Health Education Innovation: Understanding the Role of Counseling via Video Media in Implementing Electronic Medical Records in Hospitals

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Abstract

Electronic medical records (EMR) have made the management of patient health information more efficient by replacing manual record keeping. However, health workers still need to understand and apply RME well to get the maximum benefits. The role of counseling is needed for health workers in changing the use of manual media to digital. The research method uses scoping review. Based on the PubMed database as many as 88,041 articles with the keyword "electronic medical records" and as many as 84 articles with the search keyword "electronic medical records and video learning". The results of article screening in the last 10 years from 2013 – 2023 were 74 articles. Then there are exceptions based on article type, namely Clinical Trial as many as 2 articles and Randomized Controlled Trial as many as 1 article. So that articles that match the theme: review and systematic review as many as 10 articles. VOSviewer generates network, overlay and density visualization. The role of counseling through video media in electronic medical records is very important. The counseling provided does not help them deal with social, emotional, and psychological problems that may arise as a result of such changes.
Keywords: scooping review, literature review, healthcare professional, VOSviewer, technology

Abstrak

Rekam medis elektronik (RME) membuat pengelolaan informasi kesehatan pasien menjadi lebih efisien. Namun, tenaga kesehatan perlu memahami dan menerapkan RME dengan baik. Peran konseling dibutuhkan kepada tenaga kesehatan dalam perubahan penggunaan media manual ke digital. Metode penelitian menggunakan scoping review. Berdasarkan database PubMed sebanyak 88.041 artikel dengan kata kunci "electronic medical records" dan sebanyak 84 artikel kata kunci pencarian "electronic medical records and video learning". Hasil penyaringan artikel pada 10 tahun terakhir dari tahun 2013 – 2023 sebanyak 74 artikel. Kemudian ada pengecualian berdasarkan article type yaitu Clinical Trial sebanyak 2 artikel dan Randomized Controlled Trial sebanyak 1 artikel. Sehingga didapatkan artikel yang sesuai tema: review dan systematic review sebanyak 10 artikel. VOSviewer menghasilkan network, overlay dan density visualization. Peran konseling melalui media video dalam rekam medik elektronik sangat penting. Konseling diberikan tidak membantu mereka menangani masalah sosial, emosional, dan psikologis yang mungkin muncul sebagai akibat dari perubahan tersebut.
Kata kunci: scooping review, literatur review, tenaga kesehatan, VOSviewer, teknologi

INTRODUCTION

Counseling is very important in terms of the benefits of video media learning for the use of electronic medical records in hospitals. Counseling serves as an important tool to help individuals, both patients and health workers, face the shift towards electronic medical record systems (Budiyanti et al., 2022). Patients can address their anxiety and uncertainty regarding change with counseling focused on technology adaptation. In addition, counseling is important to help health workers understand the functions and benefits of the new system, thereby reducing fear of change and increasing acceptance of electronic medical records. Therefore, counseling carried out via video media not only helps in the technical terms of using electronic medical records, but also includes psychological and social aspects which make it more effective in hospitals (Herawati et al., 2020).

Video media is increasingly important for learning, especially to help people understand and apply electronic medical records in the hospital environment. As technology develops, the integration of electronic medical records has become an important innovation in managing patient health information. Learning through video media, which is able to convey information visually and interactively, can help health workers understand, master and apply the electronic medical record process better. By better understanding what they can do with electronic medical records, it is hoped that patients will get more of the information they need. Therefore, it is important to provide better insight into the application of technology in medical practice by discussing the benefits of video media learning in supporting the application of electronic medical records in hospitals.

Replacing the tradition of manual recording with more efficient and up-to-date methods, electronic medical records (RME) have become an important part of the digital transformation in the hospital environment (Amin et al., 2021). With RME, medical professionals can store, manage, and access patient data electronically. RME provides many benefits, such as increased data accuracy and integrity, time efficiency, and better collaboration between healthcare teams. By using RME, patient health information can be accessed quickly and securely from various hospital departments, ensuring care that is more coordinated and responsive to patient needs (Faida, 2020). RME also encourages patients to participate in personal health management by providing access to their own medical records (Raziansyah et al., 2023). With all its benefits, implementing RME is a wise choice to improve hospital operational efficiency and provide better health services.

In the current digital era, electronic medical records (RME) are very important because information technology has changed the paradigm of health information management (Kassiuw et al., 2023). RME improves the efficiency, accuracy and quality of healthcare services. Hospitals can overcome manual recordkeeping issues, minimize data errors, and improve information integration between departments with RME adoption. Additionally, RME enables fast and secure access to patient medical records, allowing medical teams to make more informed and responsive decisions (Ridwan & Sari, 2021). With its ability to store data in a structured and integrated manner, RME also enables better data analysis, supports clinical research, and facilitates long-term patient monitoring. Moreover, RME is very helpful in improving coordination of care between professionals and members. RME is a technological necessity and will create more integrated, effective and quality health services.

So far, learning through video media has proven successful in increasing understanding and retention of information. Video media has the ability to convey content

in an interesting and engaging way by utilizing visual and auditory elements to convey information more vividly, which shows this effectiveness (Styowati & Utami, 2022). Making learning material easier for participants to understand can be done by presenting complex concepts, showing practical steps, and using animation. Video media also allows flexibility in learning time and place by providing access to learning materials whenever needed. Learning videos with interactions can sometimes increase participant engagement, encourage active participation, and promote deeper understanding. Video media not only conveys information well, but also makes learning more interesting, flexible and accessible.

Video learning media is very important to improve understanding and application of electronic medical records (RME) in the health environment (Wahab et al., 2022). With the continued development of information technology, learning videos can help healthcare professionals improve their technical skills and see the use of RME firsthand and understand its important features (Randhawa et al., 2020). This not only improves training efficiency, but also ensures that the healthcare workforce is ready to fully adopt RME. In turn, this will result in more precise and precise patient data, as well as better healthcare processes overall (Miller et al., 2021). Hospitals can ensure that their medical teams are skilled in using the latest technology by utilizing video media in the RME learning context (Zoghbi et al., 2018). They can also provide services that are safer, more organized and responsive to patient needs.

To understand and comprehend the latest developments in this field, the role of counseling in learning through video media for the use of electronic medical records in hospitals is very important (Sulistya & Rohmadi, 2021). The aim of this research is to determine the role of counseling in understanding the role of video media in supporting the use of electronic medical records in hospitals. By identifying and synthesizing related literature, this review will not only provide an overview of recent research trends but will also provide an in-depth understanding of specific aspects of the role of counseling on learning that can be facilitated by video media. It is hoped that with a broader understanding of the role of counseling on how video media can contribute to the integration of electronic medical records in the hospital environment effectively and efficiently, it will make a significant contribution to the development of more advanced medical practices.

RESEARCH METHODS

The scoping review research method is used as a systematic approach to investigate and present literature coverage on a research topic without conducting a rigorous methodological quality evaluation as in a systematic review. The scoping review approach provides a solid foundation for identifying and summarizing various relevant literature in research regarding the benefits of video media learning for the implementation of electronic medical records in hospitals (Lockwood et al., 2019). Development of specific research questions, establishment of standards for inclusion and exclusion, thorough literature search, selection of appropriate studies, systematic extraction of data, and presentation of results in a visually and narratively understandable form are the main steps in this method.

A scoping review details the overall scope of the literature, provides a broad overview of the research topic, helps discover knowledge gaps, and provides a solid foundation for further research in the area. The PRISMA flow diagram is presented in Figure 1.
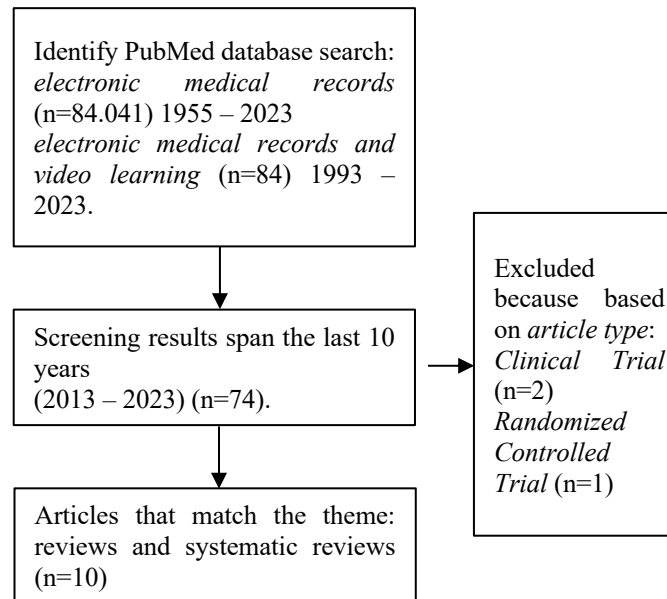
Identify PubMed database search:
electronic medical records (n=84.041) 1955 – 2023
electronic medical records and video learning (n=84) 1993 – 2023.

Screening results span the last 10 years (2013 – 2023) (n=74).

Excluded because based on *article type*: *Clinical Trial* (n=2) *Randomized Controlled Trial* (n=1)

Articles that match the theme: reviews and systematic reviews (n=10)

Figure 1. PRISMA Flow Diagram Of Scoping Review

The scoping review in this study used database files from PubMed (https://pubmed.ncbi.nlm.nih.gov/?term=electronic+medical+records+and+video+learning&page=1).

RESULTS AND DISCUSSION

As literature, researchers used the PubMed database with 88,041 articles with the keyword "electronic medical records" and 84 articles with the search keyword "electronic medical records and video learning". Of the 84 articles published in 1993 – 2023, this means that relevant articles must be taken from the last 10 years. The results of filtering articles in the last 10 years from 2013 – 2023 were 74 articles. Then there are exceptions based on article type, namely Clinical Trial with 2 articles and Randomized Controlled Trial with 1 article. So we got articles that fit the theme: reviews and systematic reviews totaling 10 articles.

A scoping review literature study requires a lot of time and effort, so an application that can perform bibliometric analysis is needed to find topics that can still be researched or are new, as well as to find the most widely used references in a particular research field.

The VOSviewer application builds and visualizes bibliometric networks such as journals, titles, authors, writers, publications and more. Additionally, VOSviewer can map various types of bibliometric analysis, create extensive bibliographic databases, and provide excellent visualization with visual labels. The number of publications on the topic of electronic medical records and video learning can be seen in the table 1. below:

Table 1.
Publications on the topic Electronic Medical Records and Video Learning

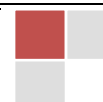| No	Year	Amount
1.	2023	17
2.	2022	13
3.	2021	11
4.	2020	12
5.	2019	6
6.	2018	4
7.	2017	8
8.	2016	5
9.	2015	4
10.	2014	3
11.	2013	1
12.	2012	1
13.	2011	1
14.	2006	1
15.	2004	1
16.	2002	2
17.	1997	1
18.	1995	2
19.	1993	1

In the last 10 years there have been more and more publications regarding Electronic Medical Records and Video Learning.

Tabel 2.
Scoping Review Analysis Matrix on the Topic of Electronic Medical Records and Video Learning from 2013 – 2023

No	Author, Year	Title	Research Design and Participants	Results
1.	Graham, S., Depp, C., Lee, E. E., Nebeker, C., Tu, X., Kim, H. C., & Jeste, D. V. (2019) (Graham et al., 2019)	Artificial Intelligence for Mental Health and Mental Illnesses: an Overview.	Reviewed 28 studies on AI and mental health that used electronic health records (EHR).	This research shows high accuracy and provides an excellent example of the potential of AI in mental health care.
2.	Sakamoto, T., Goto, T., Fujiogi, M., & Kawarai Lefor, A. (2022) (Sakamoto et al., 2022)	Machine learning in gastrointestinal surgery.	In the current era of "big data", the increasingly rapid accumulation of large amounts of data is driving	ML is a fundamental technology for processing data that exceeds the capacity of the human mind to understand it. The increasingly rapid accumulation of large

No	Author, Year	Title	Research Design and Participants	Results
			research using ML (Machine Learning) algorithms. The three subfields of ML are supervised learning, unsupervised learning, and reinforcement learning.	amounts of data is fundamentally changing the nature of surgical practice. Artificial intelligence (AI), represented by ML, is being incorporated into everyday surgical practice.
3.	Van Puyvelde, H., Basto, M., Chung, A. S. J., & Van Bruwaene, S. (2020) (Van Puyvelde et al., 2020)	Making surgery safer in an increasingly digital world: the internet-friend or foe?	The MEDLINE review was conducted using the MeSH terms "health care" and "information technology". Cross-referencing is used to explore the various opportunities and challenges that the internet offers.	Electronic medical records have the theoretical advantages of improving patient care, reducing medication errors, and expediting referrals. The downside is a less personalized approach to patient care, as well as the potential for the system to become more complicated.
4.	Maggio, L. A., Willinsky, J. M., Costello, J. A., Skinner, N. A., Martin, P. C., & Dawson, J. E. (2020) (Maggio et al., 2020)	Integrating Wikipedia editing into health professions education: a curricular inventory and review of the literature.	Five databases were searched for articles describing educational interventions to train health professional students to edit Wikipedia. From these sources, key details were extracted and synthesized, including student and	Six articles and 27 dashboards reported courses offered between 2015 and 2019. Courses were mostly offered to medical and nursing students. Instructors deliver content through videos, live lectures, and online interactive modules. Course content includes Wikipedia editing logistics, EBM skills, and health literacy.

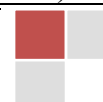| No	Author, Year	Title	Research Design and Participants	Results
			instructor types, course content, educational methods, and student outcomes.	
5.	Rodriguez Socarrás, M., Loeb, S., Teoh, J. Y., Ribal, M. J., Bloemberg, J., Catto, J., N'Dow, J., Van Poppel, H., & Gómez Rivas, J. (2020) (Rodriguez Socarrás et al., 2020)	Telemedicine and Smart Working: Recommendations of the European Association of Urology.	A Medline-based and gray literature search was conducted up to April 2020. We selected the most relevant articles related to "telemedicine" and "smart working" that could provide important information.	In telemedicine, telecommunications tools and electronic information are used to support long-distance clinical health care. Smart work models use new or old technology to improve performance.
6.	Naing, C., Whittaker, M. A., Aung, H. H., Chellappan, D. K., & Riegelman, A. (2023) (Naing et al., 2023)	The effects of flipped classrooms to improve learning outcomes in undergraduate health professional education: A systematic review.	We identified relevant studies by searching MEDLINE (Ovid), APA PsycINFO, Educational Resources Information Center (ERIC), as well as several electronic databases, registries, search engines, websites, and online directories. The last search update was in April 2022.	In this review, we aimed to find evidence of the effectiveness of flipped classroom interventions for health professions students.

| No	Author, Year	Title	Research Design and Participants	Results
7.	Rekik, G., Belkhir, Y., Jarraya, M., Bouzid, M. A., Chen, Y. S., & Kuo, C. D. (2020) (Rekik et al., 2021)	Uncovering the Role of Different Instructional Designs When Learning Tactical Scenes of Play through Dynamic Visualizations: A Systematic Review.	An electronic database search was conducted in the Web of Science and PubMed/Medline databases from inception to July 2020 using a combination of relevant keywords. Manual searches were also performed. Search is limited to English. A total of 515 records were screened by two researchers using Population/Intervention/Comparison/Outcome (PICO) criteria. The quality and validity of the included studies were assessed using "QualSyst".	The current review suggests important practical implications for physical education coaches and teachers who use animation and/or video to communicate game systems. The findings suggest that adapting instructional design to the learner's skill level, type of knowledge depicted, and level of content complexity is an important part of effective tactical learning of dynamic visualization.
8.	Cram, D., Roth, C. J., & Towbin, A. J. (2016) (Cram et al., 2016)	Orders- Versus Encounters-Based Image Capture: Implications Pre- and Post-Procedure Workflow, Technical and Build Capabilities, Resulting, Analytics and Revenue Capture: HIMSS-SIIM Collaborative White Paper	The decision to implement an order-based versus appointment-based imaging workflow has various implications for image capture and storage. The impact includes workflow before	Identify all images associated with a treatment event, through assignment of a unique study identifier. Associate the image with the patient encounter, usually through the modality work list or patient schedule.

No	Author, Year	Title	Research Design and Participants	Results
			and after imaging procedures, electronic medical record creation, technical infrastructure, analytics, outcomes, and revenue.	View images in the EHR or directly from the EHR via links associated with notes or reports that describe the visit for which the image was obtained. Easily identify the type of imaging performed and anatomical region through HER imaging descriptions.
9.	O'Donovan, R., & McAuliffe, E. (2020) (O'Donovan & McAuliffe, 2020)	A systematic review exploring the content and outcomes of interventions to improve psychological safety, speaking up and voice behaviour.	Strategi pencarian kata kunci dikembangkan dan digunakan untuk mencari basis data elektronik (PsycINFO, ABI/Inform, Academic search complete dan PubMed) dan basis data literatur kelabu (OpenGrey, OCLC WorldCat, Espace).	Empat belas intervensi ditinjau. Intervensi-intervensi ini terbagi dalam lima kategori. Intervensi pendidikan menggunakan simulasi, presentasi video, studi kasus dan lokakarya, sementara intervensi yang tidak menyertakan komponen pendidikan menggunakan fasilitasi holistik, permainan forum dan pertemuan penelitian tindakan.
10.	Ayorinde, A., Ghosh, I., Shaikh, J., Adetunji, V., Brown, A., Jordan, M., Gilham, E., Todkill, D., & Ashiru-Oredope, D. (2023)	Consideration of factors associated with inequalities in interventions that support health-care professionals' interaction with patients to reduce inappropriate antimicrobial use: a systematic review.	For this systematic review, we searched electronic databases (MEDLINE, EMBASE, Web of Science, and Google Scholar) from January 31, 2023 to February 8, 2023.	After screening 4979 records, we included 59 studies. Most studies were randomized trials (n=25) and qualitative/mixed methods studies (n=16). Included studies covered 16 countries, primarily the United Kingdom (n=16) and the United States (n=13). Most

No	Author, Year	Title	Research Design and Participants	Results
				studies (n=34) met at least 80% of relevant quality criteria, but 12 studies met less than 50%.

Network Visualization for Co-Occurrence

The topic Electronic Medical Records and Video Learning was analyzed using VOSviewer to produce a network visualization for co-occurrence which is presented in Figure 2.
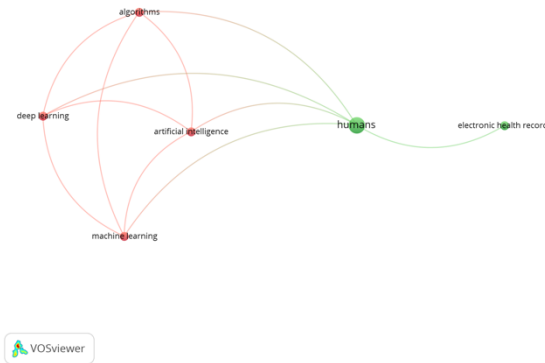
Figure 2.
Network Visualization on the Topic of Electronic Medical Records and Video Learning

Overlay Visualization For Co-Occurrence

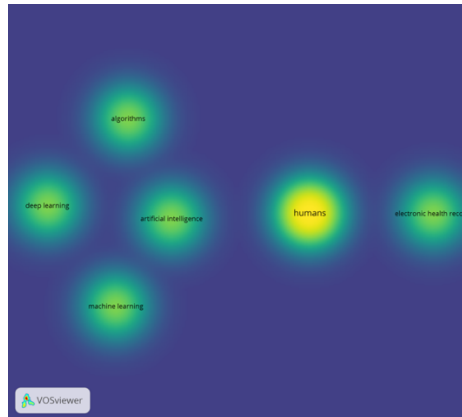Analysis using VOSviewer is very helpful for researchers to be able to see

Figure 3.
Overlay Visualization on Electronic Medical Records and Video Learning Topics

Density Visualization for Co-Occurrence

Figure 4.
Density Visualization on the Topic of Electronic Medical Records and Video Learning

VOSviewer Analysis

Of the 10 journal articles relevant to the topic of Electronic Medical Records and Video Learning, it is shown by visualization that humans as resources, namely medical staff, will play an important role in the successful use of RME. Factors for the success of using learning videos include deep learning and is supported by algorithms, machine learning and artificial intelligence. The successful use of learning videos for implementing RME in hospitals requires considering these factors.

The Role of Counseling in the Implementation of Electronic Medical Record Video Media in Hospitals

Counseling plays a very important role in the use of electronic recording and medical video in the hospital setting. The discovery of this technology has brought major advances in health information management, including documentation of patient medical records. In this case, the health counselor is responsible for providing the patient with an in-depth understanding of how this use is implemented. Health counselors can teach patients and their families about the benefits, procedures, and consequences of medical records management. Counseling is also critical to address patient concerns or discomfort about the privacy and security of their health data.

Health counselors, apart from providing information, can also help patients deal with changes that may occur during the implementation of medical records. They can help patients overcome anxiety, increase digital health literacy, and foster patient confidence in medical record systems as tools that aid their health care. Therefore, counseling not only focuses on information but also provides emotional and psychosocial support for patients and their families so that they understand and are comfortable with technological advances in health services.

As expressed by various expert opinions, the role of counseling in implementing electronic medical record video media in hospitals is important. According to health experts and counselors, the implementation of this technology is bringing major changes in the way healthcare services are provided. Counseling is essential to help patients, families, and medical employees adapt to these changes.

First, counselors are critical in helping patients and families understand the implementation of electronic medical records, helping them talk about data security, and

providing emotional support as they navigate the changes. Counselors also play an important role in increasing patient health literacy regarding the use of this technology. Counseling also provides psychosocial support to medical staff adopting new technology. They improve team communication, help manage stress, and offer change handling strategies.

Additionally, experts emphasize that counseling can help patients in a personalized and focused way, teaching them how to access and understand their electronic medical information. This encourages patients to be part of their own health care. Therefore, counseling not only addresses technical issues, but also addresses emotional and social issues that are critical to the adoption of contemporary health technologies.

CONCLUSION

The role of counseling via video media in electronic medical records, it can be concluded that counseling via this visual platform is very important and can be applied in the health sector. The counseling provided not only helps people understand how to implement electronic medical records, but also helps them deal with social, emotional, and psychological issues that may arise as a result of the change.

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