

ABSTRACT

Evaluation Of Waiting Times for Prescribing And Non-Continuous Medication Services In Outpatient Medicine Services

At Dr Soedomo Trenggalek Hospital Period: January-February 2024

Suwarno

One of the services in hospitals that is expected to meet Minimum Service Standards is pharmaceutical services. Minimum Service Standards in Hospitals involving pharmacy are divided into several criteria, the first is the waiting time for prescription services. The aim of this research is to determine the length of waiting time for prescription services for compounded and non mix medicines for outpatients at the Pharmacy Installation at Dr Soedomo Trenggalek Regional Hospital. This research is descriptive non-experimental research using quantitative data. Prospective data collection on outpatient BPJS patient prescription service waiting time data. Quantitative data was obtained from direct observation during the implementation of prescription services with research instruments using a computer system clock, stationery, camera and data collection sheet with a sample of 100 outpatient BPJS patient prescriptions. The data that has been obtained is then analyzed using the mean formula (average value). The results of the research show that the average service for concocted drug prescriptions is 43,41 minutes and the average service for non-concocted drug prescriptions is 22,00 minutes. The conclusion is that the Pharmacy Installation at Dr Soedomo Hospital has met the Minimum Service Standards in Hospitals as stated in the Decree of the Minister of Health of the Republic of Indonesia No. 58 of 2014.

Keywords: Waiting Time, Prescription Services, Pharmacy Installation