

Counseling Services in Health Care for Covid-19 Patients

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Abstract

COVID-19 patients face physical and psychological problems. Physical complaints are usually fever, cough, fatigue, and shortness of breath, while psychological problems are anxiety, fear, and stress during isolation. Referring to the problem, the health care for patients with COVID-19 should not only for handling physical problems but also psycho-social-religious problems. One way to deal with the psychological problem is to provide counseling services conducted in referral hospitals for COVID-19 patients in Adiyathma general hospital and Wongosonegoro general hospital of Semarang. The health care of COVID-19 patients in the hospital pays attention to the psychological problems through counseling services conducted by psychologists. This study was a qualitative study with a phenomenological approach to explore counseling services in health care for COVID-19 patients. The subjects of this study were COVID-19 patients who were Muslim and underwent isolation in hospitals. The results showed that counseling services provide based on doctors' recommendations or the patient's request due to psychological problems such as anxiety, fear, and adaptation disorders. Counseling practices were conducted using common methods such as relaxation, psychoeducation, client center, and CBT (cognitive behavior therapy), combined with religious methods (Islam) by inviting patients to get closer to Allah through prayer and dhikr.

Key word: Counseling Services, Religiuous Counseling, Health Care, Covid-19 Patients

Introduction

The COVID-19 pandemic is still a big problem in the world also in Indonesia. WHO declared it a global pandemic on May 11, 2020 (Rababa, et.al, 2000). Like other countries, Indonesia is also facing the COVID-19 pandemic. At the beginning of May 2021, COVID-19 cases in Indonesia have reached 1.697.305, with death cases of 46,496 (WHO, 2021). The national data recorded 5 provinces with the most COVID-19 cases in Indonesia, that are DKI, West Java, East Java, Central Java, and South Sulawesi (Rizal, 2021). Semarang, the capital city of Central Java, was

ranked first with 36493 confirmed cases. This figure is accumulation data from 18 hospitals and referral points for handling COVID-19 patients in Semarang City (<https://corona.jatengprov.go.id/data>). To handle COVID-19 patients, it must refer to the coronavirus disease prevention and control guide providing complete instructions on the management of the physical problems of COVID-19 patients (Aziza, et.al. 2020).

In addition to physical problems, COVID-19 patients also have psycho-social problems such as anxiety due to respiratory disorders, reduced social activities, rejection by society, fear of death, and loneliness (Jannah, et al, 2020; Heidari, et al, 2020). This –psycho-social problem is important attention in handling COVID-19 patients. This is because COVID-19 as a chronic disease can finally be categorized as a terminal disease. After all, it can end with death (Hawari, 2000). This type of disease requires palliative care, namely physical complaints, as well as psychological, social, and spiritual problems of the patient (Kemenkes RI, 2007). Recognizing the complexity of the problem of COVID-19 patients, several COVID-19 referral hospitals in Semarang City are trying to provide palliative care, namely handling physical complaints through pharmaceutical therapy, and handling psychosocial problems through spiritual guidance. According to Heidari, et al (2020), fulfilling spiritual needs is important for patients amid treatment uncertainty, vaccine limitations, and emotional, social, and even economic crises.

Counseling can fulfill psycho-socio-religious therapy at the same time because it is an activity of giving advice (suggestions) in the form of communicative talks between counselors and clients, due to the client's lack of knowledge (Adz-dzaky, 2003). Providing counseling services for patients is a form of hospital commitment in implementing holistic (bio-psycho-socio-religious) therapy mandated by WHO (Hawari, 2000). This study will examine the phenomenon of counseling services, especially Muslim patients. The 9 referral hospitals in Semarang such as Rumah Sakit Umum Daerah (RSUD) Tugurejo and RSUD K.R.M.T. Wongsonegoro Hospital pay attention to the psychological problems of COVID-19 patients by providing psychological assistance, consultation to counseling in collaboration with the hospital's psychological polyclinic. Psychologists are professionals who join the hospital's COVID handling team whose job is to provide motivation, consultation, and handling psychological problems. This study tries to examine the phenomenon of counseling which is a service provided by hospitals to overcome the psychological problems of patients.

Method

This type of research was descriptive qualitative research. It includes qualitative research which aims to answer research questions through formal and argumentative ways of thinking (Azwar, 2007). Descriptive because this study seeks to provide solutions to existing problems based on data. Therefore, besides presenting data, it also analyzes and interprets, and also be comparative

and correlative (Narbuko and Achmadi, 2005). This study attempts to describe counseling services for COVID-19 patients at the Adiyatma Hospital and Wongsonegoro Hospital, which are COVID-19 referral hospitals in Semarang City.

The research approach used a phenomenological approach in the field of religion. First, this approach was a method of understanding other people's religions from a neutral perspective. In this situation, the researcher used the person's preferences to reconstruct within and based on that person's experience. That is, in this condition the researcher left himself alone (epoche) and tried to build on the experiences of others. Second, in digging up data this approach was assisted by other disciplines, such as history, archeology, philology, psychology, sociology, literary studies, language, and others (Mujib, 2015). Data collection techniques through interviews focus group discussions, and documentation. The analysis technique used the Huberman and Milles interaction analysis, model.

Theory Framework

Counseling: Definition and Objectives

Counseling is a professional relationship that empowers diverse individuals, families, and groups to accomplish mental health, wellness, education, and career goals (Kaplan, et.al. 2014). Anwar Sutoyo (2007) defines Islamic guidance and counseling as an effort to assist individuals in overcoming deviations from the development of their religious nature so that they are aware of their role as a leader on earth, and to worship and serve Allah so that in the end a good relationship with Allah, human, and nature is created. Meanwhile, Adz-dzaki (2003) defines guidance and counseling as an activity of giving advice (suggestions) in the form of communicative talks between counselors and clients, due to a lack of client knowledge. According to Yusuf and Nurihsan (2008), Islamic counseling is a motivational process for individuals (humans) to have an awareness to "come back to religion", because religion will provide enlightenment on patterns of attitude, thought, and behavior towards a harmonious personal and social life, *mawaddah*, *rahmah*, and *ukhuwwah*, so that humans will be spared from unhealthy mental, or individualistic traits, exploitative desires that destroy the earth.

Sabiq (2016) said that guidance and counseling has a practical responsibility for the reaction of health personal mental, family, and community. Shetzer and Stone in Andi Mappiare (1996) formulated the purpose of counseling in four ways, namely positive mental health, behavior change, personal effectiveness, and decision making. A counselor is tasked with helping clients to achieve positive mental health such as being calmer, less stressed, interpreting exams more positively. Besides, it helps clients to behave better, for example, have a high acceptance of their illness.

Personal effectiveness and decision-making are also an integral part of the goal of counseling depending on the client.

Religious Integration in Counseling Services

Religion and counseling are two different things. Religion was developed on a theological basis, while the counseling was developed based on science so that between the two there are different ways of looking at the problems faced by humans. Religion usually sees human problems related to aspects of divinity and human obedience to the power of God, while counseling sees problems from the person's self. On the other hand, seen from the psychological effect, religion has aspects in common. Certain religious behaviors can improve mental health and develop human potential well (Fanani, 2012).

Along with the fact that religion is a basic human need, it has brought significant developments to religious studies and counseling from the past. The relationship between religion and counseling has finally become something that cannot be denied anymore; even religion is one of the solid foundations in the implementation of guidance and counseling. Guidance and counseling with a religious approach are increasingly needed to answer the limitations of the theories of guidance and counseling that have developed so far (Latipun, 2010). Djawad Dahlan said that the theory of counseling so far has not paid attention to the balance between various issues in counseling, namely 1). Counselor qualifications are considered everything and pay little attention to the techniques used by counselors; 2). Counseling materials and content are seen as very essential and do not pay attention to the processes that take place in counseling; 3). Prioritizing the development of reason rather than healing the client's feelings 4). Ignoring normative demands in determining the criteria for healthy humans Furthermore, based on the implementation of counseling, it is necessary to develop a counseling profession based on the value and human nature (Yusuf, 2005).

Meanwhile, according to Anwar Sutoyo (2003) the birth of religious (Islamic) guidance and counseling was motivated by several factors, namely 1). Limitations of the basic concept of human nature which has implications for, 2). Various subsystems in the guidance and counseling system, especially when it is associated with the problems and demands of today's society. The limitations of the basic concept of human nature, especially those adopted by psychoanalytic, behavioristic, and humanistic theories, where the three have not been able to explain the religious potential in humans. The sub-system in the counseling guidance system is related to the limitations of the counselor, client, and counseling objectives. And the last is the demand for solutions to increasingly complex problems in society.

The high attention to aspects of religion or spirituality in the realm of guidance and counseling and mental health is most likely related to the World Health Organization's (WHO) about Holistic therapy. At the 1984 WHO general assembly, it was determined that the spiritual or religious dimension was as significant as the other dimensions, namely physical, psychological, and psycho-social. Thus, the recommended holistic therapy includes four dimensions, namely physical/biological therapy, with psychopharmaceutical drugs, psychological therapy (psychotherapy), psychosocial therapy, psychospiritual/psycho religious therapy (Hawari, 2000). The holistic therapy implemented by WHO has further strengthened the existence of psycho religious therapy and psychosocial therapy through religious guidance and counseling which has begun to be widely developed (including in hospitals). In this case, of course, it is also related to the concept of holistic health which is increasingly being promoted to be applied by various hospitals which are public health service agencies (Abimayu dan Sulaiman, 2009).

Psychological Problems of Covid-19 Patients

Overall, patients who are treated experience stress due to new environmental factors, loss of freedom, the separation between husband and wife and family, financial problems, long-lasting treatment problems, isolation, and limited information during treatment (Hidayat, 2011). This is certainly felt by COVID-19 patients who have to isolate themselves during treatment. This pandemic period has also caused anxiety among patients and the general public. Patients experience anxiety due to physical disorders such as shortness of breath, loss of sense of smell, limited social activities, rejection of society, fear of death, and loneliness (Jannah et al., 2020; Heidari, et al., 2020).

On the spiritual side, terminally ill people often experience fear and anxiety in the face of death, which happens at any time. These conditions generally result in patients having a high level of closeness to God (Potter, et al., 2005). On the other hand, some individuals may experience spiritual suffering/spiritual distress such as anger and blaming God for their illness (Yani, 2008).

The illness that a person suffers does not only affect the person himself, but also his family. Family effects include 1). Changes in emotions and behavior such as irritability, fear, shock, rejection, withdrawal. 2). Changes in roles in the family, such as a sick mother, she cannot fulfill her duties as a mother and take care of her child, or in the long term, the responsibilities as breadwinner and decision-maker change if the father is sick. In these circumstances, clients and families need specific advice and guidance to cope with the changing roles they are experiencing. 3). Family dynamics is a process in which the family plays a role in making decisions, supporting other family members, and overcoming the challenges of everyday life that are constantly changing. When a parent has a chronic illness, the family often creates new patterns of functioning, changes that can cause emotional stress (Potter et al., 2005).

While some experts reveal that patients with chronic disease categories usually experience psychological problems consisting of denial, anger, bargaining, depression until finally at the acceptance stage (Damaiyanti, 2010). At each psychological stage, the patient needs assistance or action that helps the patient go through the psychological dynamics that he goes through. The assistance provided is not just a physical matter, but attention to psycho-socio-religious needs that can be provided not only by nurses or doctors but also by other personnel such as clergy or psychologists.

Health Care for Covid-19 Patients

In theory, the concept of care is a form of professional service as an integral part of health services in the form of comprehensive biological, psychological, social, and spiritual services directed at individuals, families, and communities (Gaffar, 1999). This nursing concept eventually gave rise to various roles and functions inherent in nursing staff, namely, case managers, consultants, counselors, researchers, advocates, extension workers, caregivers, rehabilitators, communicators, environmental modifiers, educators, coordinators, service providers (Priyanto, 2009).

The role and function of nurses cannot be carried out optimally, because the relationship between nurses and patients is not balanced so that the ideal nursing concept cannot be fulfilled by one profession alone, but by different professions. This is in line with the WHO concept of holistic health. Thus, complete health can be achieved if there is a health team that includes four professional groups, namely doctors, nurses, and other health workers such as therapists and other professional groups such as social workers and pastors (Potter et al., 2005).

Doctors are in charge of diagnosing diseases and treating their patients, nurses are those who have received nursing training and are in charge of treating patients, therapists are physiotherapists (FT) which are professions in charge of evaluating, testing, and treating people with physical disabilities through special training. An occupational therapist (OR) is a person licensed to develop and use assistive devices that can help patients with chronic conditions. A pharmacist is a licensed professional in the formulation and distribution of drugs. A social worker is someone who is trained to advise clients and their outcomes. This counseling service is intended to provide emotional support to clients and their families, and the pastor is in charge of providing spiritual support and guidance to clients and their families assigned by institutions, or community groups (Potter, et al, 2005). This concept of care should be a concern for hospitals when providing services to patients. This is very important for certain diseases that require more attention, especially the terminal disease group. Patients from this disease group require serious treatment not only for physical ailments but also for other problems such as psychological, social, and spiritual care.

The health world's attention to this is stated in the Palliative Care Policy through the Decree of the Minister of Health, Republic of Indonesia No. 812/Menkes/SK/VII/2007 concerning "Palliative Care Policy". Van Dyh (2008) suggests that palliative care is care that aims to meet the needs of patients through a combination of medical care, social-emotional support, counseling, and spiritual care. That is, palliative care is a treatment that treats all problems (bio-psychosocial-religious) of the patient. This is important for COVID-19 patients who are struggling with physical and psychosocial problems. Due to the highly contagious nature of the disease, deep psychological problems can arise that require the isolation of patients, which means a temporary break in social relationships in their lives, especially physical contact (Jannah et al., 2020; Heidari et al. 2020).

Isolation as referred to in the Decree of the Minister of Health of the Republic of Indonesia No. HK.01.07/MENKES/4641/2021 to separate sick people who need treatment or COVID-19 confirmed disease from healthy people to reduce the risk of transmission. Although the goal is to break the chain of transmission, it turns out that isolation has become a separate psychological problem such as stress, anxiety, depression (Wu et al, 2020). This mental condition can have serious effects on the physical health development of COVID-19 patients.

Discussion

Counseling Assistance Flow

Covid patients who received counseling assistances at the Tugurejo Hospital and KRMT Wongsonegoro Hospital were patients who received referrals from internal medicine specialists or pulmonary specialists. This is confirmed by the statement of the psychologist from the public hospital as follows:

"I am a psychologist at the KRMT Wongsonegoro hospital; the patients that I treat are usually getting a referral from an internal disease doctor or pulmonary doctor for COVID patients" (Interview with Ms. Emil Psychologist at RSU Wongsonegara, 27 September 2021)

" We Cooperate well with the doctor in charge of the COVID case, there are pulmonary doctors and internal disease doctors. From the study, those who need psychological assistance are anxious conditions, because almost all COVID patients face anxiety" (Interview with Ms. Ana Psychologist at Tugurejo Hospital Semarang, 28 September 2021).

The psychologist's statement above is supported by the following patient statement:

"Because when the nurse gave me medicine and injections, I always said that I just wanted to go home. They were confused and in the end, they called psychologist "(Interview with Patient N of Tugurejo Hospital Semarang, August 23, 2021).

Besides patients from doctor's referrals, patients who receive psychological assistance assistances are requested by the patient himself or from his family. It is as described below:

"It is also possible for the patient to ask for psychologist assistance, which means he has a higher desire to recover than the patient recommended by doctor, there are patients who ask themselves even until they are healthy and still come because there is still fear and anxiety" (interview with Mrs. Emil Psychologist Wongsonegara Hospital, 27 September 2021)

"I asked for the assistance because I have a lot of problems with my husband too, it seems really hard, so I asked Mrs. Ana to come here so I can confide in" (interview with Mo, 5 October 2021)

Based on the data explanation above, it is known that the flow of counseling assistances is provided in two ways, namely doctor's recommendations and requests from patients themselves or their families. In general hospitals, the provision of psychological assistances sees the patient's needs and is in line with a referral from the doctor in charge (pulmonary doctor or specialist in internal disease). COVID patients who have excessive psychological problems can be in the form of anxiety, fear, stress, and even depression which is the basis for giving referrals to get assistance from psychologists. This type of patient can be categorized as having a weakness in psychological power so that they deserve help from psychologists through counseling assistances. *"Psychological Strenght"* or "psychological power" is a strength needed to face various challenges in his whole life, including solving various problems he faces (Surya, 2003). Counseling assistance within the framework of palliative care aims to provide emotional support to clients and their families (Potter, et al, 2005). Furthermore, in this context, it means that to help COVID patients and their families have good psychological power so that they can overcome psychosocial problems that arise due to exposure to COVID-19. In addition, counseling can be used as a medium to grow positive coping strategies in the form of spiritual support and optimism (Hidayanti, and Syukur, 2018). Psychological power and coping strategies are what patients need during hospitalization.

Purpose of Counseling Assistances

Strengthening the mental of family through the condolences moment.

The purpose of counseling or psychological assistance is to assist families left by COVID patients. In a situation like this, the aim is to help families calm down and accept the departure of their family. This experience was carried out by psychologists at Tugurejo Hospital Semarang and Wongsonegoro Hospital below:

"Families are more sincere and ready to accept this, so the family supports the healing process" (Interview with Mrs. Emil, 27 September 2021).

"There is a husband and wife, his mother and father is treated here side by side, his father's condition worsened and was placed in the ICU. The mother was nervous about being left behind, and thinking about her husband's condition. As a result, the mother's condition worsened. Then her husband died, so shaken even more. So what we can do is only explore what she feels and calms her" (Interview with Ms. Ana, 28 September 2021).

Based on the description above, it is known that assistance to the deceased's family aims to calm themselves, reduce sadness and accept the departure of family members who have been exposed to COVID, and families can comply with the protocol rules for COVID-19 patients' funeral. The purpose of counseling here is more emphasis on achieving positive mental health such as being calmer, less stressed, interpreting exams more positively as Shetzer and Stone argue in Andi Mappiare (1996). This is also confirmed by Yusuf and Nurihsan (2008) who emphasized that the purpose of counseling is to prevent people from being mentally unhealthy.

Helps special psychological problems experienced by patients such as anxiety, fear, and mala adjustment (adjustment disorder)

COVID patients are required to undergo treatment in an isolation room with various rules such as not being allowed to visit family, and limiting movement. Isolation must be carried out to break the chain of spread due to the contagious nature of the disease as described in detail in the Decree of the Minister of Health, Republic of Indonesia No. HK.01.07/MENKES/4641/2021. However, it turns out that the impact of isolation causes psychological problems such as stress, anxiety, and depression (Wu et al. (2020). This requires good adaptability during treatment. This ability to adapt is often a problem in itself so that patients tend not to feel at home and whine to want to go home. This type of patient requires assistance from a psychologist to grow his adaptability.

Also, the common things experienced by patients are anxiety and fear. Patients with special problems like this need guidance or assistance according to their patient problems. This is as explained by the psychologist at Tugurejo Hospital as follows:

"Then what about COVID patients with anxiety? Let's analyze first, what makes her worried? Sometimes it's not about the illness; she worries about her whole family. If I am sick, it's okay even to die but what about my family. If I die, how will my child work?" (Interview with Mrs. Ana, 28 September 2021)

Based on the statement above, it appears that the counseling carried out is based on the problems faced by the patient. One of them is anxiety or fear of income during treatment. The following are excerpts of counseling sessions conducted by psychologists:

"We say, if you want to go home, you will pass this virus to your family and many people if you are working as a seller. Then the case is not finished. If you want to work like you used to, so just relax here. We educate him that you may feel healthy, but in your body, there is a dangerous disease that can potentially infect many people. If the infected person has another disease, it is more dangerous to cause death" (Interview with Mrs. Ana, 28 September 2021).

As for the case of patients with adaptive mala disorder, guidance and counseling are given by referring to what the patient wants and helping patients find ways to reduce the anxiety. This is as illustrated in the following statement by Mrs. Ana:

"In the case of the initial Patient N, he just wants someone who can be a good listener, listen to his complaints, and someone who can understand his situation. Because basically, he is the type of patient who is cooperative. Patient N himself is active in communicating, so having someone who can listen well is enough to reduce the pressure on him. By asking questions such as what makes you feel understood? And who can understand you? That was enough to provoke him to share his grievances" (interview 4 October 2021).

Based on the description of data from various sources, it can be concluded that counseling services aim to help patients solve or overcome patient problems that are very personal or special such as anxiety, fear, or adaptation disorders. Potter, et al (2005) confirmed that a person's illness does not only affect the person himself, but also his family. One of the perceived impacts is changes in emotions and behavior such as irritability, fear, shock, rejection, withdrawal. Seeing the condition of such patients requires guidance and counseling services simultaneously to help patients solve their problems (Komarudin, et al, 2010). This means that in this context, the psychological problems of COVID-19 patients are diverse, whether they are anxiety, fear, or adaptability.

Providing education about COVID-19

One of the important goals of counseling services is to provide patient education about COVID-19. This is as explained by the psychologist at Tugurejo Hospital Semarang:

"So what do I do? For patients who are in denial, of course, it's not psychological assistance, ma'am, but providing education. What kind of education? It is about COVID-19 simply according to their level of education. Because not all patients have a good understanding, (Interview with Mrs. Ana, 28 September 2021).

Furthermore, Mrs. Ana explained the education carried out as follows:

"That what she felt was diarrhea, not accompanied by shortness of breath that is also one of the characteristics of the COVID disease. The disease has many characteristics, some of which you can feel. Well, it's not like accidentally trying to make you a COVID-19 patient. What's the advantage of the hospital here, you are isolated, then you call the nurse when you need to

defecate, the nurse has to clean it, change her clothes first, and her clothes must be in layers” (Interview, 28 September 2021).

The description above shows that the purpose of education is related to providing information and understanding about the COVID disease suffered by the patient. Understanding the COVID disease is a problem for both patients and their families. Considering that COVID-19 is a new disease that is not well known and understood by patients and their families. COVID disease will be able to change roles in the family so that clients (patients) and families need special advice and guidance to cope with the changing roles they experience (Potter, et al, 2005). Providing education about the disease suffered by the patient is an important goal, meaning that it eliminates the assumption that the patient or the community has been intentionally assigned as a COVID-19 patient by the hospital (interview with Mrs. Ana, Psychologist at Tugurejo Hospital, 28 September 2021).

Education becomes the entrance for spiritual guides or psychologists in helping other patients' problems. This is corroborated by the opinion of Machasin (2012) which states that one of the roles played when guiding patients is to increase awareness about the type of disease they suffer to strengthen their belief that with illness they will make amends for life. Good knowledge and understanding of illness is an important provision for patients to change attitudes and behaviors that are appropriate in dealing with their illness.

Counseling Service Method

The methods applied include relaxation of dhikr. This method was mainly applied to COVID patients who have high levels of anxiety and fear. Relaxation in psychological theory was modified by Islamic teachings in the form of reading *istighfar* dhikr which will help patients overcome their anxiety or fear. This experience is described as below:

"For the approach used, especially for Muslim patients, it is relaxation and istighfar. If we are given material, we get bored, so we give a prayer, or recite as much as they can like reciting surah Al Fatihah " (interview with Mrs. Emil Psychologist at Wongsonegoro Hospital, 27 September 2021).

"Most of the time I ask for breath relaxation. Because panic and anxious patients are effective with breathing relaxation. When relaxing the breath, I ask him to do dhikr, for example, you don't remember anything, and you can do istighfar. They are more comfortable with astaghfirullahaladziim, because they relax and feel like admitting mistakes. When doing breathing relaxation, it does not have to be according to therapeutic guidelines, yes, breath 5,7 or whatever, because COVID patients have short breaths, so for a calculation like that it is hard, what we can do is adjust it. Like adjusting his heart rate. Calmness can increase the saturation of COVID patients. And the role of the family is also very helpful in the healing

process" (interview with Mrs. Emil Psychologist at Wongsonegoro Hospital, 27 September 2021)

Another method is CBT (Cognitive Behavioral Therapy) which is a method for dealing with anxiety, stress, or other mental disorders by regulating the way the patient thinks and will be followed by behavioral changes (APA,2017). This method is applied by psychologists in dealing with psychological problems such as anxiety, fear, or sadness due to being abandoned by a partner. The following is the explanation of Mrs. Emil Psychologist at Wongsonegoro Hospital in applying CBT to her patients at an interview on 27 September 2021:

"As a psychologist, I also support and provide good service to patients so that they can raise the spirits in the healing process. It also guides Muslim patients, for example, to do relaxation and remembrance so that they can be calmer and positive. The approach applied is the CBT (Cognitive Behavioral Therapy) approach, psychological assistance to provide psychological consultation through providing support to patients and so that patients can accept their situation. The strategy used is the Cognitive Behavioral Therapy (CBT) approach. By using this approach, in practice, it focuses on changing the mindset in his life. So that when the patient experiences distrust of his condition when exposed to COVID, he can accept his condition. But before that, the patient will be given relaxation techniques by asking the client to imagine pleasant things.

In line with the explanation above, Mrs. Ana Psychologist at Tugurejo Hospital explained that there were many cases handled. What Mrs. Ana did was to first explore the problems faced by the patient, then proceed to explain education to improve the patient's way of thinking. One of them is in patients who experience fear of their income due to long treatment. Here's the full explanation:

"So patients who are afraid of being isolated worry about their income, because during isolation they practically do not have income. They earn daily income from selling. They are 14 days not working. At that time, we were still on strike for 14 days, we couldn't go home at all. After a while we loosen it up a bit, they can go home if the condition has been good for more than 10 days and do a swab before going home and the result is negative. Then, they get a letter of recommendation from the RT RW, notification that they know this patient wants to do isolation at home and there is no clinical concern, that's okay" (interview with Mrs. Ana Psychologist at Tugurejo Hospital, September 28, 2021).

Based on the description above, the psychologist then provides education to change the patient's way of thinking, as described below:

"Then how to educate them? "We say, if you want to go home, you can pass the virus to your family and many people if you work as a seller. Then the case is not finished. You want to work like you used to do, right? Yes, I want to sell without wearing a mask, he said. So it's as simple as that they want from the pandemic, selling without wearing masks, then not being chased by officers because of the mask, they were afraid, ma'am. Selling wearing masks can't

make you laugh (interview with Mrs. Ana Psychologist at Tugurejo Hospital, September 28, 2021).

"Yes, we educate, yes, you feel healthy, but in your body, there is a dangerous disease that can potentially infect many people. If the infected person is healthy then it is okay but if the infected person has another disease, it is more dangerous to cause death" (Interview with Ana, 28 September 2021). Some said "I'm healthy, I just can't smell. Most of them have conditions that are okay, which actually are still in mild stages of infection. They worried about their family and income." (Interview with Mrs. Ana Psychologist at Tugurejo Hospital, 28 September, 2021).

Education as a method used to help patients also depends on the psychological problems faced by the patient, for example, realistic psycho-education for patients who are in denial, while psycho-education is supported for patients who need motivation. Also, patients who experience grief use their approach, a combination of relaxation and psycho-educational support. The first step for psychologists is to ask patients to express what they feel and think. The following explanation was delivered by Mrs. Ana, a psychologist at Tugurejo Hospital Semarang:

"For the handling technique in psychological assistance to COVID patients, first look at the patient. For example, patients who are in denial, use realistic psycho-educational techniques, straightening negative thoughts about COVID-19. If the patient is a mixture of the two, we use psycho educative support " (interview with Mrs. Ana Psychologist at Tugurejo Hospital, October 6, 2021).

"There is a husband and wife, his mother and father are treated here next to each other, his father's condition worsens, and was placed in the ICU. The mother was nervous about being left behind, and thinking about her husband's condition. As a result, the mother's condition worsened. Then her husband died, so shaken even more. So what we can do is just explore what he feels and calm her and do not say "be patient" to her because it doesn't solve the problem, and it can be said by anyone. It doesn't have to be a professional to say it. At a time of unease like that, we ask her to calm relax her breath. Ask them to close her eyes and listen to the heartbeat. Then what do you feel, tightness? there is a picture of you. We listen to everything he feels without helping anything, only listening, exploring what she feels is enough to reduce the pressure. Then, at the next meeting, we will ask about her sleeping quality and do a psychological evaluation every two days" (Interview, 28 October, 2021).

Based on the description above, it can be concluded that the method applied is a special method based on the problems experienced by the patient. Considering that each patient has different problems, spiritual or psychological guidance services need to apply the right method. Specific methods applied include dhikr relaxation, CBT (Cognitive Behavior Therapy), realistic psycho-education, and psycho-educational support. This method is mainly applied to patients who

need special attention from the hospital due to psychological problems that are considered severe so that they require special assistance from a psychologist.

The method applied above when referring to Atikah's opinion (2015) is called the direct method. This method is one of the methods that are classified based on the aspect of communication, namely (1) direct communication method or abbreviated direct method, and (2) indirect communication method or indirect method. A method that brings together counselors and clients directly, whether mediated or not. The method practiced in counseling services for COVID patients relies heavily on meeting in person to produce better effectiveness. This method is also closely related to a religious approach that boils down to the patient's beliefs. a religious or spiritual approach for patients with COVID-19 disease, which is an infectious disease like HIV/AIDS, can be directed at the same 3 things, namely emphasizing the patient's acceptance of the illness, so that HIV patients will be able to sincerely accept the pain they are experiencing and be able to take wisdom (Hidayanti, 2020). Combining general methods (relaxation, psycho-education, Client Center, and CBT/Cognitive Behavior Therapy and religious methods (prayer, dhikr, and prayer) can help COVID-19 patients free from psychological problems because they have 3 strengths of the spiritual aspects above.

Seeing the counseling process given to covid patients above shows that the implementation of Islamic counseling practiced by psychologists. This was seen by involving patient beliefs and worship to help patients overcome psychosocial problems due to exposed covid. Thus it means that according to Yusuf (2005) the counseling profession has been carried out based on value and human nature, namely back to religion. The religious approach carried out in counseling for covid patients is essentially implementing palliative care, namely treatment that aims to meet the needs of patients through a combination of medical care, social-emotional support, counseling and spiritual care (Van Dyh, 2008). The implementation of counseling for Covid patients in these two public hospitals at the same time answered Ferell's opinion, et.al (2020) about the importance of strengthening palliative care in facing the crisis due to Pandemic Covid1-19, especially for patients who suffered and dying. The need for the fulfillment of spiritual care is very medesak value because Pandemic has given birth to high levels of alienation, loneliness and susceptibility of transmission.

Conclusion

The results showed that counseling services were provided based on a doctor's recommendation, or the patient's request due to psychological problems such as anxiety, fear, and adaptation disorders. Counseling practices are carried out using general methods such as relaxation, psycho-education, Client Center, and CBT (cognitive behavior therapy), which are combined with religious (Islamic) methods by inviting patients to get closer to Allah through prayer, reciting, and prayer. Based on the results of this study, hospitals need to have clear regulations to perpetuate the

existence of religious counseling services as part of psycho-social-religious therapy in realizing holistic services mandated by WHO.

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