



## Informed Consent as an Effort to Prevent and Resolve Medical Disputes: A Literature Review

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### Article Info

#### Article history:

Received 10 April 2026

Received in revised form 9

May 2026

Accepted 30 May 2026

#### Keywords:

Informed Consent

Medical Disputes

Medical Malpractice

Patient Legal Protection

Healthcare Services

### Abstract

*Informed consent is an important aspect of healthcare practice that aims to ensure patients' rights to obtain information and provide approval for medical procedures to be performed. The implementation of informed consent is not only related to medical ethics but also plays an important role in preventing medical disputes between healthcare providers and patients. Lack of understanding and inadequate implementation of informed consent can increase the risk of conflicts and malpractice claims in healthcare services. This study uses a literature review method conducted by collecting data through journal searches in PubMed, Garuda, and Google Scholar using the keywords: informed consent, medical disputes, medical malpractice, patient legal protection, and health law. This study reviewed 12 research articles relevant to the research topic.*

## Introduction

Healthcare is a service industry sector that provides health services to the public, including treatment, disease prevention, and health promotion (Schauffler et al., 1994; Aldalaeen et al., 2025; Suleiman & Ming, 2025). Article 52 of Law No. 36 of 2009 concerning Health states that healthcare services consist of individual healthcare services and public healthcare services. Healthcare practices involve a complex legal relationship between the parties: medical personnel, patients, and healthcare facilities. This relationship inherently creates a series of rights and obligations for each entity involved, particularly in the context of implementing medical procedures. One fundamental principle underlying this relationship is informed consent, defined as the patient's consent to a medical procedure after receiving comprehensive, transparent, and easily understood information (Ludewigs et al., 2025; Chau et al., 2025; Michael et al., 2025). Informed consent serves more than just an administrative procedure; it also reflects respect for patient autonomy and serves as a legal protection tool for healthcare professionals.

Medical disputes are complex issues and often lead to conflict between patients, physicians, and healthcare institutions (Toma-Tumbar et al., 2025; Sriwidodo et al., 2025; Sari, 2025). This not only affects the individuals directly involved but also has a significant impact on the healthcare system as a whole. Medical disputes can arise for many reasons, such as errors in medical care, poor communication, or disagreements about the standard of care (Juli et al., 2025; Alawiyah, 2025; Yan et al., 2025). One of the main causes of medical disputes is errors

in medical care. Sometimes, doctors misdiagnose a disease, provide inappropriate treatment, or perform the wrong medical procedure. A doctor's inability to communicate effectively with a patient can also trigger disputes. When a doctor fails to clearly explain the diagnosis, prognosis, or treatment options to a patient, this can lead to patient dissatisfaction and increase the risk of conflict (Xu et al., 2025; Nioi et al., 2025; Hou et al., 2026).

Informed consent can help provide patients with information so they understand the actions of medical personnel who will perform procedures to treat their illness and also provide them with information about their illness (Neoaz & Amin, 2025; Iroegbu et al., 2025; Patil & Shanker, 2023). For healthcare professionals, informed consent can serve as a basis for providing a sense of security in carrying out medical procedures to treat the patient's illness and as a defense if the outcome of the procedure does not meet the patient's or their family's wishes (Di Giuseppe et al., 2024; Hanganu & Ioan, 2022; Lazuardi & Marwiyah, 2023).

Disputes can also arise from unlawful acts (*onrechtmatige daad*), namely acts that meet the qualifications of Article 1365 of the Civil Code (Yanuarto et al., 2025; Sarmilah et al., 2022; Imam et al., 2023). An unlawful act is any unlawful act that results in harm to another person, obligating the person whose fault caused the loss to be responsible for compensation. In resolving medical disputes through litigation, this article is often used by patients and their families to obtain compensation for what occurs as a result of a breach of contract. The patient-doctor relationship typically involves trust in the health of the patient. Like any relationship between a client and a professional, the relationship between a patient and a doctor follows the same alternative relationship. Initially, the relationship between a patient and their doctor is paternalistic, likened to the relationship between a good child and its father. The child will obediently follow all advice, orders, and wishes of the father without daring to object, even if they disagree, are upset, or are unhappy.

Based on this description, it can be concluded that informed consent plays a crucial role in healthcare practice, both as a form of protection for patient rights and as an effort to prevent and resolve medical disputes. Therefore, this study aims to examine the role of informed consent as an effort to prevent and resolve medical disputes through a literature review approach, so that it is hoped that it can provide a more comprehensive picture of the importance of implementing informed consent in health service practices.

## Methods

This study employed a structured narrative literature review method to examine the role of informed consent in preventing and resolving medical disputes. This approach was chosen because the study aimed to synthesize findings from previous research and legal literature related to informed consent, patient rights, medical malpractice, legal protection, and medical dispute resolution in healthcare practice.

The literature search was conducted through three academic databases, namely PubMed, Garuda, and Google Scholar. The search process used several keywords relevant to the topic, including “informed consent”, “medical disputes”, “medical malpractice”, “patient legal protection”, “doctor patient communication”, and “health law”. The search was limited to articles written in Indonesian or English and articles that were accessible in full text. The literature included in this review consisted of published journal articles that directly discussed informed consent in relation to healthcare services, medical law, malpractice prevention, patient autonomy, or the resolution of disputes between patients and healthcare providers.

The inclusion criteria in this study were articles that discussed informed consent in medical or healthcare settings, articles that examined its legal, ethical, or practical role in preventing or resolving medical disputes, articles published in scientific journals, and articles available in Indonesian or English. Meanwhile, the exclusion criteria were articles that were not relevant to the research focus, articles not available in full text, articles with incomplete bibliographic

information, unpublished manuscripts, non research papers, and articles written in languages other than Indonesian or English.

The article selection process was conducted in several stages. First, all articles identified through database searches were collected based on the predetermined keywords. Second, articles were screened based on language and full text availability. Third, the remaining articles were reviewed based on their relevance to the topic, research focus, and publication status. Articles that did not specifically discuss informed consent, medical disputes, malpractice, patient legal protection, or health law were excluded from the review. After the screening and eligibility assessment process, 12 articles were selected as the final sources for analysis.

The selected articles were analyzed descriptively by identifying the author, publication year, article title, research method, main findings, and conclusion. The analysis focused on how each article explained the function of informed consent as a legal and ethical instrument in healthcare practice. The findings were then synthesized narratively to identify the main roles of informed consent, particularly as a form of patient rights protection, a legal safeguard for healthcare professionals, a mechanism for improving doctor patient communication, and an instrument for preventing and resolving medical disputes.

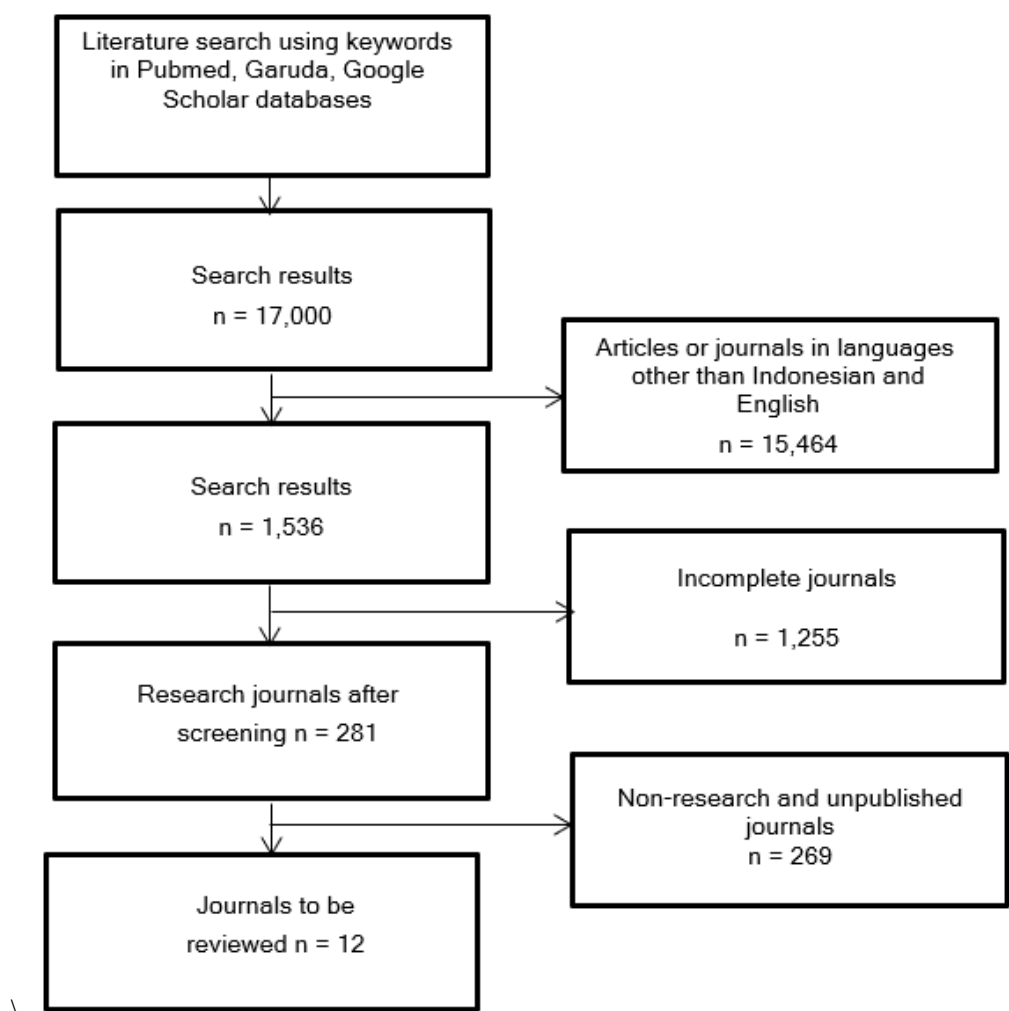


Figure 1. PRISMA Flow of Research Articles Informed consent as an Effort to Prevent and Resolve Medical Disputes

The article selection process is illustrated in Figure 1. The initial search identified 17,000 articles from PubMed, Garuda, and Google Scholar. After screening based on language, full

text availability, publication type, and relevance to the research topic, 12 articles were finally selected for further review and narrative synthesis.

## Result and Discussion

The results of this literature review are presented by summarizing twelve selected articles that are directly relevant to the role of informed consent in preventing and resolving medical disputes. Each article was examined based on its author, title, research method, main findings, and conclusion. This presentation aims to provide a clear overview of how informed consent is understood in previous studies, particularly as a legal, ethical, and communicative instrument in healthcare practice. The reviewed studies generally discuss informed consent in relation to patient rights, legal protection for doctors and healthcare workers, malpractice prevention, doctor patient communication, and the resolution of medical disputes. Therefore, the following table presents the main characteristics and findings of the selected articles used as the basis for the narrative synthesis in this study.

Table 1. Analysis of Informed Consent as a Means of Preventing and Resolving Medical Disputes

No	Author	Title	Method	Results	Conclusion
1	Annisa Fitira, Rahayu Subekti (2025)	Informed Consent as Legal Protection for Doctors and Patients in Anticipating Potential Medical Disputes in Hospitals	Normative legal research with literature study and regulatory analysis	Informed consent is a fundamental element ensuring patients' right to information, serving as authentic evidence in medical records, and distinguishing unavoidable medical risks from negligence.	Informed consent is not merely an administrative procedure but a strategic mechanism to strengthen legal certainty, prevent conflicts, and maintain accountability in healthcare services.
2	Sonya A. Batubara, Billy M. A. Manurung, Rio F. A. Ginting, Rodhiatul Adawiyah (2025)	The Role of Informed Consent in Healthcare Services as a Preventive Measure Against Criminal Medical Malpractice in Hospitals	Normative juridical and descriptive	The legal status of informed consent is regulated under Law No. 36/2009, protecting both patients and medical personnel, but has not fully accommodated operational needs in hospital practice.	Informed consent is effective as a preventive measure against malpractice, providing legal protection for doctors and patients, and must be implemented with comprehensive understanding in hospitals.
3	Venia, Agustinus PH, M. Nasser, Sator Sapan Bungin (2024)	Juridical Analysis of Informed Consent in Healthcare Services	Normative juridical, statutory and case law analysis	Identifies Law No. 17/2023, medical codes of ethics, and Supreme Court decisions	The position of informed consent strengthens patient rights,

				supporting informed consent practices; explains the evolution of doctor–patient relationships from paternalistic to contractual.	integrity of medical practice, and doctors’ legal responsibility in providing adequate information.
4	Pipit Suwito, Potler Gultom, Sudarto (2024)	Resolution of Medical Disputes Between Patients and Doctors Related to Surgical Procedures and Medical Consent (Informed Consent)	Normative legal research	Dispute resolution is regulated under Health Law, Medical Practice Law, Criminal Code, and Civil Code; settlement pathways include criminal and civil courts.	Strengthening informed consent regulations is necessary to ensure legal certainty, protection, and fair healthcare services for both patients and doctors.
5	Sartika Dewi, Farhan Asyhadi, Lia Amaliya, M. Gary Gagarin (2025)	Medical Consent (Informed Consent) in Pediatric and Adult Patients from a Civil Law Perspective	Normative juridical with case study	In adults, consent is given directly; in children, by parents/guardians. National and international regulations affirm informed consent as a valid agreement.	Transparent communication between doctors and patients is essential; medical personnel need improved legal and ethical awareness to protect patient rights, including children.
6	Fila Indina, Heridadi, Sutrisno (2024)	Juridical Study of Medical Consent (Informed Consent) from the Perspective of Law No. 17 of 2023 on Health	Normative juridical research	Law No. 17/2023 introduces significant changes, including strengthened patient rights, stricter documentation obligations, and specific provisions in emergency conditions; also promotes improved doctor–patient communication and health literacy.	Implementation of informed consent under Law No. 17/2023 can improve healthcare quality but requires education and multi-stakeholder collaboration for effective and ethical application.
7	Ita Nurzanah, M. Syahrul Borman, Nur Handayati (2024)	Medical Consent (Informed Consent) as Legal Protection for Doctors and	Normative legal research	Informed consent is seen as an important instrument to protect doctors and	Informed consent plays a crucial role in legal protection for healthcare

		Healthcare Workers from a Criminal Law Perspective		healthcare workers and as a guideline in resolving legal issues in healthcare.	workers and patients and must be optimally understood and implemented in practice.
8	I Made Adi Partha Wijaya, Yogi Yasa Wedha (2024)	The Urgency of Informed Consent in Resolving Medical Disputes	Normative legal research with statutory and conceptual approaches	Regulations on informed consent in Indonesia are found in Minister of Health Regulation No. 290/2008 and Law No. 17/2023; it serves as legal protection for doctors and respects patient autonomy.	Informed consent is essential in resolving medical disputes as it guarantees patient rights to information and consent while protecting doctors from legal claims.
9	Agus Purwanto (2025)	Informed Consent as an Agreement in Therapeutic Contracts	Qualitative approach with descriptive analysis through literature study and observation	Informed consent is a key component of therapeutic agreements; patient consent helps prevent breach of contract, unlawful acts, and malpractice.	A proper understanding of informed consent is crucial to ensure legal protection for doctors, patients, and healthcare institutions.
10	Christine Elisia Widjaja (2022)	Development of Information Disclosure Standards in the Informed Consent Process in Therapeutic Agreements	Conceptual, statutory, case study, and comparative law approach	There is a shift in information disclosure standards from a doctor-centered to a patient-centered perspective to respect patient autonomy; inadequate information may constitute professional misconduct.	Information standards in informed consent must prioritize patient interests to enable informed decision-making and prevent disputes or malpractice claims.
11	Yeni Triana, Tony Irawan, Sustiyanto, Arief Hariyadi Santoso (2023)	Informed Consent in Protecting Medical Agreements Between Doctors and Patients in Hospitals	Normative legal research using secondary data	Informed consent reduces knowledge gaps between doctors and patients; for doctors, it provides legal security and defense against malpractice claims; for patients, it	Informed consent plays a vital role in protecting legal relationships and preventing malpractice claims through clear information

				ensures their right to information.	and prior patient approval.
12	Benny Wijaya, Anggraeni Endah Kusumaningrum (2022)	The Role of Informed Consent in Proving Medical Malpractice Cases (Review of Indonesian Supreme Court Decision No. 233 K/PID.SUS/2021)	Normative juridical research with court decision analysis	Informed consent is a prerequisite for medical action; absence may be categorized as administrative malpractice; court decisions show legal sanctions for doctors acting without consent.	Informed consent serves as crucial evidence in malpractice cases and as legal protection for patients while ensuring medical practice complies with legal and ethical standards.

Based on the reviewed literature, 12 studies have examined the role of informed consent in healthcare practice, particularly as a means of preventing malpractice and resolving medical disputes between doctors and patients. In general, all studies demonstrate that informed consent plays a crucial role in guaranteeing patient rights, protecting medical personnel, and strengthening legal certainty in healthcare.

Research by Annisa Fitira and Rahayu Subekti (2025) demonstrates that informed consent is a fundamental element in healthcare practice, ensuring the fulfillment of patients' right to information. Furthermore, informed consent serves as authentic evidence in medical records, distinguishing between unavoidable medical risks and acts of medical negligence. These findings confirm that informed consent is not merely an administrative procedure but a strategic mechanism for strengthening legal certainty and preventing potential conflicts in healthcare. 6 This ensures that patients understand the benefits and disadvantages of the procedure, as well as the potential side effects, through good communication between medical personnel and patients.

These findings are reinforced by research by Sonya A. Batubara et al. (2025), which states that informed consent has a clear legal standing in the Indonesian healthcare system. This study demonstrates that informed consent can serve as a preventative measure against malpractice in hospitals. However, the study also found that existing regulations are still unable to fully accommodate all operational needs in healthcare practice. 7 This innovation promises more precise therapeutic treatment while minimizing risks, and paves the way for a more personalized and targeted approach to medicine across various medical fields.

Furthermore, research by Venia et al. (2024) highlights the legal aspects of informed consent in healthcare. The results show that informed consent is supported by various regulations, including Law Number 17 of 2023 concerning Health, the medical code of ethics, and Supreme Court decisions. This study also explains the shift in the relationship between doctors and patients from a paternalistic model to a more contractual one, in which patients have greater rights to obtain information and make medical decisions.

In the context of medical dispute resolution, research by Pipit Suwito et al. (2024) shows that medical disputes between patients and doctors can be resolved through criminal and civil law in accordance with the provisions stipulated in various laws and regulations in Indonesia. Indication of the assessment of the medical indication aspect is reviewed from an ethical perspective, and especially using basic rules.<sup>10</sup> This study confirms that strengthening

regulations related to informed consent is very necessary to provide legal certainty and fair protection for both parties.<sup>9</sup>

Furthermore, research by Sartika Dewi et al. (2025) examined the application of informed consent to pediatric and adult patients from a civil law perspective. The results showed that in adult patients, consent to medical procedures can be given directly by the patient, as they are considered legally competent. Meanwhile, in pediatric patients, consent is given by a parent or legal guardian. This suggests that the implementation of informed consent requires transparent communication between doctors, patients, and families to ensure optimal protection of patient rights.<sup>10</sup>

Regulatory changes regarding informed consent are also discussed in research by Fila Indina et al. (2024), which highlights the implementation of Law Number 17 of 2023 concerning Health. The results indicate that this regulation strengthens patient rights, increases the obligation to document medical procedures, and provides clearer provisions regarding emergency situations. However, this study emphasizes that the implementation of this policy requires educational support for medical personnel and the public for effective implementation.

Furthermore, research by Ita Nurzanah et al. (2024) emphasizes that informed consent is an important instrument in providing legal protection for doctors and healthcare workers from a criminal law perspective. Through the proper implementation of informed consent, healthcare professionals can minimize the risk of lawsuits while ensuring that patients receive adequate information before medical procedures are performed.

In line with this, research by I Made Adi Partha Wijaya and Yogi Yasa Wedha (2024) shows that informed consent has a dual function in healthcare practice. From the physician's perspective, informed consent serves as a form of legal protection, while from the patient's perspective, informed consent embodies the right to self-determination. Thus, informed consent is a crucial factor in resolving medical disputes.

In the context of the therapeutic relationship between doctor and patient, research by Agus Purwanto (2025) explains that informed consent is a crucial part of the therapeutic agreement that forms the basis of the legal relationship between doctor and patient. Through the patient's conscious consent to medical procedures, the potential for breach of contract, unlawful acts, and malpractice can be minimized.

Meanwhile, research by Christine Elisia Widjaja (2022) shows developments in the standards for providing information in the informed consent process. Standards that were previously oriented toward the doctor's interests have now shifted to focusing more on the patient's interests. This shift aims to respect patient autonomy and ensure that patients can make medical decisions consciously and based on adequate information.

Research by Yeni Triana et al. (2023) also shows that informed consent plays a crucial role in protecting the legal relationship between doctors and patients in hospitals. With the informed consent mechanism, doctors receive legal protection when performing medical procedures, while patients have the right to know their condition and the medical procedures to be performed.

Finally, research by Benny Wijaya and Anggraeni Endah Kusumaningrum (2022) confirms that informed consent plays a crucial role as evidence in proving medical malpractice cases. An analysis of Supreme Court decisions indicates that medical procedures performed without patient consent can be categorized as administrative violations that potentially give rise to legal liability for doctors.

Overall, the synthesis of research findings indicates that informed consent plays a crucial role in healthcare practice, both as a means of legal protection for doctors and patients and as a means of preventing and resolving medical disputes. Therefore, proper implementation of

informed consent, accompanied by effective communication between medical personnel and patients, is essential to improving the quality of healthcare services and preventing legal conflicts in medical practice.

## Conclusion

Based on the results of a review of twelve literature reviews, informed consent is a crucial component of healthcare practice, playing a role in protecting patient rights, improving communication between doctors and patients, and preventing medical disputes. Informed consent serves not only as an administrative procedure but also as a legal instrument that provides protection for medical personnel and patients during medical procedures.

Various studies have shown that the proper implementation of informed consent can minimize the risk of malpractice and facilitate the resolution of medical disputes through documented evidence of consent in medical records. Therefore, it is necessary to improve healthcare personnel and the public's understanding of the importance of informed consent, as well as to strengthen communication and documentation in healthcare practice.

In developed countries, the implementation of informed consent has been implemented more systematically, supported by regulations and a structured service system. Meanwhile, in Indonesia, various challenges remain, such as limited patient understanding and limited medical communication. Therefore, increased education, clear procedural standards, and oversight of the implementation of informed consent are needed to improve the quality of healthcare services and prevent medical disputes.

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