

ABSTRAK

ANALISIS WAKTU TUNGGU PELAYANAN RESEP OBAT RACIKAN DAN RESEP OBAT NON RACIKAN PASIEN RAWAT JALAN DI SALAH SATU RUMAH SAKIT KOTA BANDUNG

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Pelayanan farmasi merupakan salah satu pelayanan di rumah sakit yang diharapkan memenuhi standar pelayanan minimal (SPM). Waktu tunggu obat merupakan salah satu parameter dari standar pelayanan kefarmasian di rumah sakit. Penelitian ini bertujuan untuk mengetahui rata-rata dan kesesuaian waktu tunggu pelayanan resep obat non racikan dan obat racikan pasien rawat jalan di salah satu Rumah Sakit Kota Bandung pada bulan Januari 2024 memenuhi syarat Standar Pelayanan Minimal Kefarmasian. Metode penelitian yang digunakan deskriptif observasional. data sampel yang diambil dilakukan secara Purposive Sampling jumlah resep dalam penelitian ini sebanyak 410 resep yang terdiri dari resep racikan 49 resep dan non racikan 361 resep. Waktu tunggu rata-rata obat non racikan adalah 16 menit 33 detik dan resep obat racikan adalah 66 menit 41 detik. Hasil penelitian rata-rata waktu tunggu pelayanan obat non racikan memenuhi standar pelayanan minimal rumah sakit sesuai kemenkes RI No. 129 tahun 2008, pada resep obat racikan tidak memenuhi standar pelayanan minimal rumah sakit. dimana standar pelayanan minimal rumah sakit sesuai Kepmenkes RI No. 129 tahun 2008 tentang waktu tunggu pelayanan resep obat jadi < 30 menit dan obat racikan < 60 menit. Ketidaksesuaian tersebut dikarenakan banyak faktor yang mempengaruhi,

*Kata Kunci : Standar pelayanan minimal waktu tunggu, resep obat racikan ,
resep obat non racikan.*

ABSTRACT

ANALYSIS OF WAITING TIME FOR SERVICES FOR PRESCRIBING MEDICATIONS AND NON-PRACTIONAL MEDICATIONS FOR OUTPATIENTS IN ONE OF THE HOSPITALS IN THE CITY OF BANDUNG

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Pharmacy services are one of the services in hospitals that are expected to meet minimum service standards (SPM). Waiting time for medicines is one of the parameters of standard pharmaceutical services in hospitals. This study aims to determine the average and suitability of the waiting time for outpatient non-concocted and compounded drug prescription services at one of the Bandung City Hospitals in January 2024 to meet the Minimum Pharmaceutical Service Standard requirements. The research method used is descriptive observational. The sample data taken was carried out using purposive sampling. The number of recipes in this study was 410 recipes, consisting of 49 concocted recipes and 361 non-concocted recipes. The average waiting time for non-concocted drugs is 16 minutes 33 seconds and for prescriptions for concocted drugs is 66 minutes 41 seconds. The research results show that the average waiting time for non-concocted drug services meets the minimum hospital service standards according to the Indonesian Ministry of Health No. 129 of 2008, prescriptions for compounded medicines do not meet minimum hospital service standards. where the minimum hospital service standards are in accordance with the Republic of Indonesia Minister of Health Decree No. 129 of 2008 concerning the waiting time for prescription drug services < 30 minutes and concocted medicine < 60 minutes. This discrepancy is due to many influencing factors.

Keywords: Minimum waiting time service standards, compounded drug prescriptions, non-compounded drug prescriptions.