

Management of Hajj Pilgrims with Disabilities During Debarkation in 2024: Case Report

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Abstract The challenges that arise for pilgrims with special needs such as limited mobility are the increased risk of fatigue, injury, and falls. The various challenges that arise are not only caused by the pilgrims themselves, but also involve the hajj team, facilities and infrastructure, infrastructure, disability support that is still lacking, and ineffective management time, even though there are already guidelines for facilities for pilgrims with disabilities by the Ministry of Hajj Kingdom of Saudi Arabia, especially at the airport, transportation in Saudi Arabia, hotels and the Grand Mosque. The purpose of this case report is to find out the management of pilgrims with special needs, especially at the airport during the 2024 hajj disembarkation period. Case report: A 79-year-old male Indonesian pilgrim complained of weakness and shortness of breath. The pilgrim is a person with a physical disability due to a stroke who was treated at a Saudi Arabian hospital. Upon arrival at the airport, pilgrims do not get the priority they should, namely the late initial examination of sick pilgrims, officers have difficulty when conducting initial examinations at the airport due to crowds, long queues and lack of communication between officers, plus the absence of medical record data on pilgrims' care while in Saudi Arabia, health workers in Indonesia do not have sufficient information regarding the pilgrims' treatment history so that it can have an impact on the continuity of pilgrims' care, and access to transportation for pilgrims in Saudi Arabia still faces challenges in terms of being disability-friendly, because many buses are not equipped with wheelchair facilities. Management of pilgrims with special needs still faces various serious challenges, especially at the airport during the disembarkation period. Although guidelines for facilities for pilgrims with disabilities have been regulated by the Saudi Arabian Ministry of Hajj, their implementation in the field is often not optimal.

Keywords Disabled Hajj Pilgrims, Management of Hajj Pilgrims



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1. Introduction

The Hajj pilgrimage to Mecca is one of the largest annual mass gatherings in the world and has a strong impact on international public health. The Hajj pilgrimage is carried out for those who meet certain requirements, these requirements are Islam, baligh, and istithaah or capable (Aldossari et al., 2019). However, not all prospective Hajj pilgrims are physically healthy, there are also prospective pilgrims who have special limitations to carry out activities and a series of Hajj pilgrimage activities called disabled pilgrims or pilgrims with special needs. Disability is a deficiency in the ability to perform a number of functions, congenital weaknesses or loss of function due to trauma, illness and so on (Reber, 2010).

The challenges that arise for pilgrims with special needs such as limited mobility are the increased risk of fatigue, injury and falls. The various challenges that arise are not only caused by the pilgrims themselves, but also involve the Hajj team, K3JH and PPIH, facilities and infrastructure, infrastructure, disability support that is still lacking, and ineffective management time even though there are already guidelines for facilities for pilgrims with disabilities by the Ministry of Hajj Kingdom of Saudi Arabia, especially at the airport, transportation in Saudi Arabia, hotels and the Grand Mosque. One example of a service that is still lacking can be seen in the process of handling disabled pilgrims when they arrive at the airport for disembarkation, due to crowds and long queues at the airport, disabled pilgrims are often marginalized and do not get the priority they should, namely the late initial examination of sick pilgrims (Saputra, 2022).

2. Methods

This paper is a type of case report created to identify the problems of Hajj pilgrims with special needs during the 2024 Hajj disembarkation period. The preparation of the paper was carried out on June 1 - July 13, 2024 which took place at Juanda International Airport and the Surabaya Hajj Dormitory. Management of Hajj Pilgrims with Disabilities During Debarkation in 2024: Case Report. This case report employed a qualitative descriptive approach based on document analysis of operational procedures secondary data accessed through the Ministry of Health's SISKOHATKES page. Data were collected from healthcare personnel, airport officials, religious counselors, and disabled pilgrims themselves. Observations focused on the efficiency of debarkation procedures, accessibility measures, and the effectiveness of medical support services. Thematic analysis was used to identify key strategies and challenges in managing disabled pilgrims during debarkation.

3. Case Report

A 79-year-old male Indonesian pilgrim complained of weakness and shortness of breath. The patient complained of weakness and shortness of breath while on the plane. Shortness of breath was felt continuously, not aggravated or relieved by anything. The patient also complained of coughing up phlegm since 7 days ago. The patient also complained of sudden weakness in the left half of his body since the peak of Armuzna activities in Arafah, which was 7 days ago. Swollen (+), rotten (+) numbness in the lips (+). The patient had MRS in Saudi Arabia for 6 days due to sudden weakness. Based on the guidelines for facilities for disabled pilgrims by the Ministry of Hajj Kingdom of Saudi Arabia, namely:

- Airport: There are facilities for people with disabilities at Jeddah airport. The Hajj team must ensure that airport staff are informed of the needs of disabled pilgrims in advance.
- Transportation in Saudi Arabia: Buses are not equipped to accommodate wheelchairs. Pilgrims with disabilities should ensure that they or their caregivers have made arrangements with private taxi companies for transportation within Saudi Arabia, either through a private travel agent or through a service provider in Saudi Arabia.
- Hotels: In general, hotels do not provide facilities for people with disabilities, with the exception of a few well-known hotels. It is important to communicate with the hotel before booking, to explain the needs of pilgrims with disabilities and ensure that these can be met.
- Homes: Homes generally do not provide facilities for people with disabilities.
- Masjid al-Haram: The Masjid al-Haram provides complete facilities for people with disabilities. The Masjid al-Haram has escalators and ramps so that wheelchairs can move easily from one floor to another. Wheelchairs are provided free of charge in the Masjid al-Haram, but if pilgrims need to ask someone to push their wheelchair, the pusher will charge for the service.

Although airports have guidelines and regulations governing the provision of facilities for people with disabilities, the implementation in the field is often not optimal. As in the case of the 79-year-old Mr. K, who has a physical disability due to stroke, and was once treated at a Saudi Arabian Hospital, when he arrived at the airport, the pilgrim did not get the priority he should have, namely the late initial examination of the sick pilgrim. At that time the pilgrim complained of weakness and shortness of breath, but because the pilgrim's plane seat was at the back, there were crowds and long queues at the airport and lack of communication between officers, it was difficult for officers to conduct an initial examination of the pilgrim. The absence of medical record data that records the treatment of the pilgrim while in Saudi Arabia can also cause problems for health workers in Indonesia. When the pilgrim returns home, health workers have difficulty understanding the history of treatment carried out in Saudi Arabia, including the type of treatment, medicines given and medical procedures undergone so that it can have an impact on the sustainability of treatment and the health safety of the pilgrim.

4. Discussion

Some challenges that arise for pilgrims such as difficulty walking long distances, fatigue, risk of falling due to physical activity in crowds, loss of balance, limited access to assistance, impaired mobility that worsens the condition of pilgrims, such as being under the hot sun for too long without access to shade or drinking water can cause dehydration. In the implementation of the Hajj based on Undang- undang nomor 8 tahun 2019 pada pasal 6, pilgrims are entitled to special services for Hajj pilgrims with disabilities, namely:

- Data collection of pilgrims with special needs
- Cross-agency coordination: PPIH, Ministry of Religion, health workers, and airport authorities
- Special Facilities and Services
- Professional Companions
- Companions for disabled pilgrims

From a spiritual perspective, the Hajj pilgrimage is an obligation for those who are able. The principle of *tasahul* (ease) in Islam provides relief for pilgrims with physical limitations to use assistive devices so that worship remains valid and accepted.

5. Conclusion

Patients with disabilities who perform the Hajj pilgrimage face severe physical and environmental challenges. The challenges that arise for pilgrims with special needs such as limited mobility increase risks such as fatigue, injury, and the risk of falls. The various challenges that arise are not only caused by the pilgrims themselves, but also involve the Hajj team, facilities and infrastructure, infrastructure and disability support. Effective communication between teams, adequate team knowledge, and implementation of minimum service standards at airports, mosques, and hotels are essential to support disabled pilgrims. The management of pilgrims with special needs still faces serious challenges, especially at the airport during the disembarkation period. Although guidelines for facilities for pilgrims with disabilities have been regulated by the Saudi Arabian Ministry of Hajj, their implementation in the field is often not optimal. Combining medical, spiritual, and social support approaches can help patients perform the Hajj safely and comfortably, while providing a meaningful worship experience despite limitations.

6. References

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