

ABSTRAK

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Program Studi : Farmasi
Judul : Evaluasi Lama Waktu Tunggu Dan Jenis Obat Yang Digunakan Pada Pelayanan Resep Pasien BPJS Rawat Jalan Di Rumah Sakit Hosana Medica Lippo Cikarang Agustus 2018

Waktu tunggu pelayanan resep merupakan tenggang waktu mulai pasien menyerahkan resep sampai menerima obat. Berdasarkan Keputusan Menteri Kesehatan Republik Indonesia No. 129/Menkes/SK/II/2008 Tentang Standar Pelayanan Minimal Rumah Sakit, waktu tunggu pelayanan obat non racikan ≤ 30 menit dan pelayanan obat racikan ≤ 60 menit. Penelitian ini merupakan penelitian observasional yang bersifat deskriptif dengan pendekatan cross-sectional. Sampel yang didapat yaitu 144 resep BPJS terdiri dari 121 resep non racikan dan 23 resep racikan. Penelitian ini dilakukan dengan pengamatan langsung dan perhitungan lama waktu tunggu pelayanan resep BPJS non racikan dan racikan. Hasil penelitian menunjukkan bahwa rata-rata waktu tunggu pelayanan resep BPJS non racikan 27,98 menit sedangkan untuk resep racikan 48,60 menit. Waktu tunggu pelayanan resep BPJS non racikan yang sesuai standar sebanyak 60, 3%, dan resep BPJS racikan yang sesuai standar sebanyak 82,6%.

Kata kunci:

Obat, resep, waktu tunggu

ABSTRACT

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Title : Evaluation Of The Length Waiting Time And Type Of
Drug Used In Prescription Services For Outpatient BPJS
In Hospital Hosana Medica Lippo Cikarang August
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The prescription service waiting time is a grace period from the time the patient submits the prescription to receive the drug. Based on the decision of the Minister of Health the Republic of Indonesia No. 129/Menkes/SK/II/2008 Concerning Minimum Hospital Service Standards, waiting time for drug services is not concoction ≤ 30 minutes and concoction medicine services ≤ 60 minutes. This study was an observational study that was descriptive with a cross-sectional method. The samples obtained were 144 BPJS recipes consisting of 121 recipes instead of concoctions and 23 concoction recipes. This research was carried out by direct observation and calculation of the length of the waiting time for BPJS prescription services rather than concoctions and concoctions. From the research at Lippo Cikarang's Hosana Medica hospital it was found that the average waiting time for BPJS prescription services was not 27.98 minutes while for concoction recipes 48.60 minutes. The waiting time for prescription services for BPJS is not the standard concoction of 60.3% and the recipe for the standard concoction is 82.6%.

Keywords:
Drug, recipe, waiting times