



**Studi Ilmu Sosial Indonesia**  
**Vol. 3, Number 1, 93-106**

## **ENSURING LEGAL PROTECTION FOR CONSUMERS AFFECTED BY DENTAL PRACTICE SERVICES**

**Nana Indaryanti, Yuliana Mening, Fayola Issalillah, Didit Darmawan,  
Heriyana Amir**

Universitas Sunan Giri Surabaya

correspondence: fayola.issalillah@gmail.com

### **Abstract**

This study is based on empirical juridical legal studies that emerged along with the growth of technology and scientific developments in the health sector. The issues discussed include legal protection for consumers regarding dental practice services and the responsibility of dentists towards consumers who are harmed. The research results show that the form of legal protection for consumers is regulated by Article 4 and Article 7 of the Consumer Protection Law, which regulates the rights and obligations of business actors. However, in practice, there are still many consumers who are not aware of their rights, and business actors who do not understand their obligations. Regarding the dentist's responsibility towards consumers who are harmed, studies show that compensation must be provided within a certain time limit, and if the time limit is exceeded, back fees can be charged. However, this responsibility is not in accordance with the legal provisions that have been regulated, especially regarding fees charged by dental practice services. Therefore, it is necessary to increase legal protection for consumers by ensuring that the dentist's responsibilities are in accordance with established regulations, without any obstacles in the form of inappropriate fees.

**Keywords:** legal protection, dental practice services, Consumer Protection Law.

## Introduction

Technological growth has a positive impact on accelerating scientific progress, especially in the health sector (Yudistira et al., 2021). This phenomenon plays a significant role in increasing the competitiveness of health service providers to provide the best service to patients as the main consumers in this field (Khayru & Issalillah, 2022). Health, as an important aspect of daily life, is the focus of attention of the government as the main stakeholder. The government is committed to improving public health, remembering the right of every citizen to have access to quality health services. Through these efforts, the government aims to provide maximum protection for the health of every individual, recognizing the importance of community welfare as the foundation of the nation's success. The use of technology in the health sector is not only an obligation, but also a necessity to achieve optimal levels of health in society (Khayru, 2022).

Progress in the field of health science has a positive impact by increasing human life expectancy. However, new challenges have emerged, especially regarding the rise in braces, especially among teenagers. This phenomenon reflects increasing public awareness of the aesthetic value of teeth. Although braces are an important sign of awareness of the appearance of teeth, this development also brings its own problems. Some consumers, in an effort to obtain dental care, prefer practices with more affordable prices, but this decision can have a negative impact on consumers' dental health (Wing & Marier, 2014). An imbalance between the desire for an aesthetic appearance and the pursuit of affordability can pose risks to long-term dental health. Therefore, a balanced approach is needed between dental aesthetics and the selection of a quality dental service provider, even at a higher cost. Public awareness needs to be increased not only regarding aesthetic value, but also the urgency of maintaining overall dental health to achieve maximum treatment results.

The existence of dentists has become an option for dental care and treatment for the community, especially those from the middle and lower economic classes. According to Golder and Brennan (2000), dental hygienists often do not have a license to practice, they remain an option for dental care. This practice includes a variety of procedures such as braces, fillings, and tooth extraction, most of which use similar tools and methods to those of a licensed dentist. However, the main difference between a

dentist and a dentist lies in their lack of formal education in dentistry. This lack of educational background poses risks to consumers' health, especially in procedures such as tooth fillings and tooth extractions (Naughton, 2014). Although the cost of dental care is more affordable, the long-term risks that may arise, especially if complications occur, mean that selecting a dental health care provider who has the appropriate education and licensing is important. Public awareness needs to be increased to ensure the safety and quality of dental care in the long term.

Some cases and risks associated with installing braces involve potential health risks for consumers, especially after the process of installing dentures by a dentist. One risk that needs to be considered is the potential for contracting several diseases, such as cancer, after installing dentures. The causative factor is chronic inflammation which can arise due to adhesions to dentures that are not managed properly and according to applicable procedures. Lack of proper treatment can trigger the development of cancer in this area. Apart from that, another case that can happen to victims of dentists is the appearance of tumors as a consequence of the process of installing braces that do not comply with safety and health standards. Apart from that, gum inflammation can also be a serious problem that arises after treatment at the dentist. If not treated properly, this inflammation can become chronic and cause more serious health complications. The most extreme risk is jaw bone death, which can occur after treatment at the dentist. Jawbone death can occur due to various factors, including serious infections or other complications that arise during or after braces. For this reason, it is very important for consumers to choose highly qualified dentists and adhere to strict health procedures to minimize risks (Szymańska & Sitkowska, 2014; Corte-Real et al., 2021).

Law number 8 of 1999 concerning Consumer Protection is a regulation that aims to provide legal certainty to consumers and business actors. In the consumer protection law's preamble, it is stated that this effort is made to increase the dignity of consumers, as a form of protection for them, by increasing consumer awareness, knowledge, concern, ability and independence. This is done so that consumers can protect themselves and encourage the development of responsible business behavior. There are two objectives of consumer protection law, namely direct and indirect objectives. The direct aim is to increase consumer dignity and awareness. This reflects

a commitment to providing understanding and knowledge to consumers so they can make better decisions in making transactions. Meanwhile, the indirect aim is to encourage business actors to act responsibly. This means that consumer protection law also plays a role in forming more ethical and responsible business behavior towards consumers. However, all goals will only be achieved if consumer protection laws are implemented consistently and consistently. Consistent implementation is the key to success in achieving consumer protection targets, where strict law enforcement will send a signal to business actors that violations of consumer rights will not be tolerated.

In the era of advances in technology and information, increasing demand for dental practice services also inevitably results in the emergence of potential risks and consumer dissatisfaction (Fariz & Issalillah, 2021). This study focuses on the legal framework that regulates consumer protection against losses in dental practice services. Through analysis of applicable regulations, the aim is to identify steps to ensure consumer protection in accordance with legal provisions. Legal protection is expected to play an important role in improving the quality of dental health services and keeping consumer rights protected. The following is the formulation of the problem that will be studied in this study:

1. What are the health risks associated with having dentures fitted by a dentist, particularly in relation to the potential risk of cancer, tumors and gum inflammation?
2. How can the legal framework for consumer protection be applied in dental practice, and how can the implementation of these regulations improve the quality of dental health services and protect consumer rights?
3. What is the dentist's responsibility towards consumers who are affected by the practice's services?
4. How effective is law enforcement against illegal dentists in protecting consumer rights, and are there any obstacles or obstacles faced in the legal process?

## Method

This research adopts a normative juridical approach as the main methodology, a study method that focuses on identifying and evaluating the effectiveness of legal norms. This approach is rooted in the difference

between legal theory (*das solen*) and the reality of legal practice (*das sein*), as well as the gap between the theoretical framework and observed legal facts. Furthermore, this research seeks to reveal situations of ignorance that need to be analyzed to meet the needs of academic understanding. In the process of preparing this paper, two main approaches were applied, namely the statutory approach and the fact analysis approach. A statutory approach is used to analyze the applicable legal framework. The fact analysis approach is used to explore and reveal information that underlies the observed legal reality. Through a combination of these two approaches, this paper aims to present an analysis related to the research topic being carried out.

## Result and Discussion

### Health Risks Associated with Denture Installation by a Dentist

There are health risks to consider regarding having dentures fitted by a dentist, especially those related to the potential risk of cancer, tumors and gum inflammation. This risk can arise due to several factors, including denture designs that do not comply with health regulations, the use of materials that are not biocompatible with oral tissue, and a lack of safety standards in the installation process.

Installing dentures that do not meet health standards can cause gum inflammation and even abscess (swelling) of the gums. In addition, the use of materials that are inappropriate or not biocompatible with oral tissue can cause necrosis (death) of soft tissue in the oral cavity. This risk can have an impact on overall oral and dental health.

In addition, there are potential long-term risks associated with fitting dentures that do not meet health standards, including the potential risk of cancer and tumors. The use of unsafe materials or improper installation procedures can increase the risk of serious health conditions, including the risk of cancer and tumors in the mouth and oral cavity (Forgie et al., 2005).

To reduce the health risks associated with fitting dentures, it is important to ensure that the fitting procedure is carried out by competent medical personnel and uses materials that are safe and comply with health standards. If there are complaints or problems related to installing dentures, immediately consult a dentist to get appropriate treatment.

Thus, it is important to pay attention to the health risks associated with fitting dentures by a dentist, especially those related to the potential

risk of cancer, tumors and gum inflammation. Proper prevention and treatment steps are very important to maintain overall oral and dental health.

### **Legal Protection Efforts for Consumers Regarding Dental Services**

Health workers have the right and authority to provide health services, including dental care. In Indonesia, dental care is not only provided by dentists, but also by dental artisans as an alternative choice for the community. Both dentists and dental technicians have different responsibilities and authorities in providing dental care services to the public.

Dentists are medical professionals who have formal education and specialized expertise in the field of dentistry. They can carry out diagnosis, treatment and medical procedures related to teeth and mouth. On the other hand, dental artisans are individuals who are also involved in dental care, but without a formal educational background as a dentist. However, they often provide dental care services that are more affordable and accessible to some people.

The existence of dental services in Indonesia must be regulated by a clear legal basis to ensure that the services provided comply with health standards. With regulations in place, both dentists and dental artisans can operate while upholding high ethics and health service standards. In this case, regulations can also provide protection to the public from risks and unethical practices in dental care services (Anam, 2018).

In principle, consumer protection legal regulations examine legal aspects consisting of the rights and responsibilities of business actors and consumers, with the aim of realizing justice and prosperity in carrying out trading activities. Consumers, as individuals who are equipped with basic rights bestowed by God Almighty, have the right to legal protection and fair legal certainty.

Consumer protection laws are designed to provide a strong legal foundation to ensure that every business transaction is carried out in good faith and prioritizes the interests and safety of consumers. For this reason, legal protection for consumers is not only a policy, but also a concrete manifestation of the principles of justice and human rights in trading activities (Feryna et al., 2013).

In order to protect consumer rights from arbitrary and irresponsible actions, the government is working hard through legal regulations that mandate certain responsibilities for business actors in carrying out their business activities. The basis for this regulation can be found in Law number 8 of 1999 concerning Consumer Protection, especially in Article 7 letters (a) and (c).

Article 7 letter (a) consumer protection law states that business actors are required to carry out their business activities in good faith. This means that business actors must act with good intentions and not intentionally harm consumers. This underlines the importance of integrity and morality in every aspect of company operation.

Apart from that, Article 7 letter (c) of the consumer protection law emphasizes that business actors must treat consumers correctly, honestly and without discrimination. This consists of the obligation to provide accurate, non-misleading information and ensure that the services or products provided comply with the promised standards. With this provision, the government is trying to eliminate unfair practices that harm consumers.

This means that Law number 8 of 1999 provides a clear legal basis for protecting consumers from detrimental business practices. The obligations regulated in these articles help create a fair, transparent and responsible business environment, so that consumer rights can be well protected.

Dental practitioners, as entrepreneurs in their field, have primary responsibility for the products and services they produce. This is important so that consumers can be protected from irresponsible practices and potential losses. In running a business, dentists must ensure that their products and services meet high standards. This consists of complying with various security requirements to ensure consumer protection.

By adhering to good standards, dental practitioners can give consumers confidence that their products and services have gone through a thorough and safe production process. This is also the key to maintaining the reputation of the business and making a positive contribution to public trust in the dental profession. For this reason, fulfilling safety standards and responsibility for products and services is an important aspect in running a business as a dental technician.

In the coaching efforts carried out by the Health Service, the main step taken was to bring together all dental technicians to receive outreach and guidance. This process aims to increase understanding and knowledge of dental practitioners regarding applicable dental health standards.

In addition, the monitoring measures implemented involve regular visits to dental practices 20 times a year. In carrying out its supervision, the Health Service collaborates closely with the Consumer Dispute Resolution Agency to protect the public from potential losses due to dental services.

Collaboration with the Consumer Dispute Resolution Agency is integrated into the supervision process to provide continuous protection to consumers. The main aim of this collaboration is so that the public can avoid losses arising from dental practices that do not meet health standards or have the potential to harm consumers.

However, to date, there have been no reports from the public that have been received by the Health Service or the Consumer Dispute Resolution Agency indicating any losses experienced by consumers using dental practice services. The implemented coaching and supervision measures appear to have been successful in maintaining the quality of dental health services in certain areas.

### **Dentist's Responsibilities Toward Consumers Affected by Practice Services**

The government has an obligation and responsibility towards consumers in providing safe and quality health services, including dental practice services. To protect the public from potential losses due to unsafe dental practices, the Ministry of Health has issued Minister of Health Regulation Number 39 of 2014 which regulates the Development, Supervision and Licensing of Dental Work. The principle of responsibility is an important aspect in consumer protection law. In situations of consumer rights violations, accurate analysis to determine who should be responsible and the extent of responsibility can be applied to the parties concerned. For this reason, in handling cases like this, extra care is needed to understand and assess the extent of involvement of the government and related institutions in enforcing regulations related to dental practices. This is key in ensuring consumer protection for quality health services (Siregar et al., 2017).

Nowadays, the practice of dental craftsmanship has experienced significant development. No longer limited to making and fitting dentures, the role of an orthodontist now involves a wide range of skills, from extracting teeth to carrying out procedures such as making porcelain teeth, filling teeth and installing braces. However, it should be noted that the limits of the authority of dentists have been regulated by Regulation of the Minister of Health of the Republic of Indonesia Number 39 of 2014 concerning the Development, Supervision and Licensing of Dental Work, abbreviated as Regulation of the Minister of Health of the Republic of Indonesia Number 39 of 2014.

Violating the limits of authority set out in this regulation can have serious impacts on consumers. The losses experienced by consumers consist of health, time and financial aspects. Dentists who practice outside their authority can pose a health risk to patients, because complex medical procedures require special knowledge and skills.

In addition, consumers experience lost time because maintenance that is not up to standard can result in more serious problems and require additional repairs. Not only that, financial losses are also a negative impact faced by consumers. Costs incurred for treatment at an unauthorized or unauthorized dental practice can be a significant waste.

For this reason, dentists comply with applicable regulations so that consumers can obtain services that are safe, quality and in accordance with established skill standards. In this case, dentists, as business actors, have a responsibility towards their consumers in accordance with the provisions of Article 19 of the Consumer Protection Law. This article expressly states that business actors, in this case dentists, are obliged to be responsible for damage, pollution or loss experienced by consumers as a result of consuming goods or services produced or traded by them.

In paragraph (1) of Article 19 of the consumer protection law, it is stated that business actors must provide compensation for these losses. This compensation can be in the form of a refund, replacement of goods or services of the same or equivalent value or provision of health care and compensation in accordance with applicable regulations. Compensation must be provided within 7 days after the transaction date, in accordance with the provisions in paragraph (3).

Even though business actors provide compensation in accordance with paragraphs (1) and (2), Article 19 also emphasizes that this action does not eliminate the possibility of criminal prosecution. This means that if there is evidence of the business actor's wrongdoing, criminal charges can still be filed. For this reason, business actors must continue to pay attention to the quality and safety standards of their products or services.

Apart from that, paragraph (5) of Article 19 of the consumer protection law provides an exception, namely this provision does not apply if the business actor can prove that the error actually came from the consumer. In other words, if the business actor can prove that the loss or damage caused by the consumer's actions or negligence, then the compensation provisions in Article 19 do not apply.

This means that Article 19 of the consumer protection law provides a clear legal basis regarding the responsibilities of business actors, in this case dentists, towards their consumers as well as the provisions that must be complied with to safeguard consumer rights and interests in dental health service transactions.

In general, dentists, as business actors, have a responsibility for the products they produce to protect consumers from practices that are inappropriate and have the potential to cause harm. In carrying out their business activities, dentists must ensure that the products they produce meet good standards, so that consumer safety can be guaranteed. Article 1365 Burgerlijk Wetboek (BW) states the obligation to provide compensation to consumers who experience losses. Not only that, the Consumer Protection Law also strictly regulates the responsibilities of business actors, including dentists, in Article 19. If losses occur to consumers as a result of dental services, the dentist's responsibility must always refer to the provisions stated in the regulations. This emphasizes the need for compliance with legal norms that have been established to protect the rights and interests of consumers. This means that this regulation is a strong foundation in ensuring that dentists as business actors are responsible and carry out their practices by paying attention to safety and justice for consumers (Putri & Hafliyah, 2019).

The legal impact on consumers who suffer losses due to dental practice services is the existence of a reporting mechanism to the Health Service. If a consumer experiences losses due to the actions of a dental technician, he

can submit a report to the authorities. In dealing with consumer reports, the Health Service carries out procedures in accordance with the provisions contained in the Regulation of the Minister of Health of the Republic of Indonesia Number 39 of 2014, especially article 11. According to the Regulation of the Minister of Health of the Republic of Indonesia, the Health Service has the authority to impose administrative sanctions on perpetrators of dental practice. who is proven to have committed an offence. The sanctions range from written warnings to revocation of practice permits. This action is taken as a form of enforcement of regulations to protect the interests and welfare of consumers.

Apart from administrative sanctions, dentists who commit detrimental actions against consumers are also required to provide compensation. This is a form of professional responsibility for the services provided. This means that consumers who experience losses can receive compensation according to the losses they experience due to the irresponsible practices of dentists. Furthermore, related to illegal practices such as installing braces and filling teeth, the Health Service has the authority to revoke permits related to dental practices that violate the provisions stipulated in the Regulation of the Minister of Health of the Republic of Indonesia Number 39 of 2014. This action was taken as an effort to eradicate illegal practices and maintaining the quality of dental health services. With this mechanism, it is hoped that it can create a safer, better quality and more integrity dental practice environment for the community (Ardiantara et al., 2023).

There are various forms of responsibility that can be given to consumers who feel disadvantaged due to dental practice services. One form of this responsibility is when a consumer experiences discomfort or pain after installing dentures. In this situation, the dentist is responsible for providing compensation to the consumer. This compensation consists of providing painkillers and re-fitting dentures so that consumers feel comfortable. If after the repair the consumer still experiences discomfort within three days, the consumer has the right to return for repairs again. However, in this case, consumers are required to pay the cost of repairing the dentures. These steps aim to ensure that consumers receive quality service and can obtain adequate solutions to the problems they face after using the services of a dentist.

Responsibility towards consumers who experience losses can be realized by providing adequate attention. One form of this responsibility is through providing painkillers to consumers who feel disadvantaged. Next, the process of dismantling the denture which is causing the discomfort is carried out. After disassembly, the dentures are reinstalled in the hope that consumers can experience the desired comfort. If after the procedure the consumer still experiences discomfort or pain, the consumer has the right to return to the treatment without additional costs. This process can be carried out within 5 days after the initial treatment is carried out. However, if after 7 days the consumer still feels discomfort or pain, an additional fee will be charged for further treatment. For this reason, this action aims to ensure that consumers feel comfortable and satisfied with the service without feeling financially burdened.

### **The Effectiveness of Law Enforcement Against Illegal Dentists in Protecting Consumer Rights Along with the Obstacles Faced in the Legal Process**

Law enforcement against illegal dentists has an important role in protecting consumer rights. However, there are obstacles and constraints in the legal process that can affect the effectiveness of law enforcement.

One of the main obstacles to law enforcement against illegal dentists is the lack of firmness and consistent law enforcement. Law enforcers still seem to look down on lawbreakers, where people who have strong financial connections or access can easily avoid the law. This can reduce the effectiveness of law enforcement and give the impression that there is injustice in legal treatment.

Apart from that, access to justice is also an obstacle in law enforcement against illegal dentists. The poor often face difficulties in obtaining legal assistance, which is everyone's human right. Limited access to legal aid can hamper the law enforcement process against illegal dentists, especially for consumers who may be victims of this illegal practice.

To increase the effectiveness of law enforcement against illegal dentists, a change in the attitude of all parties involved in the law is needed. Law enforcers need to be more firm and indiscriminate in enforcing the law. Apart from that, society also needs to change their views on the law, so that the law can function fairly and equally for all parties.

Thus, law enforcement against illegal dentists has its own challenges in protecting consumer rights. Changes in attitudes and firmer actions from law enforcement, as well as increasing access to justice for all parties, can increase the effectiveness of law enforcement in protecting consumers from illegal practices of dentists.

## Conclusion

This research highlights the health risks associated with having dentures fitted by a dentist, including potential risks of cancer, tumors and gum inflammation. There is an urgency to implement a consumer protection legal framework to improve the quality of dental health services and protect consumer rights. These regulations, especially Law number 8 of 1999 concerning Consumer Protection, plays a key role in establishing the obligations and responsibilities of dentists to maintain safety standards and service quality. In the context of responsibility towards consumers who are affected by practice services, this regulation provides a clear legal basis, where dentists must provide compensation and ensure services that meet standards. However, in the effectiveness of law enforcement against illegal dentists, the main challenges involve a lack of firmness and consistency, as well as limited access to justice. To improve this, law enforcement needs to be firm, society needs to change its view of the law, and efforts to change attitudes from all parties must be made so that law enforcement is more effective and protects consumer rights as a whole.

## References

- Anam, K. 2018. Tanggung Jawab dan Kewenangan Perawat Gigi dalam Melakukan Tindakan Medik Kedokteran Gigi. *Ajudikasi: Jurnal Ilmu Hukum*, 2(1), 67-80.
- Ardiantara, I., A. L. Suryamizon, & M. Adriaman. 2023. Perlindungan Hukum Terhadap Konsumen Atas Pelayanan dan Jasa Tukang Gigi. *Sakato Law Journal*, 1(1), 107-114.
- Corte-Real, A., C. Caetano, S. Alves, A. D. Pereira, S. Rocha, & D. N. Vieira. 2021. Patient Safety in Dental Practice: Lessons to Learn About the Risks and Limits of Professional Liability. *International Dental Journal*, 71(5), 378-383.
- Fariz, F. A. B. M., & F. Issalillah. 2021. Narrowing the Economic Gap: The Impact of Technological Innovation on Access and Welfare of the Poor, *Journal of Social Science Studies*, 1(1), 111 - 116.
- Feryna, Y., I. G. A. Puspawati., & D. G. Rudy. 2013. Perlindungan Hukum Terhadap Pasien Sebagai Konsumen Pelayanan Kesehatan Non Medis Tukang Gigi. *Kertha Semaya J Ilmu Huk*, 1(4), 1-5.

- Forgie, A. H, B. J. J. Scott, & D. D. Davis. 2005. A Study to Compare the Oral Health Impact Profile and Satisfaction Before and After Having Replacement Complete Dentures in England and Scotland. *Gerodontology*, 22, 137-42
- Golder, D. T. & K. A. Brennan. 2000. Practicing Dentistry in the Age of Telemedicine. *The Journal of the American Dental Association*, 131(6), 734-744.
- Hariani, M., N. A. Aaliyah, & F. Issalillah. 2021. Legal Guarantee of Children's Rights in Education and Health, *Journal of Social Science Studies*, 1(2), 177 - 180.
- Khayru, R. K. 2022. Transforming Healthcare: The Power of Artificial Intelligence. *Bulletin of Science, Technology and Society*, 1(3), 15-19.
- Khayru, R. K. & F. Issalillah. 2022. Service Quality and Patient Satisfaction of Public Health Care. *International Journal of Service Science, Management, Engineering, and Technology*, 1(1), 20 - 23.
- Khayru, R. K. & F. Issalillah. 2022. The Equal Distribution of Access to Health Services Through Telemedicine: Applications and Challenges. *International Journal of Service Science, Management, Engineering, and Technology*, 2(3), 24 - 27.
- Nalin, C., S. A. B. Saidi, M. Hariani, V. Mendrika, & F. Issalillah. 2022. The Impact of Social Disparities on Public Health: An Analysis of Service Access, Quality of Life, and Policy Solutions, *Journal of Social Science Studies*, 2(1), 39 - 46.
- Naughton, D. K. 2014. Expanding Oral Care Opportunities: Direct Access Care Provided by Dental Hygienists in the United States. *Journal of Evidence Based Dental Practice*, 14, 171-182.
- Putri, L. N. & T. Hafliyah. 2019. Tanggung Jawab Tukang Gigi Sebagai Pelaku Usaha Atas Pelanggaran Praktik yang Menimbulkan Kerugian Terhadap Konsumen. *Jurnal Ilmiah Mahasiswa Bidang Hukum Keperdataan*, 3(2), 327-338.
- Siregar, I. H. Y., E. Wahyati, & D. W. JS. 2017. Perlindungan Hukum Bagi Perawat Gigi dalam Melakukan Pelayanan Asuhan Kesehatan Gigi di Praktik Mandiri. *SOEPRA*, 3(1), 87-101.
- Szymańska, J. & J. Sitkowska. 2014. Evaluation of Activities Aimed at Preventing Microbiological Risks in Dental Practice. *Medycyna Pracy*, 64(1), 11-17.
- Undang-Undang Nomor 8 tahun 1999 Perihal Perlindungan Konsumen.
- Vitrianiingsih, Y. & F. Issalillah. 2021. The National Legal System's Effectiveness in Handling Public Health Crises Responsively and Fairly, *Journal of Social Science Studies*, 1(2), 203 - 208.
- Wing, C. & A. Marier. 2014. Effects of Occupational Regulations on the Cost of Dental Services: Evidence from Dental Insurance Claims. *Journal of Health Economics*, 34, 131-143.
- Yudistira, I. M. A., I. N. P. Budiarta, & I. M. M. Widyantara. 2021. Perlindungan Hukum Bagi Konsumen Atas Malpraktik Jasa Tukang Gigi. *Jurnal Konstruksi Hukum*, 2(2), 265-270.