

Analysis of the Implementation of the Rights of Patients with Mental Disorders to Access Health Services in Hospitals

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Article History

Submission : 25-03-2026
Received : 30-03-2026
Revised : 28-04-2026
Accepted : 30-04-2026

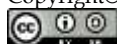
Abstract

The rights of patients with mental disorders are an integral part of efforts to provide fair and equitable health services. In this context, hospitals as health institutions have a responsibility to ensure that patients with mental disorders get their rights, including access to quality health services. This research focuses on the implementation of the rights of patients with mental disorders in obtaining access to health services at Prof. Dr. Muhammad Ildrem Hospital, North Sumatra. The main focus of this study is to evaluate the extent to which the rights of patients with mental disorders are guaranteed and fulfilled in the hospital service system. This study uses a qualitative approach with a descriptive type of research. Data was collected through in-depth interviews with relevant parties, such as medical personnel, patients with mental disorders, and hospital managers. In addition, direct observation of health service practices in hospitals is also carried out to get a more complete picture of the implementation of patient rights. This study aims to analyze the extent of the implementation of the rights of patients with mental disorders at Prof. Dr. Muhammad Ildrem Hospital. and to find out the factors that affect patients' access to health services, as well as to identify obstacles and challenges faced in the implementation of patients' rights. The results of the study show that although there are policies that support the protection of the rights of patients with mental disorders, their implementation in the field still faces various challenges. Some of the factors that affect access to health services for patients with mental disorders include social stigma against mental disorders, limited facilities and trained human resources, and lack of adequate understanding from some medical workers regarding the rights of patients with mental disorders. Conclusion of this study The implementation of the rights of patients with mental disorders at Prof. Dr. Muhammad Ildrem Hospital still needs to be improved, especially in terms of fulfilling access to health services in accordance with their rights. Social stigma and limited resources are the main obstacles that need to be overcome.

Keyword: Patient Rights, Mental Disorders, Access to Health Services, Prof. Dr. Muhammad Ildrem Hospital

Abstrak

Hak-hak pasien dengan gangguan jiwa merupakan bagian integral dari upaya penyediaan layanan kesehatan yang adil dan merata. Dalam konteks ini, rumah sakit sebagai lembaga kesehatan memiliki tanggung jawab untuk memastikan bahwa pasien dengan gangguan jiwa mendapatkan hak-hak mereka, termasuk akses terhadap layanan kesehatan yang berkualitas. Penelitian ini berfokus pada implementasi hak-hak pasien dengan gangguan jiwa dalam memperoleh akses terhadap layanan kesehatan di Rumah Sakit Prof. Dr. Muhammad Ildrem, Sumatera Utara. Fokus utama penelitian ini adalah untuk mengevaluasi sejauh mana hak-hak pasien dengan gangguan jiwa dijamin dan dipenuhi dalam sistem pelayanan rumah sakit. Penelitian ini menggunakan pendekatan kualitatif dengan tipe penelitian deskriptif. Data



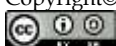
dikumpulkan melalui wawancara mendalam dengan pihak-pihak terkait, seperti tenaga medis, pasien dengan gangguan jiwa, dan pengelola rumah sakit. Selain itu, observasi langsung terhadap praktik pelayanan kesehatan di rumah sakit juga dilakukan untuk mendapatkan gambaran yang lebih lengkap tentang implementasi hak-hak pasien. Penelitian ini bertujuan untuk menganalisis sejauh mana implementasi hak-hak pasien dengan gangguan jiwa di Rumah Sakit Prof. Dr. Muhammad Ildrem. dan untuk mengetahui faktor-faktor yang memengaruhi akses pasien terhadap layanan kesehatan, serta untuk mengidentifikasi hambatan dan tantangan yang dihadapi dalam implementasi hak-hak pasien. Hasil penelitian menunjukkan bahwa meskipun ada kebijakan yang mendukung perlindungan hak-hak pasien dengan gangguan jiwa, implementasinya di lapangan masih menghadapi berbagai tantangan. Beberapa faktor yang memengaruhi akses terhadap layanan kesehatan bagi pasien dengan gangguan jiwa antara lain stigma sosial terhadap gangguan jiwa, keterbatasan fasilitas dan sumber daya manusia terlatih, serta kurangnya pemahaman yang memadai dari sebagian tenaga medis mengenai hak-hak pasien dengan gangguan jiwa. Kesimpulan penelitian ini: Implementasi hak-hak pasien dengan gangguan jiwa di Rumah Sakit Prof. Dr. Muhammad Ildrem masih perlu ditingkatkan, terutama dalam hal pemenuhan akses terhadap layanan kesehatan sesuai dengan hak-hak mereka. Stigma sosial dan keterbatasan sumber daya merupakan hambatan utama yang perlu diatasi.

Kata kunci: Hak Pasien, Gangguan Jiwa, Akses terhadap Layanan Kesehatan, Rumah Sakit Prof. Dr. Muhammad Ildrem

Introduction

Various insights are presented regarding the relationship between healthcare and legal considerations, especially in the context of digital healthcare. The growing role of digital platforms in providing mental health services, including online therapy and consultation applications, significantly improves accessibility, especially for those facing geographical, social, or economic barriers. This digital shift is increasingly relevant as technology facilitates access to mental health services in areas that have traditionally lacked such resources. However, the text also addresses related risks, such as potential data leaks, disinformation, and the challenges of maintaining ethical standards in virtual spaces (Irsyam Risdawati, Muhammad Donni Lesmana, 2025). Mental disorders are one of the public health problems that are receiving increasing attention in Indonesia, both in terms of the large burden of disease and the social impact it causes. Rapid social, economic, and cultural changes, such as urbanization, economic pressures, changing family patterns, and increased competition in the world of work have contributed to the increasing risk factors for mental disorders in various age groups. This condition makes mental health no longer a fringe issue, but an integral part of national health development that demands systematic, planned, and sustainable treatment. Normatively, the right to mental health services has actually received strong guarantees in the Indonesian legal system. The 1945 Constitution of the Republic of Indonesia affirms that every citizen has the right to receive health services and that the state is responsible for providing adequate health service facilities. This constitutional guarantee was then affirmed in various laws, including the Law on Health, the Law on Mental Health, the Law on Hospitals, and the Law on Persons with Disabilities which position people with mental disabilities as subjects of rights that must be protected and fulfilled their rights.

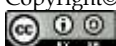
In Law No. 17 of 2023, Article 74 specifically regulates mental health as part of health efforts. According to this article, mental health is a condition in which an individual can develop physically, mentally, spiritually, and socially so that he or she is aware of his or her



abilities, is able to overcome the pressures of life, works productively, and contributes to his community. Mental health efforts are organized to achieve the highest degree of mental health through various promotive, preventive, curative, and rehabilitative efforts that are integrated in the national health system. Although Law Number 17 of 2023 concerning Health no longer explicitly uses the term "ODGJ" in the text of the law, this Law adopts a definition of mental health that includes individuals with mental disorders according to certain criteria. ODGJ is defined in derivative regulations (such as Government Regulation No. 28/2024) as individuals who experience disturbances in thought, behavior, or feelings and can result in suffering and inhibition of social functioning.

At the level of health service facilities, People with Mental Disorders (ODGJ) still face various obstacles in accessing adequate services. These obstacles are not only related to the limitations of facilities and infrastructure such as treatment rooms, rehabilitation facilities, and the availability of drugs but also related to the quality of services and the acceptability of these services for patients and families. In some situations, ODGJ still faces covert rejection, unfriendly service, or service delays due to administrative and financing reasons. In fact, by law, hospitals and health workers are bound by the obligation to provide quality, non-discriminatory, and fair services to every patient, including patients with mental disorders. Stigma and discrimination are non-medical factors that are very influential in worsening barriers to access. At the community level, ODGJ is often seen as "*dangerous*", "*embarrassing*", or "*useless*" individuals, so families often delay seeking professional help, and often even hide family members who have mental disorders. This stigma is not only alive in the general public, but to some degree can also be found in the health care worker environment, for example in the form of a lack of empathy, the use of derogatory terms, or the assumption that ODGJ patients are incapable of being involved in decision-making about themselves. As a result, the rights of ODGJ such as the right to information, the right to humane treatment, and the right to be free from violence and exploitation are not fully realized in practice.

In the context of North Sumatra Province, the Prof. Dr. Muhammad Ildrem Psychiatric Hospital in Medan plays a very strategic role. This hospital is the only psychiatric hospital owned by the North Sumatra Provincial Government, has the status of a type A Special Psychiatric Hospital and is the main reference for handling cases of mental disorders from various districts/cities. This position makes this hospital the spearhead of the implementation of various legal provisions related to the fulfillment of the rights of ODGJ patients, ranging from the right to access services, the right to quality treatment, to the right to rehabilitation and social reintegration. Thus, the success or failure to fulfill the rights of ODGJ patients in this hospital will greatly affect the face of mental health services at the provincial level as a whole. If examined further, access to services in psychiatric hospitals, including at the Prof. Dr. Muhammad Ildrem Psychiatric Hospital, is still faced with a number of complex root problems. Limited human resources trained in the field of mental health (psychiatrists, psychologists, psychiatric nurses, medical social workers), limited physical facilities ideal for recovery, and constraints on the availability of essential psychiatric drugs are problems that often arise. On the other hand, the limitation of financing guarantees both because patients have not been registered in the health insurance program and because of other administrative problems are often a real obstacle for ODGJ to obtain continuous care. Low understanding of mental disorders, both among the public and some health workers, reinforces the cycle of stigma, discrimination, and delay in treatment. This condition not only has an impact on the fulfillment of the rights of ODGJ patients, but also causes a heavy social and psychological burden for families (Indriawan, D., Wahyudi, S., & Handayani, S. W, 2025).



Families are often at the crossroads of economic limitations, social pressures due to stigma, and the moral responsibility to care for their mentally ill family members. In this situation, mental hospitals should not only function as a place of treatment, but also as a partner of the family and the community in realizing the fulfillment of the rights of ODGJ comprehensively (Ismail, M. W, 2020). Therefore, a study on the implementation of the rights of patients with mental disorders to access health services at the Prof. Dr. Muhammad Ildrem Mental Hospital is important, both to identify gaps between norms and practices, as well as to formulate policy recommendations and improve the governance of mental health services in the future.

Methods Research

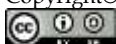
This study uses an analytical descriptive method to analyze the implementation of the rights of patients with mental disorders to access health services at Prof. Dr. Muhammad Ildrem Hospital, North Sumatra. This method aims to describe in detail the implementation of the rights of patients with mental disorders in obtaining treatment in accordance with applicable legal and regulatory standards. This study examines various related regulations and legal provisions, such as Law No. 17 of 2023 concerning Mental Health, to assess the extent to which patients' rights, such as the right to dignified care and the right to choose treatment, are implemented in hospital health services.

Results and Discussion

Implementation of the Rights of ODGJ Patients at Prof. Dr. Muhammad Ildrem Psychiatric Hospital

Services for ODGJ patients are an important part of the fulfillment of health rights regulated in the national health law, which affirms that people with mental disorders have the right to health services that are easily accessible, quality, and in accordance with medical standards. In general, the literature shows that the rights of people with disabilities include access to adequate medical care, non-discriminatory treatment, and clear information about the treatment and medical procedures performed on them (Ismail, M. W, 2020). This concept of rights is the basis for implementation in psychiatric hospitals such as Prof. Dr. Muhammad Ildrem Psychiatric Hospital. At the hospital service level, the implementation of the rights of ODGJ patients at Prof. Dr. Muhammad Ildrem Psychiatric Hospital includes efforts to ensure that all patients receive comprehensive mental health services starting from initial assessment, diagnosis, to promotive, curative, and rehabilitative treatment. This is in accordance with the principles of human rights-based mental health services, where patients are given space to be involved in decision-making and undergo the therapeutic process with dignity and clear legal protection (Ismail, M. W, 2020). Psychiatric hospitals ideally integrate multidisciplinary services involving psychiatrists, psychologists, nurses, and social workers to support the patient's medical and social needs.

However, empirical experience from research in several mental hospitals in Indonesia shows that the implementation of the rights of ODGJ patients often faces real obstacles, such as limited human resources that are competent in mental health,



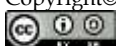
suboptimal infrastructure, and social stigma against mental disorders that are still strong in the community. Studies have shown that stigma and discrimination can affect how patients are treated by health workers and their families, so the services received do not fully reflect the expected human rights principles (Wahyu, M. A., & Elven, T. M. A, 2020). Similar challenges are also likely to be experienced by the service facilities at Prof. Dr. Muhammad Ildrem Psychiatric Hospital, considering that national issues have not been fully resolved.

In addition, cooperation between psychiatric hospitals and other stakeholders such as the Health Office, Social Service, and health center is an important aspect in fulfilling the rights of ODGJ, especially in the context of referrals, family assistance, and patient reintegration into the community. This collaboration allows for social empowerment programs and ongoing support after patients leave hospital facilities, which are an essential part of the social rehabilitation and functional recovery of ODGJ patients (Yonece Hamadi, Nur Aedah, Agustina Ivonne Poli, 2025). The implementation of the rights of ODGJ patients at the Prof. Dr. Muhammad Ildrem Psychiatric Hospital is in principle in line with humanistic and rights-based mental health service standards, but still requires improvements in the form of continuous training for health workers, strengthening the service management system, and public campaigns to reduce stigma and discrimination against mental disorders. The implementation of these practices will strengthen the performance of hospitals in ensuring the rights of ODGJ in a more effective and humane manner in accordance with the applicable national mental health policy (Ismail, M. W, 2020).

Obstacles in the Implementation of the Rights of ODGJ Patients

In the implementation of the rights of patients with mental disorders (ODGJ) based on Law No. 17 of 2023 concerning Mental Health, there are several obstacles that need to be overcome to ensure that their rights are properly fulfilled. One of the main obstacles is the lack of trained human resources in the field of mental health. Many hospitals, especially those in certain areas, face difficulties in meeting the needs of medical personnel who specialize in mental health. This has an impact on the quality of care provided to patients, which is often not in accordance with the standards of service set by law. In addition, social stigma against ODGJ is still a major problem that affects the implementation of patients' rights. Although the law has affirmed the right of ODGJ to receive dignified and non-discriminatory services, the reality is that there are still many people who have a negative view of individuals with mental disorders. This not only hinders the access of ODGJ to decent health services, but also worsens their mental state, due to the shame and discomfort they feel while receiving treatment.

Limited health facilities are also a significant obstacle. Hospitals and other health care facilities often do not have adequate facilities or equipment to properly handle ODGJ patients. Sometimes, patients have to wait a long time to get the treatment they need, due to the limited capacity of the hospital. This is contrary to the mandate of the law which states that every ODGJ has the right to receive health



services that suit their medical needs. Health financing is also an important obstacle in the implementation of ODGJ rights. Although the government has established several policies to ensure access to health services for ODGJ, many patients find it difficult to get such access due to cost issues. Especially in areas that are not covered by government health insurance, many ODGJ do not receive treatment that is in accordance with their rights. Thus, despite clear regulations, the issue of financing is still one of the main obstacles in ensuring the effective implementation of ODGJ rights.

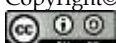
Juridical Analysis of the Gap between Norms and Practices

Law enforcement is an empirical reality of how the law works in the reality of people's lives (law in action). That law enforcement is a process to realize the wishes of the law into reality. The wishes of the law are the thoughts of the law-making body formulated in the regulations of the law. The law enforcement process also extends to law-making (Nugraha Manuella Meliala, Ismaidar, Muhammad Arif Sahlepi, 2024). Law No. 17 of 2023 concerning Mental Health provides a strong legal basis for the protection of the rights of patients with mental disorders (ODGJ), including the right to receive dignified health services in accordance with medical standards. However, while the norms set out in these laws are clear and comprehensive, there are significant gaps between norms and practices on the ground. One of the main gaps is the limitation of health facilities that are able to meet the standards of mental health services, especially in underserved areas. This leads to the inability of the health system to provide equal access for all ODGJ, as mandated by Law Number 17 of 2023 concerning Health.

Practices in hospitals and healthcare facilities often do not reflect the principles of nondiscrimination guaranteed by law. The stigma against ODGJ is still very strong in many circles of society, including in medical institutions. This hinders ODGJ from accessing services that are in accordance with their rights. For example, although the articles in this Law affirm that ODGJ have the right to safe and quality services (Article 75 and Article 76), the reality is that many patients experience discrimination or neglect of the right to proper treatment. In this case, clear legal norms are often not followed to the maximum in practice in the field.

In addition, there is a discrepancy between existing regulations and the capacity of human resources in handling ODGJ patients. According to the law, medical personnel trained in the field of mental health must be available in health facilities under Article 75, but the reality is that many hospitals lack medical personnel with specialized expertise in mental health. This causes mental health services to not be provided optimally, even resulting in patients experiencing delays in getting the right treatment. Therefore, although there are regulations governing the rights of patients with mental disorders, the incompatibility between legal norms and the reality on the ground requires more attention to ensure effective and equitable implementation throughout Indonesia.

Normative regulation of patients' rights to access health services in Indonesia

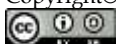


Indonesia's national development aims to realize the whole Indonesian people and the entire Indonesian society that is just, prosperous, prosperous, orderly and peaceful based on Pancasila and the 1945 Constitution. To realize a prosperous Indonesian society, it is necessary to continuously improve efforts in the field of medicine and health services (Fazizullah, Marlina, Muhammad Arif Sahlepi, 2022). The importance of providing sufficient information to patients, which is their human right. This is closely related to the principle of fairness, which requires transparency in communication between doctors and patients. The patient has the right to fully understand the medical procedures to be performed, including the risks, benefits, and alternatives available. Therefore, doctors are obliged to provide adequate explanations before obtaining consent, either orally or in writing (Irsyam Risdawati, 2024). This principle of fairness underscores the importance of respecting patients' autonomy and ensuring they can make decisions based on complete and accurate information. The normative regulation of the rights of patients with mental disorders in Indonesia includes the right to access safe, quality, affordable, and non-discriminatory health services as mandated by Law No. 17 of 2023 concerning Health. This regulation affirms that every individual, including ODGJ, has the right to receive proper mental health services and respect for their dignity in the treatment process, which also includes the right to information and education related to their health conditions. The fulfillment of these rights aims to encourage the creation of an inclusive health service environment, reduce stigma, and improve the quality of life of ODGJ patients through equal access to medical and rehabilitative services. This is supported by the principles of non-discrimination and equal rights enshrined in various national health regulations. Juridically, the normative regulation of this right is not only contained in Law No. 17 of 2023 but also related to broader human rights norms, such as the right to good health services guaranteed in the 1945 Constitution and other implementing regulations. This regulation serves as a legal basis to ensure that the government, health facilities, and medical personnel are responsible in providing access to mental health services in accordance with professional standards and patient rights. The existence of these provisions is also the basis for law enforcement efforts when the rights of ODGJ patients are not fulfilled, including the provision of administrative sanctions against health facilities that violate the terms of service (Fisca Amanda, Ramadhana, Majda El Muhtaj, 2024).

However, the ideal normative norm also faces the challenge of implementation in the field; Although the legal framework is adequate, research shows that there is still a gap between rules and practices, including in terms of the availability of facilities, competent human resources, and public and medical personnel's understanding of the rights of ODGJ. This condition shows the need to further strengthen regulations through regulatory harmonization, more intense socialization, and supervision of legal implementation so that normative arrangements do not only become legal texts but are truly realized in access to health services for ODGJ throughout Indonesia.

Conclusion

Law No. 17 of 2023 concerning Mental Health provides a strong legal basis to protect the rights of patients with mental disorders (ODGJ) in Indonesia, the implementation of these rights still faces various significant challenges. Key obstacles include the limited number of trained human resources in the field of mental health, lack of adequate facilities, and the social stigma that continues to be attached to patients with mental disorders. This stigma is often a major barrier to providing access to health services that are in line with patients' rights, even



within the hospital environment. Discriminatory practices and a lack of understanding of the importance of respecting the rights of mentally ill patients are still found in many health facilities. On the other hand, although there are regulations that clearly govern the right of ODGJ to receive dignified and non-discriminatory services, the gap between legal norms and realities on the ground suggests that there is still an urgent need to strengthen governance and resources in hospitals. This strengthening must include improving the competence of medical personnel in the field of mental health and the provision of facilities that meet the standards of mental health services. In addition, a reformulation of standard operating procedures (SOPs) and a clearer and more structured patient rights protection mechanism is needed to ensure that patients' rights are properly maintained during the treatment process.

To ensure more inclusive and equitable access to services, strengthening health insurance schemes such as BPJS Kesehatan is a very important step. The government must ensure that ODGJ can obtain adequate health insurance without discrimination, especially in areas that have limitations in health facilities and access. Stronger social support, both from the government, the community, and the family, is also needed to create a more supportive environment for the ODGJ recovery process. In addition, stigma reduction strategies through mental health education and literacy programs in the community and among medical personnel can reduce misconceptions and stigma against ODGJ, as well as pave the way for the community to be more open in providing support to patients with mental disorders. To achieve the optimal implementation of the rights of ODGJ patients, it is necessary to synergize between strong regulations, strengthening the capacity of health facilities, changing social attitudes, and increasing access to equitable and inclusive health services. With these measures, Indonesia can ensure that patients with mental disorders receive dignified, effective, and non-discriminatory services, and can function optimally in society.

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