

**ANALISIS WAKTU TUNGGU PELAYANAN RESEP PASIEN NON BPJS
RAWAT JALAN DI INSTALASI FARMASI RUMAH SAKIT DEWI SRI
KARAWANG**

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ABSTRAK

Waktu tunggu pelayanan resep merupakan indikator penting dalam menilai kualitas pelayanan farmasi di rumah sakit. Waktu tunggu yang terlalu lama dapat menyebabkan ketidakpuasan pasien dan berdampak pada mutu pelayanan secara keseluruhan. Penelitian ini bertujuan untuk menganalisis waktu tunggu pelayanan resep pasien non-BPJS rawat jalan di Instalasi Farmasi Rumah Sakit Dewi Sri Karawang, serta mengevaluasi kesesuaiannya dengan standar Kementerian Kesehatan Republik Indonesia, yaitu ≤ 30 menit untuk resep non-racikan dan ≤ 60 menit untuk resep racikan. Penelitian ini menggunakan metode deskriptif kuantitatif dengan pendekatan observasional. Data dikumpulkan melalui pengamatan langsung terhadap proses pelayanan resep selama bulan Mei 2025. Jumlah sampel dalam penelitian ini sebanyak 100 resep, terdiri dari 60 resep non-racikan dan 40 resep racikan. Waktu tunggu dihitung mulai dari pasien menyerahkan resep hingga obat diterima. Hasil penelitian menunjukkan bahwa rata-rata waktu tunggu resep non-racikan adalah 22 menit, dan resep racikan sebesar 48 menit. Dari seluruh resep yang diamati, 88% resep non-racikan dan 80% resep racikan diselesaikan sesuai standar. Faktor-faktor yang memengaruhi keterlambatan antara lain keterbatasan jumlah tenaga farmasi, antrean yang panjang pada jam sibuk, dan kendala teknis sistem informasi farmasi. Kesimpulannya, pelayanan resep pasien non-BPJS rawat jalan di Instalasi Farmasi Rumah Sakit Dewi Sri Karawang pada umumnya telah memenuhi standar waktu tunggu yang ditetapkan. Namun, peningkatan jumlah tenaga kerja, optimalisasi sistem informasi, serta penataan alur pelayanan perlu dilakukan guna meningkatkan efisiensi dan kepuasan pasien.

Kata kunci: waktu tunggu, pelayanan resep, non-BPJS, farmasi rumah sakit, resep racikan

**ANALYSIS OF WAITING TIME FOR OUTPATIENT NON-BPJS
PRESCRIPTION SERVICES AT THE PHARMACY DEPARTMENT OF
DEWI SRI HOSPITAL KARAWANG**

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ABSTRACT

Prescription service waiting time is a critical indicator in evaluating the quality of pharmaceutical services in hospitals. Prolonged waiting times can lead to patient dissatisfaction and reduce the overall service quality. This study aims to analyze the prescription waiting time for non-BPJS outpatients at the Pharmacy Installation of Dewi Sri Hospital Karawang and evaluate its compliance with the standards set by the Indonesian Ministry of Health, which specify ≤ 30 minutes for non-compounded prescriptions and ≤ 60 minutes for compounded prescriptions. This research used a descriptive quantitative method with an observational approach. Data were collected through direct observation of prescription service processes during May 2025. A total of 100 prescriptions were included as samples, consisting of 60 non-compounded and 40 compounded prescriptions. Waiting time was measured from the moment the prescription was submitted to when the patient received the medication. The results showed that the average waiting time for non-compounded prescriptions was 22 minutes, while compounded prescriptions had an average waiting time of 48 minutes. Among the total prescriptions, 88% of non-compounded and 80% of compounded prescriptions were completed within the standard time. Factors contributing to delays included limited pharmacy staff, long queues during peak hours, and technical issues in the pharmacy information system. In conclusion, the prescription service for non-BPJS outpatients at the Pharmacy Installation of Dewi Sri Hospital generally met the established waiting time standards. However, improvements such as increasing staff numbers, optimizing the pharmacy information system, and reorganizing service workflows are recommended to enhance efficiency and patient satisfaction.

Keywords: *waiting time, prescription service, non-BPJS, hospital pharmacy, compounded prescriptio*