

ANALISIS WAKTU TUNGGU PELAYANAN RESEP RAWAT JALAN RS X CIBADAK KABUPATEN SUKABUMI

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ABSTRAK

Waktu tunggu pelayanan resep merupakan indikator penting dalam penilaian mutu pelayanan farmasi. Standar pelayanan minimal menurut Kepmenkes RI No. 129/2008 menetapkan waktu tunggu obat non-racikan ≤ 30 menit dan obat racikan ≤ 60 menit. Penelitian ini bertujuan untuk menganalisis waktu tunggu pelayanan resep rawat jalan RS X Cibadak. Penelitian deskriptif dengan analisis retrospektif dilakukan pada bulan Desember 2024. Sampel terdiri dari 640 resep (325 non-racikan dan 315 racikan) yang dipilih secara acak. Data dikumpulkan melalui observasi langsung dan wawancara, kemudian dianalisis menggunakan Microsoft Excel. Rata-rata waktu tunggu obat non-racikan adalah 18 menit 28 detik (93% sesuai standar), sedangkan obat racikan 35 menit 27 detik (95% sesuai standar). Faktor utama yang mempengaruhi waktu tunggu adalah tingginya kunjungan pasien pada jam sibuk (09.00–19.00) dan keterbatasan sumber daya manusia. Waktu tunggu pelayanan resep RS X Cibadak telah memenuhi standar pelayanan minimal. Namun, diperlukan peningkatan koordinasi petugas dan penambahan tenaga kerja untuk mengoptimalkan pelayanan.

Kata Kunci: Waktu tunggu, pelayanan resep, rawat jalan, standar pelayanan minimal, instalasi farmasi.

ANALYSIS OF WAITING TIME FOR OUTPATIENT PRESCRIPTION SERVICES X CIBADAK HOSPITAL SUKABUMI REGENCY

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ABSTRACT

Prescription service waiting time is an important indicator in assessing the quality of pharmaceutical services. The minimum service standard according to the Decree of the Minister of Health of the Republic of Indonesia No. 129/2008 stipulates a waiting time for non-compounded drugs of ≤ 30 minutes and compounded drugs of ≤ 60 minutes. This study aims to analyze the waiting time for outpatient prescription services X Cibadak Hospital. A descriptive study with retrospective analysis was conducted in December 2024. The sample consisted of 640 prescriptions (325 non-compounded and 315 compounded) which were selected randomly. Data were collected through direct observation and interviews, then analyzed using Microsoft Excel. The average waiting time for non-prescription drugs was 18 minutes 28 seconds (93% according to the standard), while for prescription drugs it was 35 minutes 27 seconds (95% according to the standard). The main factors that influence waiting time are the high number of patient visits during peak hours (09.00–19.00) and limited human resources. The waiting time for prescription services X Cibadak Hospital has met the minimum service standards. However, it is necessary to improve officer coordination and add workers to optimize services.

Keywords: Waiting time, prescription services, outpatient care, minimum service standards, pharmacy installation.