

## **ABSTRACT**

### **ANALYSIS OF WAITING TIME FOR NON-COMPOUNDING DRUG PRESCRIPTION SERVICES OF PATIENTS AT THE EMERGENCY ROOM PHARMACY SERVICE UNIT AT “X” HOSPITAL SURABAYA**

**Mega Puspitaningsih**

Pharmaceutical services have a minimum standard of service quality as a benchmark used by pharmacists to improve pharmaceutical services.

This study was conducted with the aim of knowing the description of the waiting time for the process of prescribing non-compounding drugs for patients at the ER Pharmacy Service Unit of Hospital "X" Surabaya.

The type of research used is descriptive quantitative with the method of observation, aims to describe or explain an event, phenomenon or fact that occurs about the waiting time for non-compounding drug prescription services at the ER Pharmacy Service Unit of Hospital "X" Surabaya.

The results of the analysis of waiting time for non-compounding drug prescription services at the ER Pharmacy Service Unit of the Hospital "X" Surabaya from 377 prescription obtained 2 prescription (1%) that did not meet the standards and 375 prescription (99%) meet the standard service time for non-compounding drugs that have been set, namely the service time for non-compounding drug prescriptions is  $\leq 30$  minutes. Prescriptions that do not meet the standard time for non-compounding prescription services in this study can be caused by the contribution of several factors, namely the clarity and completeness of the prescription, Human Resources (HR), facilities and infrastructure, policies and Standard Operating Procedures (SOP), the number of components in the recipe, as well as the type of drug in the prescription. It is hoped that the waiting time at the ER Pharmacy Service Unit of the "X" Hospital Surabaya can be improved in order to achieve better service quality.

*Keyword: Waiting time, non-compounding recipes, pharmacy services unit*