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The Preference for Telemedicine Use Among Non-JKN Psychiatric Patients Across Generations at Dr. Radjiman Wediodiningrat Hospital

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INFORMASI ARTIKEL

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ABSTRACT

Each generation exhibits varying levels of acceptance of technology, influenced by differences in abilities, attitudes, and behaviors. Telemedicine, an innovation in healthcare based on information technology, enables remote medical consultations. Despite its vast potential market, the utilization of telemedicine at Dr. Radjiman Wediodiningrat Hospital remains limited. This study aims to assess the preferences for telemedicine use among non-JKN psychiatric patients across different generational cohorts at RSJ Dr. Radjiman Wediodiningrat. This quantitative study employs descriptive analysis and Chi-Square testing. The sample consisted of 25 non-JKN psychiatric patients from RSJ Dr. Radjiman Wediodiningrat, selected through accidental sampling. The results indicated no significant relationship between generation and knowledge of RSJ telemedicine ($p = 0.566$), awareness of the RSJ telemedicine pathway ($p = 0.505$), prior use of RSJ telemedicine ($p = 0.529$), and prior use of other telemedicine platforms ($p = 0.086$). Furthermore, no significant relationship was found between generation and the perception that telemedicine is beneficial for comprehensive healthcare ($p = 0.108$), the belief that telemedicine saves time and reduces workload ($p = 0.493$), and the view that telemedicine reduces transportation costs ($p = 0.320$). All respondents expressed a willingness to use RSJ Dr. Radjiman Wediodiningrat's telemedicine services and would recommend them to peers or family. The findings of this study provide valuable insights for RSJ Dr. Radjiman Wediodiningrat regarding the knowledge, perceptions, and willingness of non-JKN psychiatric patients across different generations to utilize telemedicine services. Additionally, the study highlights the preferred media for telemedicine and information dissemination when patients make healthcare decisions.

1. Pendahuluan (11 pt, Times New Roman, bold)

Each generation exhibits varying levels of acceptance toward technology. The generational gap in technology adoption refers to differences in abilities, attitudes, and behavioral patterns. Millennials and generation Z demonstrate a strong adaptability to technology in the era of rapid digital transformation. Millennials, born into a digital world, have been exposed to technology from a young age and are generally open to change. Generation Z is characterized by a high level of acceptance of technology (Antasya et al., 2025). In contrast, the baby boomer generation faces more challenges with the emerging digital world, as they were born after world war II and feel an increasing sense of insecurity as the world becomes more digital. Generation X, who were first exposed to computers during their early teenage years, had to confront the reality that manual labor is gradually being replaced by technology (Pásztor & Bak, 2020).

One form of technology implementation is the provision of telemedicine services. Telemedicine refers to the delivery of clinical services through digital communication technology (Republik Indonesia, 2023).

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The term telemedicine emerged in the 1970s, meaning "medicine at a distance," which involves the use of information and communication technology to access healthcare, thereby enhancing healthcare services (Gumilang et al., 2024). These telemedicine services can include services between facilities, as well as between healthcare facilities and the public. These telemedicine services must be delivered by medical or healthcare professionals who are licensed to practice (Republik Indonesia, 2023).

Telemedicine services enable hospitals to provide healthcare without requiring in-person patient consultations. Some of the benefits of telemedicine in healthcare include improving service efficiency, expanding access to healthcare, and reducing patient wait times and travel costs to the hospital (Alexandra et al., 2021). However, telemedicine services face several challenges, including data privacy issues, concerns about patient information protection, the lack of quality in the therapeutic relationship through virtual media, and the difficulty healthcare providers face in building personal connections with patients (Ruda-Santolaria et al., 2023; Wissawaswaengsuk et al., 2025).

The use of telemedicine is not yet widespread across Indonesia, as its implementation depends on the availability of facilities and infrastructure, such as smartphones and telecommunication networks. Telemedicine is most commonly used in urban areas due to the availability of computers, smartphones, and reliable telecommunication networks (Saputro et al., 2021). Dr. Radjiman Wediodiningrat Hospital's services enable hospitals to provide healthcare without requiring in-person patient consultations. The telemedicine services at Dr. Radjiman Wediodiningrat Hospital are focused on patients who have previously received non-JKN psychiatric treatment. This approach is in line with medico-legal regulations, which prohibit telemedicine services for first-time patients.

Dr. Radjiman Wediodiningrat Hospital has established telemedicine services for psychiatry care to facilitate public access to mental health care. These telemedicine services are focused on patients who have previously received non-JKN psychiatric treatment. This approach is in accordance with medico-legal regulations, which prohibit telemedicine services for first-time patients.

Telemedicine services should have the potential to capture a broader psychiatric market, including patients from outside the province. The ease of online telemedicine usage, unaffected by time constraints,

2. Theory

2.1 Definition of Telemedicine

According to the WHO, telemedicine is defined as the provision of healthcare services by healthcare professionals using information and communication technology to exchange information for purposes such as diagnosis, treatment, disease prevention, research and evaluation, and continuing education for healthcare providers (Fouad et al., 2023). Telemedicine is also defined as the delivery and facilitation of clinical services through telecommunications and digital communication technology (Republik Indonesia, 2023). Telemedicine refers to the provision of medical services to patients by healthcare providers through digital technology in a patient-centered manner (Li et al., 2022).

Preferences for The Use of Telemedicine

According to the Indonesian Dictionary, "preference" can be defined as a tendency or liking. According to Werner's model, motivational factors such as the intention to perform a task are the primary determinants of health behavior. Intention represents an individual's motivation and commitment to engage in a specific behavior, indicating the extent of effort one is willing to exert to perform that behavior. Based on this concept, an individual's tendency to use telemedicine can be interpreted as behavioral intention. In general, attitudes toward telemedicine can be defined as a psychological inclination, expressed through the evaluation of something to a certain degree (Ahmed et al., 2021). The questionnaire assessing the willingness to use telemedicine includes several items that evaluate knowledge, perceptions, and intentions to use telemedicine. Several factors that may influence preferences for telemedicine use include general knowledge about telemedicine, perceptions of its usefulness, and willingness to adopt telemedicine (Kristina et al., 2023).

2.2 Theory of Generations

According to Strauss and Howe (1991), in Rohmad et al. (2025), generations are categorized into five groups: Baby Boomers, Generation X, Millennials, Generation Z, and Generation Alpha. Each of these groups has distinct differences in technology usage. The characteristics of each generation are as follows:

1. Baby boomers are individuals born between 1946 and 1964. They grew up after world war II. This generation experienced much face-to-face social interaction, as technology was not a primary focus during their time (Rohmad et al., 2025).
2. Generation X includes individuals born between 1965 and 1980. This generation grew up during the transition from the industrial age to the digital era. Personal computers were introduced as they reached adolescence (Rohmad et al., 2025).
3. Millennials are those born between 1981 and 1996. They grew up during the rise of the internet (Rohmad et al., 2025).
4. Generation Z consists of individuals born between 1997 and 2012. This generation has lived closely with the internet and smartphones. They are also

interconnected through social media and various digital platforms (Rohmad et al., 2025).

5. Generation Alpha includes those born after 2013. This generation is growing up in an environment with advanced digital systems. They are raised in the era of artificial intelligence and virtual assistants (Rohmad et al., 2025).

Research Method

This study is a quantitative research using descriptive data analysis and Chi-Square methods. If the p-value is < 0.05, a significant relationship is present. However, if the p-value is > 0.05, no significant relationship is found. The study was conducted by distributing a questionnaire to non-JKN psychiatric patients who had previously received treatment at Dr. Radjiman Wediodiningrat Hospital between January and June 2025.

The questionnaire was adopted from the Willingness to Use Telemedicine Questionnaire (WTQ) by Malhotra et al. (2020) in Kristina et al. (2023). The questionnaire consists of three sections: to assess respondents' knowledge, perceptions, and willingness to use telemedicine. The knowledge section includes questions about respondents' understanding of telemedicine, including their familiarity with telemedicine, telemedicine guidelines, and participation in telemedicine webinars. The perception section includes questions on whether telemedicine is suitable for providing comprehensive healthcare services, whether telemedicine facilitates the adoption of technology in healthcare, whether telemedicine saves time and reduces workload, whether telemedicine helps reduce service costs, and whether telemedicine applications are easy to adopt in the country. The section on willingness to use includes questions about whether respondents would use telemedicine for consultations, whether they would recommend telemedicine to friends and colleagues, and whether they are willing to pay for telemedicine services (Kristina et al., 2023).

The questionnaire was created using Google Forms and distributed via the WhatsApp account of the outpatient department admin at Dr. Radjiman Wediodiningrat Hospital. The study was conducted from September 17 to 20, 2025. Data were collected through accidental sampling, and only non-JKN psychiatric patients who agreed to complete the telemedicine usage preference questionnaire were included. The questionnaire link was sent to patients via a personal WhatsApp message from the outpatient department admin's phone number at Dr. Radjiman Wediodiningrat

Results

A. Respondent Characteristics

Based on the results of the questionnaire distributed to 25 non-JKN psychiatric patients who had previously received treatment at Dr. Radjiman Wediodiningrat Hospital, the following research findings were obtained:

Table 1. Respondent Characteristics

No.	Characteristics	Number (Percentage)
1.	**Generations**	
	Baby boomers	2 (8%)
	Generation X	3 (12%)
	Millennials	8 (32%)
	Generation Z	12 (48%)
2.	**Level of Education**	
	Elementary School	1 (4%)
	Junior High School	3 (12%)
	Senior High School	8 (32%)
	University	13 (52%)

Source: Data Processed (2025)

Based on table 1 above, the data indicates that the majority of respondents belong to generation Z, representing 48%, and most respondents have a higher education level, with 52% having completed university education.

B. Descriptive Overview of Knowledge and Perceptions of Telemedicine at Dr. Radjiman Wediodiningrat Hospital

Table 2. Overview of Knowledge and Perceptions of Telemedicine

No.	Characteristics	Number (Percentage)
1.	**Knowledge**	
	Knowledge of Telemedicine Services at Dr. Radjiman Wediodiningrat Hospital	
	Yes	16 (64%)
	No	9 (36%)
	Prior Use of Telemedicine at Dr. Radjiman Wediodiningrat Hospital	
	Yes	8 (32%)
	No	17 (68%)
	Prior Use of Other Telemedicine Platforms (e.g., Halodoc, Alodokter)	
	Yes	15 (60%)
	No	10 (40%)
	Knowledge of The Telemedicine Care Pathway at Dr. Radjiman Wediodiningrat Hospital	
	Yes	11 (44%)
	No	14 (56%)
2.	**Perception**	
	Telemedicine is Beneficial for Providing Comprehensive Care to Patients	
	Strongly Agree (SA)	13 (52%)
	Agree (A)	11 (44%)
	Disagree (D)	1 (4%)
	Strongly Disagree (SD)	0 (0%)
	Telemedicine Saves Time and Reduces Workload	
	Strongly Agree (SA)	17 (68%)
	Agree (A)	8 (32%)
	Disagree (D)	0 (0%)
	Strongly Disagree (SD)	0 (0%)
	Telemedicine Helps Reduce Transportation Costs to The Hospital	
	Strongly Agree (SA)	18 (72%)
	Agree (A)	7 (28%)
	Disagree (D)	0 (0%)

No.	Characteristics	Number (Percentage)
	Strongly Disagree (SD)	0 (0%)

Source: Data Processed (2025)

Based on table 2, most respondents were aware of telemedicine services at Dr. Radjiman Wediodiningrat Hospital (64%). Most had never used the hospital's telemedicine services (68%). Conversely, a majority had used other telemedicine platforms such as Halodoc and Alodokter (60%). Most respondents were unfamiliar with the telemedicine care pathway at the hospital (56%).

Based on Table 2, most respondents strongly agreed that telemedicine is beneficial for providing comprehensive patient care (52%). Most also strongly agreed that telemedicine saves time and reduces workload (68%). Likewise, a majority strongly agreed that telemedicine helps reduce transportation costs to the hospital (72%).

C. Respondents Knowledge of Telemedicine at Dr. Radjiman Wediodiningrat Hospital

Table 3. Knowledge of Telemedicine

No	Generations	Knowledge of Telemedicine			P
		Yes	No	Total	*Value*
1.	**Knowledge of Telemedicine Services at Dr. Radjiman Wediodiningrat Hospital**				
	Baby boomer	1 (50%)	1 (50%)	2 (100%)	
	Generation X	1 (33,3%)	2 (66,7%)	3 (100%)	0,566
	Millennials	5 (62,5%)	3 (37,5%)	8 (100%)	
	Generation Z	9 (75%)	3 (25%)	12 (100%)	
2.	**Prior Use of Telemedicine at Dr. Radjiman Wediodiningrat Hospital**				
	Baby boomer	1 (50%)	1 (50%)	2 (100%)	
	Generation X	1 (33,3%)	2 (66,7%)	3 (100%)	0,529
	Millennials	1 (12,5%)	7 (87,5%)	8 (100%)	
	Generation Z	5 (41,7%)	7 (58,3%)	12 (100%)	
3.	**Prior Use of Other Telemedicine Platforms (e.g., Halodoc, Alodokter)**				
	Baby boomer	2 (100%)	0 (0%)	2 (100%)	
	Generation X	2 (66,7%)	1 (33,3%)	3 (100%)	0,086
	Millennials	2 (25%)	6 (75%)	8 (100%)	
	Generation Z	9 (75%)	3 (25%)	12 (100%)	
4.	**Knowledge of The Telemedicine Care Pathway at Dr. Radjiman Wediodiningrat Hospital**				
	Baby boomer	1 (50%)	1 (50%)	2 (100%)	
	Generation X	1 (33,3%)	2 (66,7%)	3 (100%)	
	Millennials	2 (25%)	6 (75%)	8 (100%)	0,505
	Generation Z	7 (58,3%)	5 (41,7%)	12 (100%)	

Source: Data Processed (2025)

Based on table 3, the highest proportion of respondents with knowledge of telemedicine at Dr. Radjiman Wediodiningrat Hospital was observed in generation Z (75%). The Chi-square test yielded a p-value of 0.566 (>0.05), indicating no significant association between generational cohort and knowledge of the hospital's telemedicine services.

The highest proportion of respondents who had ever used telemedicine at Dr. Radjiman Wediodiningrat Hospital was observed among baby boomers (50%). The Chi-square test produced a p-value of 0.529 (>0.05), indicating no significant association between generational cohort and prior use of the hospital's telemedicine services.

The highest proportion of respondents who had used other telemedicine platforms (e.g., Halodoc, Alodokter) was observed among baby boomers (100%). The Chi-square test yielded a p-value of 0.086 (>0.05), indicating no significant association between generational cohort and prior use of these telemedicine platforms.

The highest proportion of respondents who knew the telemedicine care pathway at Dr. Radjiman Wediodiningrat Hospital was observed in generation Z (58.3%). The Chi-square test produced a p-value of 0.505 (>0.05), indicating no significant association between generational cohort and knowledge of the hospital's telemedicine pathway.

D. Respondents Perceptions of Telemedicine Use at Dr. Radjiman Wediodiningrat Hospital

Table 4. Perceptions of Telemedicine Use

No	Genera-tions	Perceptions of Telemedicine Use					P
		SA	A	D	SD	Total	*Value*
1.	**Telemedicine is Beneficial for Providing Comprehensive Care to Patients**						
	Baby boomer	2 (100%)	0 (0%)	0 (0%)	0 (0%)	2 (100%)	
	Gen-X	1 (33,4%)	1 (33,3%)	1 (33,3%)	0 (0%)	3 (100%)	0,108
	Millen-nials	3 (37,5%)	5 (62,5%)	0 (0%)	0 (0%)	8 (100%)	
	Gen-Z	7 (58,3%)	5 (41,7%)	0 (0%)	0 (0%)	12 100%	
2.	**Telemedicine Saves Time and Reduces Workload**						
	Baby boomer	2 (100%)	0 (0%)	0 (0%)	0 (0%)	2 (100%)	
	Gen-X	2 (66,7%)	1 (33,3%)	0 (0%)	0 (0%)	3 (100%)	0,493
	Millen-nials	4 (50%)	4 (50%)	0 (0%)	0 (0%)	8 (100%)	
	Gen-Z	9 (75%)	3 (25%)	0 (0%)	0 (0%)	12 100%	
3.	**Telemedicine Helps Reduce Transportation Costs to The Hospital**						
	Baby boomer	2 (100%)	0 (0%)	0 (0%)	0 (0%)	2 (100%)	
	Gen-X	2 (66,7%)	1 (33,3%)	0 (0%)	0 (0%)	3 (100%)	0,320
	Millen-nials	4 (50%)	4 (50%)	0 (0%)	0 (0%)	8 (100%)	
	Gen-Z	10 (83,33%)	2 (16,67%)	0 (0%)	0 (0%)	12 100%	

Source: Data Processed (2025)

Based on table 4, the largest proportion of respondents who perceived telemedicine as beneficial for delivering comprehensive patient care was identified among baby boomers (100%). The Chi-square test yielded a p-value of 0.108 (>0.05), indicating no significant association between generational cohort and the perception that telemedicine supports comprehensive care.

The largest proportion of respondents who perceived that telemedicine saves time and reduces workload was identified among baby boomers (100%). The Chi-square

test yielded a p-value of 0.493 (>0.05), indicating no significant association between generational cohort and the perception that telemedicine saves time and reduces workload.

The largest proportion of respondents who perceived that telemedicine reduces transportation costs to the hospital was identified among baby boomers (100%). The Chi-square test yielded a p-value of 0.320 (>0.05), indicating no significant association between generational cohort and the perception that telemedicine reduces transportation costs to the hospital.

Based on table 5, all respondents indicated a willingness to use telemedicine for clinical consultations and to recommend telemedicine to family members or colleagues (100%).

E. Willingness to Use Telemedicine

Table 5. Willingness to Use Telemedicine

No	Generations	Willingness to Use Telemedicine		
		Yes	No	Total
1.	**Willingness to Use Telemedicine for Clinical Consultations**			
	Baby boomer	2 (100%)	0 (0%)	2 (100%)
	Generation X	3 (100%)	0 (0%)	3 (100%)
	Millennials	8 (100%)	0 (0%)	8 (100%)
	Generation Z	12 (100%)	0 (0%)	12 (100%)
2.	**Willingness to Recommend Telemedicine to Family Members of Colleagues**			
	Baby boomer	2 (100%)	0 (0%)	2 (100%)
	Generation X	3 (100%)	0 (0%)	3 (100%)
	Millennials	8 (100%)	0 (0%)	8 (100%)
	Generation Z	12 (100%)	0 (0%)	12 (100%)

Source: Data Processed (2025)

F. Telemedicine Platforms and Preferred Channels for Obtaining Telemedicine Information

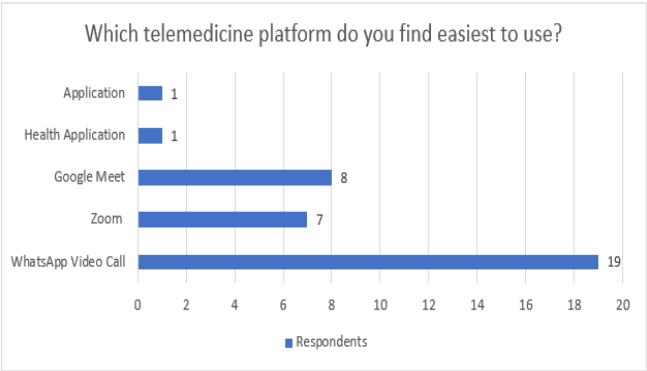

Figure 1. Preferred Telemedicine Channels
Source: Data Processed (2025)

Based on figure 1, most respondents selected WhatsApp video call as their preferred telemedicine platform (76%). The next most frequently selected platforms were Google Meet (32%) and Zoom (28%), ranking second and third, respectively.

Based on figure 2, the channel most frequently selected by respondents for disseminating telemedicine information was WhatsApp (80%). The second most commonly selected channel was Instagram (48%), followed by in-person outreach (44%).

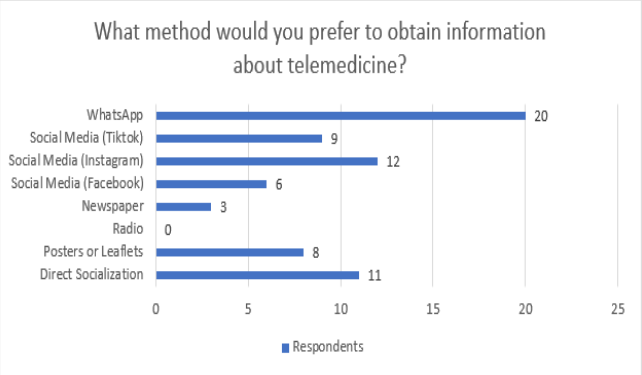

Figure 2. Channels for Disseminating Telemedicine Information
Source: Data Processed (2025)

Discussion and Conclusion

The largest share of completed questionnaires came from generation Z, followed by millennials, generation X, and baby boomers. The predominance of generation Z likely reflects the survey's online administration via Google Forms, a platform with which this cohort is highly familiar. As digital natives, generation Z is accustomed to using technology and smart devices, relies heavily on internet-based services, and **is** generally agile and proficient in using advanced digital technologies (Ismail & Nugroho, 2022).

Knowledge of telemedicine was assessed across four dimensions: (1) awareness of telemedicine services at Dr. Radjiman Wediodiningrat Hospital; (2) knowledge of the Dr. Radjiman Wediodiningrat Hospital's telemedicine care pathway; (3) prior use of Dr. Radjiman Wediodiningrat Hospital's telemedicine; and (4) prior use of other platforms (e.g., Halodoc, Alodokter). No significant associations were observed between generational cohort and any of these dimensions. This pattern may reflect the limited, non-comprehensive dissemination of information regarding Dr. Radjiman Wediodiningrat Hospital's telemedicine services, leaving many non-JKN psychiatric patients insufficiently informed.

Although no significant associations were detected, Generation Z accounted for the largest proportion of respondents who reported knowledge of telemedicine and of the telemedicine pathway at Dr. Radjiman Wediodiningrat Hospital. As digital natives, members of generation Z have been exposed to technology from an early age, are comfortable adopting new tools, and tend to be more open, adaptable, responsive, intuitive, and enthusiastic in their use of technology (Sunaryanti et al., 2025). Consistent with this, descriptive data show that most non-JKN psychiatric patients who used telemedicine during January-June 2025 were from generation Z. By contrast, the generation with the highest proportion reporting ever using telemedicine whether Dr. Radjiman Wediodiningrat Hospital's service or other

platforms was the baby boomer cohort. This pattern may plausibly reflect intergenerational assistance, wherein baby boomers receive help navigating telemedicine from millennial or generation Z family members.

Most respondents were aware of the telemedicine services at Dr. Radjiman Wediodiningrat Hospital. However, many were not familiar with the telemedicine care pathway. Moreover, while a majority had previously used third-party telemedicine platforms such as Halodoc and Alodokter, most had not used the hospital's own telemedicine service. Respondents who lacked knowledge of the service could be targeted with outreach that explains the telemedicine care pathway, using a combination of online and offline channels. The questionnaire also asked about preferred channels for receiving telemedicine information; the top three were WhatsApp, Instagram, and in-person outreach.

WhatsApp is a widely used messaging application that serves as a no-cost channel for digital outreach and marketing. Hospitals can share service information via one-to-one messages (including automated replies), present service menus through the catalog feature, and use Status updates to promote hospital services and facilities. Using WhatsApp Business enables contact segmentation and labeling, automation of responses, and consistent information delivery, thereby strengthening patient engagement and loyalty (Merrynda et al., 2023).

Instagram is a social media platform for sharing photos and videos. Telemedicine outreach on Instagram can use photo and video content to showcase the hospital's telemedicine services and facilities. The effectiveness of Instagram as an information channel for patients can be evaluated using the platform's engagement rate (Merrynda et al., 2023).

Alongside digital channels, telemedicine outreach at Dr. Radjiman Wediodiningrat Hospital can also be conducted in person. On site activities may include distributing printed materials (posters, leaflets, banners) and delivering direct patient education by hospital staff. Staff-led outreach can be integrated into routine care for example, during clinical encounters, in waiting areas, or during therapy sessions. The hospital may deliver brief talks in waiting rooms and offer information or enrollment for telemedicine during treatment visits.

Respondents' perceptions of telemedicine at Dr. Radjiman Wediodiningrat Hospital were assessed across three dimensions: (1) perceived benefit for delivering comprehensive care, (2) time-saving and workload reduction, and (3) reduction of transportation costs to the hospital. No significant associations were found between generational cohort and any of these perception dimensions. This pattern may reflect a ceiling effect, as most respondents selected "strongly agree" for statements that telemedicine supports comprehensive care, saves time, and reduces transportation costs. The baby boomer cohort showed the highest proportion of "strongly agree" responses across all three dimensions. This may be attributable to intergenerational facilitation for example, baby boomers using telemedicine with assistance from millennial or generation Z family members thereby enabling uptake among older patients.

Telemedicine enhances patient access to healthcare services (Ruda-Santolaria et al., 2023). This is consistent with findings by Wissawaswaengsuk et al. (2025), who reported that telemedicine facilitates access to care for patients in rural areas. Telemedicine also yields time savings and lowers transportation expenses. Empirical studies show reduced waiting times and greater visit efficiency, resulting in overall time savings for patients (Ruda-Santolaria et al., 2023; Singhal et al., 2023). Additional evidence on cost savings indicates that telemedicine reduces patients' transportation costs to hospitals (Alami et al., 2017; Wahab et al., 2021).

We assessed intention to adopt telemedicine along two dimensions: willingness to use telemedicine for clinical consultations and willingness to recommend it to family members or peers. The survey showed unanimous endorsement, all respondents reported both willingness to use and to recommend telemedicine. Consistent with prior evidence, the leading determinants of telemedicine use include time savings, reduced exposure to infectious disease, lower costs, and the removal of geographic constraints (Li et al., 2022). In addition, travel distance emerged as a primary consideration: by eliminating transportation barriers for individuals residing in remote areas, telemedicine can substantially improve access to care (Fouad et al., 2023).

The most commonly selected telemedicine platform was WhatsApp video calls, followed by Google Meet and Zoom. Zoom is a cloud-based platform that supports real-time virtual encounters and, in April 2020, announced enhancements to privacy and transparency-such as meeting passcodes, strengthened encryption, and a consolidated in-client security icon to centralize controls. Google Meet, developed by Google, similarly offers enterprise-grade video communication with encryption, safeguards against unauthorized access, and optional two-step verification to regulate and protect user access (Karim & Ali, 2021). Taken together, these findings suggest that respondents prefer ubiquitous, user-friendly tools that also provide baseline security features suitable for teleconsultation.

In summary, although most respondents were aware of telemedicine services, the majority did not know the telemedicine service pathway at Dr. Radjiman Wediodiningrat Hospital. While most had previously used third-party telemedicine platforms (e.g., Alodokter, Halodoc), the majority had never used the hospital's own telemedicine service. Regarding perceptions, most respondents strongly agreed that telemedicine is

beneficial for patients, saves time, reduces workload, and lowers transportation costs to the hospital. Regarding intention to use, all respondents expressed willingness to use telemedicine and to recommend it to family members and peers. Finally, there was no statistically significant association between generational cohort and any dimension of knowledge or perception.

The implications of this study are twofold. First, it provides Dr. Radjiman Wediodiningrat Hospital with an evidence-based profile of non-Indonesia's National Health Insurance (non-JKN) psychiatric patients' knowledge, perceptions, and intention to use telemedicine across generational cohorts, as well as their preferred telemedicine platforms and information channels to support data-driven decision-making. Second, the findings suggest that the hospital should select telemedicine platforms that align with generational preferences while meeting stringent requirements for data security and patient privacy during video consultations. The hospital can use patients' preferred communication channels to guide telemedicine outreach and marketing, ensuring targeted dissemination and efficient resource use.

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