

## **ABSTRACT**

### **ANALYSIS OF WAITING TIME FOR BPJS PATIENTS' COMPOUND MEDICATION SERVICE AT THE OUTPATIENT PHARMACY INSTALLATION**

**(The study was conducted at Hospital X in Surabaya)**

**Isnawati**

The waiting time for prescription drug service is the time period from the patient's submitting the prescription to receiving the drug. According to the Decree of the Minister of Health of the Republic of Indonesia Number 129/Menkes/SK/II/2008, the waiting time for drug services is divided the waiting time for non-compounded and compounded drug services. The waiting time for non-compounded drugs is  $\leq 30$  minutes and for compounded drugs is  $\leq 60$  minutes. The purpose of the present study was to determine the duration of waiting time for compounded drugs for BPJS patients in the Outpatient Pharmacy Service Unit of Hospital X in Surabaya. It was a descriptive research, objectively describing a certain population condition. The present study was conducted in the period of February 2023 to April 2023. The sample was 200 compounded drug prescriptions without finished dosage form. Results showed that the average waiting time for compounded drug services was first 00:00:00 with a total of 123 prescriptions (61.5%). There were 83 prescriptions (41.5%) with more than 60 capsules, and 23 prescriptions (11.5%) with more than 3 drug items. The number of items and the number of drugs in the compounded drug prescriptions had an effect on the Hospital Minimum Service Standard for waiting time. Based on decree of the Minister of Health of the Republic of Indonesia Number 129/Menkes/SK/I/2008 concerning Minimum Hospital Service Standards, the prescriptions are 01:19:00. In conclusion, the compounded drug waiting time at the Outpatient Pharmacy Unit of Hospital X in Surabaya in general does not meet the minimum service standards. This is due to several factors, including prescription entry data which have to be twice, simultaneous patient arrival hours causing accumulation, a single compounding equipment and insufficient the number of human resources to deliver the service due to the accumulation of patient visits, especially in the two working days before the Eid al-Fitr leave.

**Keywords:** Waiting time for drug service