

**EVALUASI WAKTU TUNGGU PELAYANAN RESEP PASIEN
RAWAT JALAN DI RUMAH SAKIT UMUM DAERAH
KABUPATEN SUMEDANG**

ABSTRAK

Lamanya waktu tunggu pelayanan resep dapat mencerminkan proses kerja tenaga farmasi dalam melakukan pelayanan yang disesuaikan dengan situasi dan harapan pasien. Penelitian ini bertujuan untuk mengetahui rata-rata waktu pelayanan resep di Depo Farmasi Rawat Jalan 1 Rumah Sakit Umum Daerah Kabupaten Sumedang yang sesuai dengan Keputusan Menteri Kesehatan Republik Indonesia No. 129/MENKES/SK/II/2008 tentang Standar Pelayanan Minimal di Rumah Sakit yaitu pelayanan obat jadi ≤ 30 menit sedangkan obat racikan ≤ 60 menit. Penelitian ini menggunakan metode observasional secara retrospektif pada bulan Januari - April 2020. Hasil yang diperoleh selama penelitian berjumlah 388 resep dengan rincian 12 resep racikan dan 376 resep non racikan. Rata-rata waktu tunggu yang didapat untuk racikan adalah 56,33 menit dan non racikan 56,24 menit.

Kata kunci : depo farmasi, pelayanan resep, rumah sakit, waktu tunggu

ABSTARCT

The length of the prescripton's service waiting time can reflect the work process of the pharmacist in performing services according to the patient's situation and expectations. This study aims to determine the average of prescription's services in Depo Pharmacys of out care service 1 in Sumedang General Hospital according to the minister of health's decree Republic of Indonesia no. 129/Menkes/SK/II/2008 about minimum standard in the hospital that medicine service waiting time is ≤ 30 minutes and for concoction drugs is about ≤ 60 minutes. This study is retrospective observational research with objective data retrieval. The results obtained during the study amounted to 388 recipes with details of 12 concoction recipes and 376 non-concoction recipes. The average waiting time obtained for concoction is 56,33 minutes and non concoction 56,24 minutes. This shows that the concoction recipe is in accordance with the hospital's minimum service standard while the non-concoction prescription does not meet the hospital's minimum service standards according to the Minister of Health Decree No. 129 of 2008.

Key words: Pharmaceutical Depo, Prescription service, Hospital, Waiting time