



The Role of the YBM PLN Makassar Patient Transit Home in Supporting Referred Patients through Social Services

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Abstract: *Patient Transit Home (Griya Singgah Pasien/GSP) is a social support facility that assists referred patients and their families who must undergo treatment outside their home areas. This study aims to examine the role of the YBM PLN Makassar Patient Transit Home in supporting referred patients during their treatment in Makassar City. This study employed a qualitative descriptive approach. Data were collected through direct observation, interviews with GSP management, and documentation during the implementation of Field Experience Practice (PPL). Data were analyzed through data condensation, data presentation, and conclusion drawing, with data validity assessed through technical triangulation. The findings indicate that YBM PLN Makassar GSP provides non-medical support through temporary accommodation, fulfillment of basic needs, transportation assistance, companion arrangements, and social support for patients and their families. These services help patients and their companions meet essential needs while undergoing treatment in the referral area. The findings also indicate that the GSP functions not only as temporary accommodation but also as a social support facility that facilitates access to basic services and provides social attention to beneficiaries. From a social welfare perspective, the service reflects the provision of assistance to vulnerable groups and may be understood as an implementation of social solidarity and mutual assistance. Thus, YBM PLN Makassar GSP plays a supporting role in the referral healthcare process by complementing medical services provided by healthcare facilities.*

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Introduction

Healthcare services under certain conditions require a referral system when the previous healthcare facility cannot provide services appropriate to the patient's needs. The individual healthcare referral system in Indonesia is regulated by Regulation of the Minister of Health of the Republic of Indonesia Number 16 of 2024 concerning the Individual Healthcare Referral System. This regulation stipulates that referrals are based on the patient's medical needs and the service capabilities of available healthcare facilities (Ministry of Health of the Republic of Indonesia, 2024).

For patients who must undergo treatment outside their home area, the referral process can create additional needs beyond medical services, particularly accommodation during treatment. This situation can be even more challenging for patients from low-income families, as the costs of accommodation, food, and transportation while in the referral area can be an additional burden. Therefore, support beyond medical services is needed to assist patients and their accompanying families during the treatment process.

One form of such support is provided through the YBM PLN Patient Transit Home (GSP). YBM PLN provides GSP as a temporary residence for underprivileged patients and their accompanying families undergoing treatment at referral hospitals outside their home areas. In addition to housing, GSP services also include supporting needs such as food, ambulance services, and spiritual guidance (Yayasan Baitul Maal PLN, 2024). In Makassar City, the YBM PLN GSP is intended for underprivileged patients and their accompanying families undergoing treatment or referrals at hospitals in Makassar City. The GSP is located at Jalan Urip Sumoharjo Lorong 2 Number 15, North Karuwisi Village, Panakkukang District, Makassar City (Kurniawan, 2026).

The existence of GSP is not only related to the provision of housing, but also to how the service is managed to meet the needs of patients and their companions while in the referral area. Research on YBM PLN's GSP service shows that its implementation still requires management, including data recording, room availability information, complaint management, and service reporting (Sari et al., 2026). This suggests that GSP services need to be viewed not only in terms of the availability of facilities, but also in terms of the support and services provided to beneficiaries.

Based on this, this article examines the role of the YBM PLN Makassar Patient Transit Center in supporting referred patients. The discussion focuses on the support provided to patients and their accompanying families during their use of the GSP service, including accommodation, basic needs, transportation support, and services during their stay. This article is based on the results of the Field Experience Practice (PPL) at the YBM PLN Makassar Patient Transit Center.

Research Methods

This study employed a qualitative descriptive approach. This approach was used to describe and understand the role of the Griya Singgah Pasien (GSP) YBM PLN Makassar in providing support to referred patients and their companions during their treatment in Makassar City. Qualitative research was used to understand the conditions or phenomena under study based on data obtained



from the field through observation, questions and answers, and documentation (Moleong, 2017).

The study was conducted at the Griya Singgah Pasien YBM PLN Makassar, located at Jalan Urip Sumoharjo Lorong 2 No. 15, Makassar City, South Sulawesi. The study focused on the support provided by the GSP to referred patients and their companions, including provision of temporary housing, fulfillment of basic needs, transportation support, arrangement of companions, and services during the patient's stay at the GSP.

The data sources in this study consist of primary and secondary data. Primary data were obtained through direct observation during the implementation of Field Experience Practice (PPL) at the YBM PLN Makassar Patient Transit Center and information obtained through questions and answers with the management regarding patient admission requirements, companions, and facility use. Secondary data were obtained from official information from YBM PLN as well as previous literature and research related to the Patient Transit Center and support for referred patients.

Data collection techniques were conducted through observation, questions and answers, and documentation during the PPL implementation. Observations were conducted by observing the living conditions, facilities, service activities, and the implementation of regulations at the GSP. Questions and answers were conducted with the manager to obtain information about services and provisions that could not be known through observation alone. Documentation was used to supplement the data in the form of photos and documents related to GSP services. Observation, interviews, and the use of documents are data collection techniques in qualitative research (Moleong, 2017).

According to Miles, Huberman, and Saldaña, qualitative data analysis is conducted through a process of data condensation, data presentation, and drawing and verifying conclusions (Miles et al., 2018). In this study, data condensation was carried out by selecting and focusing information related to the role of GSPs in supporting referred patients. The selected data was then presented in the form of a description of the services and support provided to patients and caregivers. Furthermore, conclusions were drawn based on the presented data and verified by comparing its conformity with field data.

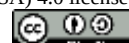
To ensure data validity, this study employed technical triangulation, comparing data obtained through observation, question-and-answer sessions, and documentation. This comparison was conducted to assess the consistency of information regarding the services and forms of support provided by GSPs to referred patients and their companions (Moleong, 2017).

Results and Discussion

Based on observations during the implementation of Field Experience Practice (PPL) at the Griya Singgah Pasien (GSP) YBM PLN Makassar and information obtained from the management, GSP YBM PLN Makassar has a role in providing support to referred patients and accompanying families undergoing treatment in Makassar City. This support is not provided in the form of medical services, but through the provision of temporary housing and various supporting needs during the patient's treatment process. This is in line with the GSP YBM PLN program which provides a shelter for underprivileged patients referred to large hospitals, with facilities such as accommodation, meals, ambulance pick-up and drop-off services, and spiritual guidance for patients and their families (Yayasan Baitul Maal PLN, 2026a).

Providing temporary housing is one of the main forms of support for the GSP YBM PLN Makassar. Patients from outside the region who must undergo treatment in Makassar City can stay temporarily at the GSP with their accompanying family in accordance with applicable regulations. Based on information obtained during the PPL implementation, GSP YBM PLN Makassar has 12 rooms with a total of 15 beds. Some rooms have more than one bed so that they can be used according to the conditions and needs of the beneficiaries. The availability of these accommodations provides space for patients and their companions during the treatment period, so they have a temporary place to stay while in Makassar City.

The existence of these accommodations is related to the patient's condition requiring treatment outside their home area. Minister of Health Regulation Number 16 of 2024 concerning the



Individual Health Service Referral System explains that the referral system is implemented based on the patient's medical needs and the service capabilities of the health facility. Referrals are made when the services required by the patient are not available at the previous health facility, requiring services at another health facility with appropriate capabilities (Ministry of Health of the Republic of Indonesia, 2024). This situation indicates that patients who undergo referrals to other areas also require support during their stay in their destination area.

For underprivileged patients, the need for accommodation during treatment can be a particular issue. YBM PLN explains that the GSP is a temporary shelter for underprivileged patients and their families from out of town who are undergoing treatment at major hospitals (Yayasan Baitul Maal PLN, 2024). The GSP program also provides facilities such as accommodation, meals, free ambulance services, and spiritual guidance for patients and their families (Yayasan Baitul Maal PLN, 2026a). Thus, the GSP can be understood as a non-medical support facility that complements the health services patients receive at referral hospitals.

Support for basic needs is also part of the GSP service. Patients and their companions still require food and beverages while undergoing treatment in the referral area. In the YBM PLN GSP program, food and beverages are one of the facilities provided to beneficiaries (Yayasan Baitul Maal PLN, 2026a). Provision of these needs is part of the support during the stay, as patients and their families face not only medical needs but also daily needs while away from their home.

In addition to housing and food needs, the YBM PLN GSP also provides support for transportation needs through ambulance services. YBM PLN lists free ambulance services as one of the facilities in the GSP program (Yayasan Baitul Maal PLN, 2026a). In the context of referral patients, these facilities relate to the patient's mobility needs during the treatment process. Therefore, the role of the GSP is not limited to providing housing but also includes other supporting facilities according to the services available.

Griya Singgah Pasien also implements provisions regarding patient companions. Based on information obtained from the management during the PPL, patients are generally accompanied by one person. These provisions relate to the arrangement of facility use so that it can be utilized by other beneficiaries. For infants or toddlers, there are certain conditions that allow both parents to be companions. These provisions demonstrate that GSP services are not only related to the provision of facilities, but also require the arrangement of facility use to suit the patient's condition and available capacity.

Information obtained during the PPL implementation indicates that there are certain requirements and conditions before patients can use the GSP facility. According to information provided by the management, one of the considerations for acceptance is related to the patient's condition and need for treatment at the referral hospital. Patients with a history of non-communicable diseases are included among those eligible for services in accordance with GSP provisions. Certain conditions, such as patients with broken bones, may also be accepted as long as they meet the requirements set by the management. This information indicates that patient acceptance is carried out with consideration to the condition and needs of the beneficiary.

The regulation of admission and use of these facilities demonstrates that the role of the GSP is not only seen in the availability of accommodation, but also in the service process provided to patients and their companions. Patients residing in a GSP must comply with established regulations to ensure orderly use of the facility. Therefore, GSP management encompasses the patient admission process, provision of accommodation, arrangement of companions, and care during the patient's treatment.





The role of the Patient Transit Home is also evident in social support for patients and their families. Patients undergoing treatment far from their home areas require not only accommodation but also attention during their stay in a new environment. In activities held at the GSP YBM PLN Makassar, muzaki (alms givers) visited and interacted directly with patients and their families. They listened to stories about the patients' journeys from their home areas, their treatment process, and their hopes. These activities demonstrate that attention and care are also part of the support provided to beneficiaries (Yayasan Baitul Maal PLN, 2026a).



These findings align with research by Yuniar Antika Sari, Fitria Azzhara, Arsika, and Fenny Purwani on YBM PLN's GSP service. The study explained that GSP is a social facility that provides temporary housing for patients and their families undergoing treatment at referral hospitals. The study also identified the need for service management, including data recording, room availability

information, complaint management, and service reporting (Sari et al., 2026). This demonstrates that the mere existence of housing is not sufficient; service management is also crucial in supporting the sustainability of GSP services.

Overall, the role of the GSP YBM PLN Makassar in supporting referred patients is realized through the provision of temporary housing, fulfillment of basic needs, transportation support according to available services, arranging companions, patient admission processes, and social attention and support for patients and their families. This role positions the GSP as a non-medical support facility while patients undergo treatment in the referral area. With this facility, patients and their families receive support in meeting some of their needs while away from their home area, while medical services and treatment remain the responsibility of the health facility where the patient was referred.

Conclusion

Based on the research results, the Griya Singgah Pasien (GSP) YBM PLN Makassar plays a role as a support facility for referred patients, especially underprivileged patients undergoing treatment in Makassar City. This role is realized through providing temporary housing for patients and accompanying families, fulfilling basic needs during their stay, transportation support through available services, and arranging companions and regulations for facility use. In addition to support in the form of facilities, GSP also provides attention and social support to patients and their families during the treatment process.

The existence of the Patient Transit Home is crucial because referred patients from outside the region require not only medical services but also accommodation and various support needs while in the referral area. In this regard, the GSP YBM PLN Makassar provides a space for patients and their caregivers to receive support during their treatment without having to meet all of these needs independently. Managing patient admissions, regulating facility use, and stipulating the needs of caregivers are also part of the GSP's efforts to provide services to beneficiaries (Ministry of Health of the Republic of Indonesia, 2024).

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