303.
- Caraka Anto Yuwono, & Ellyawati, J. (2022). Antecedent Niat Penggunaan Berkelanjutan Dan Pengaruhnya Pada Niat Merekomendasikan Telemedisin Pasca-Pandemi Covid-19. *Modus*, 34(2), 224–247. <https://doi.org/10.24002/modus.v34i2.6063>
- Carylee Gali. (2022). *Histoty Of Telemedicine*. CLEVELAND CLINIC JOURNAL OF MEDICINE.
- Cinaroglu, S., & Çalıřkan, Z. (2022). Distributive Pattern of Health Services Utilization Under Public Health Reform and Promotion in Turkey. *Value in Health Regional Issues*, 31, 25–33. <https://doi.org/10.1016/j.vhri.2022.01.005>
- Conor Stewart. (2024). *Telemedicine - statistics and facts*. Statista.
- Cope, E. L., Khan, M., & Millender, S. (2022). Trust In Health Care: Insights From Ongoing Research. *Health Affairs Forefront*, 1. <https://doi.org/10.1377/forefront.20220110.928032>
- Cu, A. G., Escalera, G. C., Roca, R., & Gonz, A. (2025). *The European Journal of Psychiatry Effectiveness of a 12-month telemedicine-based follow-up in reducing suicide reattempts: A multicentre non-randomized controlled study*. 39(January). <https://doi.org/10.1016/j.ejpsy.2025.100311>
- Dewi Silvia, N. S. (2021). HAKIKAT MANUSIA: Pengetahuan (Knowledge), Ilmu

- Pengetahuan (Sains), Filsafat Dan Agama. *Jurnal Poinir LPPM*, 7(1), 210–219.
- Dizayani Putra, R., Wahid, U., & Cangara, H. (2022). Fleksibilitas Interpretatif Kelompok Relevan Dokter Dalam Konstruksi Sosial Teknologi Media Baru Berbentuk Aplikasi Telemedicine KONSTRUKSI SOSIAL TEKNOLOGI MEDIA BARU APLIKASI TELEMEDICINE OLEH KELOMPOK RELEVAN DOKTER. *Jurnal Riset Komunikasi*, 13(2), 196–213.
- Febrianti, A. A. (2024). Factors Influencing Behavioral Intention To Use Telemedicine Services : Modified-Utaut3 Model. *JHSS (Journal of Humanities and Social Studies)*, 08(01), 196–202.
- Gallardo, M. O., Dela Torre, J., & Ebarido, R. (2024). The Role of Initial Trust in the Behavioral Intention to Use Telemedicine Among Filipino Older Adults. *Gerontology and Geriatric Medicine*, 10. <https://doi.org/10.1177/23337214231222110>
- Gómez, A., Jimenez, J. M., Burgués, A., Carbonell, S., & Garcia-Yeste, C. (2025). Impact of the peer group intervention in the dialogic model of prevention and resolution of conflicts to prevent gender violence from the school context. *International Journal of Educational Research Open*, 9(February). <https://doi.org/10.1016/j.ijedro.2025.100456>
- Halodoc. (2023). *Halodoc Hadirkan Layanan Kesehatan Holistik ke Lebih dari 20 Juta Pengguna Indonesia Menggunakan AWS*. Amazon Press. https://press-aboutamazon-com.translate.goog/aws/2023/6/halodoc-brings-holistic-healthcare-to-more-than-20-million-indonesian-users-using-aws?_x_tr_sl=en&_x_tr_tl=id&_x_tr_hl=id&_x_tr_pto=sge#:~:text=JAKARTA%252C Indonesia—May 4%252C,digital skills to staff%252
- Hamdan, I., & Alkhader, E. (2024). Assessing knowledge, perceptions, and readiness of telemedicine recipients: A cross-sectional study. *Pharmacia*, 71, 1–6. <https://doi.org/10.3897/PHARMACIA.71.E122134>
- Jagarapu, J., & Savani, R. C. (2021). A brief history of telemedicine and the evolution of teleneonatology. *Seminars in Perinatology*, 45(5), 151416. <https://doi.org/10.1016/j.semperi.2021.151416>
- Jaya, A. (2023). PENGEMBANGAN TELEMEDICINE GUNA Mendukung PELAYANAN KESEHATAN MASYARAKAT [LEMBAGA KETAHANAN NASIONAL]. In *LEMBAGA KETAHANAN NASIONAL RI*. <http://lib.lemhannas.go.id/public/media/catalog/0010-11230000000022/swf/7360/PPRA 65 - 10 s.pdf>
- Karim, M., Saeed Khurram, S., Aga, I. Z., Muzzamil, M., Hashmi, S., Saeed, M., & Shafique, K. (2024). Analysis of telemedicine service delivery in Karachi, Pakistan: A cross-sectional survey examining practices and perspectives of healthcare providers. *Clinical Epidemiology and Global Health*, 27(April), 101607. <https://doi.org/10.1016/j.cegh.2024.101607>
- kemenkes RI. (2024). *Telemedisin*. Unit Pelayanan Kesehatan Kemenkes.

- Kementerian Kesehatan RI. (2017). Peraturan Menteri Kesehatan Republik Indonesia Nomor 46 Tahun 2017 tentang Strategi E-Kesehatan Nasional. *Peraturan Menteri Kesehatan Republik Indonesia Nomor 46 Tahun 2017 Tentang Strategi E-Kesehatan Nasional*, 1635, 1–36.
- Kinanti, M. C., & Salsabilla, T. (2023). PREDICTING HEALTH BEHAVIOUR. In *Research Gate* (2nd ed.). Library of Congress Cataloging-in-Publication Data. [https://doi.org/10.1016/0148-2963\(89\)90008-8](https://doi.org/10.1016/0148-2963(89)90008-8)
- Kinnafick, F. E., Anthony, J. L., & Tweed, L. (2025). Potentials and pitfalls of peer support: Experiences and recommendations for peer supported physical activity programmes for mental health service users. *Mental Health and Physical Activity*, 28(July 2024), 100669. <https://doi.org/10.1016/j.mhpa.2024.100669>
- Kuntardjo, C. (2020). Dimensions of Ethics and Telemedicine in Indonesia: Enough of Permenkes Number 20 Year 2019 As a Frame of Telemedicine Practices in Indonesia? *Soepra*, 6(1), 1–14. <https://doi.org/10.24167/shk.v6i1.2606>
- Kurniawan, A. A., & Hadi, E. D. (2024). Analysis of Factors Affecting the Behavior of Using E-Health Applications with Modified Technology Utaut Model 2 Analisis Faktor-Faktor Yang Mempengaruhi Prilaku Penggunaan Aplikasi E- Health Dengan Modifikasi Teknologi Model Utaut 2. *The Manager Review*, 3(1), 97–128. <https://doi.org/https://doi.org/10.33369/tmr.v6i2.41265>
- Lee, C. (2023). *History Of Telemedicine*. Curogram. <https://curogram.com/blog/history-of-telemedicine>
- Li, D., Ma, S., Dang, B., Shi, H., Wei, Y., & Wang, X. (2024). Effectiveness of telemedicine for the prevention of mother-to-child transmission of HIV in low-income and middle-income countries: a systematic review and meta-analysis. *International Journal of Infectious Diseases*, 143, 2–9. <https://doi.org/10.1016/j.ijid.2024.02.024>
- Liedfray, T., Waani, F. J., & Lasut, J. J. (2022). Peran Media Sosial Dalam Mempererat Interaksi Antar Keluarga Di Desa Esandom Kecamatan Tombatu Timur Kabupaten Tombatu Timur Kabupaten Minasa Tenggara. *Jurnal Ilmiah Society*, 2(1), 2. <https://ejournal.unsrat.ac.id/v3/index.php/jurnalilmiahsociety/article/download/38118/34843/81259>
- Lin, Y., Xu, X., Liu, Y., Alias, H., Hu, Z., & Wong, L. P. (2024). Perception and Acceptance of Telemedicine Use in Health Care Among the General Public in China: Web-Based Cross-Sectional Survey. *Journal of Medical Internet Research*, 26(1), 1–12. <https://doi.org/10.2196/53497>
- Liu, C., Wang, J., Chen, R., & Zhou, W. (2024). Exploring the influence of Chinese online patient trust on telemedicine behavior: insights into perceived risk and behavior intention. *Frontiers in Public Health*, 12(August), 1415889. <https://doi.org/10.3389/fpubh.2024.1415889>
- Lucas, J. W., & Villarroel, M. A. (2022). Telemedicine Use Among Adults: United States, 2021. *NCHS Data Brief*, 445, 1–8.

- Luthfiana, F. S. (2024). Pengaruh Kualitas Pelayanan Kesehatan dan Kepercayaan Terhadap Kepuasan Pasien kepuasan pasien . Berada dalam posisi dipercaya berarti merasa baik atau bersemangat untuk. *Jurnal Publikasillmu Manajemen Dan E-Commerce*, 3(2). <https://doi.org/https://doi.org/10.30640/digital.v3i2.2655>
- Maulany, R. F., Dianingati, R. S., & Annisaa', E. (2021). Faktor-Faktor yang Mempengaruhi Akses Kesehatan. *Indonesian Journal of Pharmacy and Natural Product*, 4(2), 142–149. <https://doi.org/10.35473/ijpnp.v4i2.1161>
- Mayer, C. J., Mahal, J., Geisel, D., Geiger, E. J., Staatz, E., Zappel, M., Lerch, S. P., Ehrenthal, J. C., Walter, S., & Ditzen, B. (2024). User preferences and trust in hypothetical analog, digitalized and AI-based medical consultation scenarios: An online discrete choice survey. *Computers in Human Behavior*, 161(December 2023), 108419. <https://doi.org/10.1016/j.chb.2024.108419>
- Melastuti, & Erna. (2025). *EDUKASI BERBASIS DIGITAL TENTANG PENGETAHUAN PASIEN PENYAKIT GINJAL KRONIS (PGK) DENGAN TERAPI HEMODIALISIS : TINJAUAN LITERATUR*. 9, 2395–2402.
- Mubasyiroh, R., Laksono, A. D., Laksmiart, T., Nurhotimah, E., Suharmiati, & Sukoco, N. E. (2016). Indeks Aksesibilitas Pelayanan Kesehatan di Indonesia. In *Aksesibilitas Pelayanan Kesehatan di Indonesia* (Issue January). https://www.researchgate.net/publication/315892278_Aksesibilitas_Pelayanan_Kesehatan_di_Indonesia
- Nannyk Widyaningrum, Muhlizardy Muhlizardy, Viviana Rahmawati, & Retno Tri Utami. (2024). Gambaran Pengetahuan Masyarakat Tentang Penggunaan Telemedicine di Dusun Peron. *Jurnal Ilmiah Kedokteran Dan Kesehatan*, 3(1), 293–301. <https://doi.org/10.55606/klinik.v3i1.2773>
- Notoatmodjo, S. (2014). Promosi Kesehatan & Ilmu Perilaku. In *Jakarta: Rineka Cipta* (1st ed.). wikamedia.
- Noviyanti, C., Muhardi, & Hendarta, A. (2024). The effect of use of telemedicine with tam as an intervening variable on the workload of health personnel (3t covid-19 case study in bandung city health center). *COSTING: Journal of Economic, Business and Accounting Volume*, 7.
- Nugraha Detriawan, H. (2023). Usia dan Kepercayaan Berkorelasi dengan Kepuasan terhadap Telemedicine pada Konsumen Usia 18-49 Tahun. *Jurnal Ilmiah Multidisiplin*, 2(2), 673–683. <https://journal-nusantara.com/index.php/JIM/article/download/1186/1116>
- Nurhaida, H., Pramudita, E., & Achmadi, H. (2024). Faktor Yang Mempengaruhi Niat Penggunaan (Intention To Use) Layanan Telekonsultasi Aplikasi Halodoc Pada Masyarakat Indonesia. *Manajemen Kesehatan Indonesia*, 12(April).
- Oluyede, L., Cochran, A. L., Prunkl, L., Wang, J., Wolfe, M., & McDonald, N. C. (2022). Unpacking transportation barriers and facilitators to accessing health care: Interviews with care coordinators. *Transportation Research Interdisciplinary Perspectives*, 13, 100565.

<https://doi.org/10.1016/j.trip.2022.100565>

- Pemerintah Republik Indonesia. (2014). Peraturan Pemerintah Republik Indonesia Nomor 46 Tahun 2014 tentang Sistem Informasi Kesehatan. In *Peraturan Menteri Kesehatan Republik Indonesia Nomor 46 Tahun 2014 tentang Sistem Informasi Kesehatan* (pp. 1–66). <http://jdih.kkp.go.id/peraturan/pp-46-2014.pdf>
- Permenkes RI. (2019). PERATURAN MENTERI KESEHATAN REPUBLIK INDONESIA NOMOR 20 TAHUN 2019 TENTANG PENYELENGGARAAN PELAYANAN TELEMEDICINE ANTAR FASILITAS PELAYANAN KESEHATAN. *Menteri Kesehatan Republik Indonesia Peraturan Menteri Kesehatan Republik Indonesia, Nomor 6588(879)*, 2004–2006.
- Putri, C. A., Yahya, E. S., & Kania, R. (2022). Sikap dan Niat Perilaku Generasi Milenial dalam Adopsi Platform Telemedicine untuk Layanan Konsultasi Kesehatan Mental. *Prosiding Industrial Research ...*, 4–5.
- Qin, H., Zhu, Y., Jiang, Y., Luo, S., & Huang, C. (2024). Examining the impact of personalization and carefulness in AI-generated health advice: Trust, adoption, and insights in online healthcare consultations experiments. *Technology in Society*, 79(August), 102726. <https://doi.org/10.1016/j.techsoc.2024.102726>
- Rahmasari, F. F., Wigati, P. A., & Budiyantri, R. T. (2023). Analisis Pengaruh Keputusan Penggunaan Telemedicine Halodoc di Kota Bogor. *Jurnal Manajemen Kesehatan Indonesia*, 11(2), 190–202. <https://doi.org/10.14710/jmki.11.2.2023.190-202>
- Rhamelani, P., Rakhmawati, W., Maryam, N. N. A., & Hendrawati, S. (2023). Pengetahuan dan perilaku pencarian pelayanan kesehatan orang tua yang memiliki anak dengan tuberkulosis pada masa pandemi Covid-19. *Holistik Jurnal Kesehatan*, 17(1), 52–70. <https://doi.org/10.33024/hjk.v17i1.8651>
- Rusdi, A. J., Priskusanti, R. D., Ikawati, F. R., & Nindy, E. (2024). Kepercayaan Kerahasiaan Data Diri Masyarakat Pada Pelayanan Telemedis : Path Analysis Model. *Jurnal Rekam Medik Dan Informasi Kesehatan*, 6(1), 1–8. <https://doi.org/10.25047/j-remi.v6i1.4654>
- Santoso, B. S., Budiyantri, R. T., & Nandini, N. (2024). Analisis Pemanfaatan Layanan Telemedicine Pasca Pandemi Covid-19 Di Jawa Tengah. *Jurnal Manajemen Kesehatan Indonesia*, 12(2), 119–129. <https://doi.org/10.14710/jmki.12.2.2024.119-129>
- Saputro, A. R., Gusnadi, A. M., Zanah, Z., & Simatupang, J. W. (2021). Tantangan Konektivitas dan Aksesibilitas Dalam Pengembangan Pelayanan Kesehatan Berbasis Telemedicine di Indonesia: Sebuah Tinjauan. *JIE Scientific Journal on Research and Application of Industrial System*, 6(1), 27. <https://doi.org/10.33021/jie.v6i1.1412>
- Silvian, M., & Faraswati, R. (2022). Pemanfaatan Teknologi Oleh Bidan Dalam Pelayanan Telemedis Di Bidang Pelayanan Kesehatan Ibu Dan Anak. *Jurnal Pengabdian Masyarakat Kesehatan Stikes Pemkab Jombang*, 15(1), 43.

- Sundararajan, V., Yang, O., & Yong, J. (2023). Socioeconomic status and access to care in a universal health care system: The case of acute myocardial infarction in Australia. *Journal of Economic Behavior and Organization*, 215(September), 1–25. <https://doi.org/10.1016/j.jebo.2023.08.022>
- Susilawati, & Azzahra, D. (2023). Faktor Yang Mempengaruhi Pemanfaatan Pelayanan Kesehatan Di Wilayah Pesisir. *Journal of Health and Medical Research*, 3(3), 267–272.
- Syamsuddin, S. (2024). Implementasi Telemedicine dan Implikasinya terhadap Akses serta Kualitas Pelayanan Kesehatan di Komunitas Pedesaan : Mini Review. *Jurnal Riset Sains Dan Kesehatan Indonesia*, 1(3), 117–123. <https://doi.org/https://doi.org/10.69930/jrski.v1i3.154>
- Syarizka, D. (2023). Perkembangan dan Masa Depan Telemedika di Indonesia. *Tech in Asia*, 100. https://www.researchgate.net/profile/Budi-Santoso-9/publication/281497363_PERKEMBANGAN_DAN_MASA_DEPAN_TELEME DIKA_DI_INDONESIA/links/55eb90cf08ae3e1218469f85/PERKEMBANGAN-DAN-MASA-DEPAN-TELEMEDIKA-DI-INDONESIA.pdf
- Tan, S. H., Wong, C. K., Yap, Y. Y., & Tan, S. K. (2024). Factors influencing telemedicine adoption among physicians in the Malaysian healthcare system: A revisit. *Digital Health*, 10. <https://doi.org/10.1177/20552076241257050>
- Tan, S. H., Yap, Y. Y., Tan, S. K., & Wong, C. K. (2025). Determinants of Telehealth Adoption Among Older Adults: Cross-Sectional Survey Study. *JMIR Aging*, 8. <https://doi.org/10.2196/60936>
- Tiara, S., & Kinanti, M. C. (2023). *Determinan Kepercayaan Masyarakat terhadap Dorongan Penggunaan Telemedicine : Systematic Literature Review Determinan Kepercayaan Masyarakat terhadap Dorongan Penggunaan Telemedicine : Systematic Literature Review Maryam Casimira Kinanti , Salsabilla Tiar. December.*
- Vidal-Silva, C., Sánchez-Ortiz, A., Serrano-Malebrán, J., Arriagada, V., Flores, M., Godoy, M., & Vargas, C. (2024). Social influence, performance expectancy, and price value as determinants of telemedicine services acceptance in Chile. *Heliyon*, 10(5), e27067. <https://doi.org/10.1016/j.heliyon.2024.e27067>
- WHO. (2022). *Telemedicine Has Clear Benefits For Patients in European Countries, New Study Shows.* World Health Organization International. <https://www.who.int/europe/news/item/31-10-2022-telemedicine-has-clear-benefits-for-patients-in-european-countries--new-study-shows>
- World Health Organization. (2010). Global Observatory for eHealth Vol 2 Telemedicine: Opportunity and developments in Member States. *World Health Organization*, 2, 96.
- Yulianto Putra, E. (2022). *The Impact of Social Media on the Decision to Use Telemedicine Among Batam's Citizen.* 2(1), 118–129. <https://journal.uib.ac.id/index.php/conescintech>

Yuliaty, F., Triyana, Y., Wirawan, C., & Sya'bandyah, F. (2022). Faktor-Faktor Yang Mempengaruhi Keputusan Pasien Untuk Berkonsultasi Melalui Aplikasi Telemedicine. *Kompleksitas: Jurnal Ilmiah Manajemen, Organisasi Dan Bisnis*, 11(2), 61–68. <https://doi.org/10.56486/kompleksitas.vol11no2.265>