

ANALISIS WAKTU TUNGGU PELAYANAN RESEP OBAT RACIKAN & NON-RACIKAN DEPO FARMASI EKSEKUTIF DI RSUD AL-IHSAN PROVINSI JAWA BARAT

AJENG DEVIANTI

211FF01020

Program Studi DIII Farmasi, Fakultas Farmasi Universitas Bhakti Kencana

ABSTRAK

Waktu tunggu pelayanan resep adalah salah satu indikator standar pelayanan farmasi yang diatur dalam SPM rumah sakit. Menurut Peraturan Menteri Kesehatan RI No.129/SK/II/2008 menjelaskan bahwa standar waktu tunggu pelayanan obat jadi adalah ≤ 30 menit, sedangkan untuk obat racikan adalah ≤ 60 menit. Tujuan penelitian ini untuk mengetahui rata-rata waktu tunggu pelayanan resep racikan dan Non racikan pada depo farmasi eksekutif di RSUD Al-Ihsan Provinsi Jawa Barat selama periode bulan Oktober – Desember 2023. Metode penelitian ini menggunakan metode deskriptif observasional dengan menggunakan instrumen *worksheet* pelayanan resep. Data dikumpulkan secara retrospektif dan didapat data pada bulan Oktober sebanyak 2.307, November 2.555 dan Desember 2.271 untuk periode tahun 2023. Hasil penelitian menunjukkan bahwa rata-rata waktu tunggu pelayanan resep di depo farmasi eksekutif telah sesuai dengan SPM rumah sakit yang berdasarkan Kepmenkes RI, yaitu untuk bulan Oktober lama pelayanan resep racikan adalah 26:53 menit dan non racikan 19:03 menit, lama pelayanan resep racikan bulan November 22:18 menit dan resep non racikan 01:12 menit dan bulan Desember untuk lama pelayanan resep racikan 26:30 menit dan resep non racikan 01:26 menit.

Kata kunci : Waktu tunggu pelayanan resep, SPM rumah sakit

**ANALYSIS OF WAITING TIME FOR PRESCRIPTION
SERVICES FOR CONCOCTED & NON-CONCOCTED DRUGS
OF EXECUTIVE PHARMACY DEPOT AT AL-IHSAN
HOSPITAL, WEST JAVA PROVINCE**

AJENG DEVIANTI

211FF01020

DIII Pharmacy Study Program, Faculty of Pharmacy, Bhakti Kencana University

ABSTRACT

Prescription service waiting time is one of the indicators of pharmaceutical service standards regulated in the hospital's SPM. According to the Regulation of the Minister of Health of the Republic of Indonesia No.129/SK/II/2008, it is explained that the standard waiting time for finished medicine services is ≤ 30 minutes, while for concocted drugs it is ≤ 60 minutes. The purpose of this study is to find out the average waiting time for concocted and non-concocted prescription services at the executive pharmacy depot at Al-Ihsan Hospital, West Java Province during the period of October – December 2023. This research method uses an observational descriptive method using *a recipe service worksheet* instrument. Data was collected retrospectively and data was obtained in October as many as 2,307, November 2,555 and December 2,271 for the 2023 period. The results of the study show that the average waiting time for prescription services at executive pharmacy depots is in accordance with the hospital's SPM based on the Ministry of Health of the Republic of Indonesia, namely for October the length of concocted prescription service is 26:53 minutes and non-concocted recipes are 19:03 minutes, the concocted recipe service length in November is 22:18 minutes and non-concocted recipes are 01:12 minutes and in December for the concocted recipe service length is 26:30 minutes and non-concocted prescriptions are 01:26 minutes.

Keywords: Waiting time for prescription services, hospital SPM