

GAMBARAN WAKTU TUNGGU PELAYANAN RESEP DI KLINIK PRATAMA RAWAT JALAN HARAPAN SEHAT KABUPATEN BEKASI

ABSTRAK

Berbagai hal yang memengaruhi kepuasan pasien salah satunya adalah waktu tunggu (pemeriksaan kesehatan ataupun mengambil obat). Tujuan penelitian yaitu guna mengetahui waktu tunggu pelayanan resep racikan di instalasi farmasi Klinik Pratama Rawat Jalan Harapan Sehat Kabupaten Bekasi. Penelitian diterapkan selama 3 bulan, mulai September hingga Nopember 2023 dengan jumlah sampel sebesar 98 lembar. Penelitian menerapkan non eksperimental. Hasil penelitian menguraikan jika waktu tunggu pelayanan resep non racikan mempunyai rata-rata sebesar 4 menit dan resep racikan mempunyai rata-rata sebesar 13 menit. Berdasarkan hasil penelitian, disarankan kepada pihak klinik untuk ditambah Tenaga Teknis Kefarmasian agar waktu pelayanannya bisa lebih maksimal lagi. Selain itu perlu melakukan pemberdayaan sumber daya manusia guna peningkatan mutu dalam melayani pasien.

Kata kunci: Waktu tunggu pelayanan, kepuasan pasien.

ABSTRACT

Waiting times (for a medical exam or to take medication) are among the many factors that affect how satisfied a patient. The aim of the research is to ascertain how long patients must wait to receive concoction prescription services at the Harapan Sehat Pratama Outpatient Clinic pharmacy installation in Bekasi Regency. With a sample size of 98 sheets, the study was conducted across three months, from September to November 2023. The research is non-experimental. According to the study's findings, patients must wait an average of four minutes for non-fabricated prescription services and thirteen minutes for concocted prescriptions. In order to optimize service times, it is advised that Klinik hire more pharmaceutical technical staff in light of the research's findings. In addition, strengthening human resources is essential to raising the standard of patient care.

Keywords: Service waiting time, patient satisfaction.