

## ABSTRACT

The study conducted at the Outpatient Pharmacy Depo of RSUD Haji Surabaya aimed to evaluate the prescription service waiting times for outpatients, including both non-compounded and compounded prescriptions. This research employed a descriptive method through direct observation and recording of service waiting times in April 2024. Data collected included 375 prescriptions: 50 non-compounded geriatric prescriptions, 270 non-compounded non-geriatric prescriptions, 45 compounded non-geriatric prescriptions, and 10 compounded geriatric prescriptions.

The results indicated that the prescription service waiting times at the JKN Pharmacy Depo exceeded the standards set by the Ministry of Health, which are less than 30 minutes for non-compounded prescriptions and less than 60 minutes for compounded prescriptions. The average waiting times were as follows:

1. \*Non-Compounded Prescriptions:\*

- Geriatric: 81 minutes
- Non-Geriatric: 159 minutes

2. \*Compounded Prescriptions:\*

- Geriatric: 78 minutes
- Non-Geriatric: 135 minutes

The longest waiting times were observed during the medication preparation stage, averaging 43 minutes for non-compounded prescriptions for geriatric patients and 75 minutes for non-geriatric patients. For compounded prescriptions, the preparation times averaged 44 minutes for geriatric patients and 66 minutes for non-geriatric patients.

In conclusion, the average outpatient prescription service waiting times at the JKN Pharmacy Depo of RSUD Haji Surabaya exceeded the standards set by the Minister of Health Decree No. 129/MENKES/SK/II/2008. The average waiting times were 81 minutes for non-compounded geriatric prescriptions and 159 minutes for non-compounded non-geriatric prescriptions. For compounded prescriptions, the times were 78 minutes for geriatric patients and 135 minutes for non-geriatric patients. The longest phase in the prescription service process was the medication preparation, taking an average of 75 minutes for non-compounded prescriptions and 66 minutes for compounded prescriptions for non-geriatric patients.