

## ABSTRAK

**NURUL ULFA. TINGKAT KEPERCAYAAN PASIEN TERHADAP KEAMANAN UNIT PENDAFTARAN RAWAT JALAN DI MASA PANDEMI COVID-19 DI RUMAH SAKIT IMC BINTARO. Karya Tulis Ilmiah Program D-III Akademi Perekam Medis dan Informasi Kesehatan Bhumi Husada Jakarta Selatan, 2021. 68 Halaman, 14 Gambar, 4 Tabel, 4 Lampiran.**

Penelitian ini dilakukan untuk mendapatkan gambaran tingkat kepercayaan pasien terhadap keamanan unit pendaftaran rawat jalan di masa pandemi COVID-19 di RS. IMC Bintaro. Pandemi COVID-19 telah mempengaruhi jumlah pasien yang berkunjung ke RS IMC Bintaro. Data jumlah pasien yang mendaftar rawat jalan di RS. IMC Bintaro pada Januari–Juli 2019 total 55.101 orang, sedangkan pada Januari–Juli tahun 2020 sebanyak 37.121 orang. Berdasarkan data tersebut terdapat penurunan jumlah pasien rawat jalan sebesar 32% selama pandemi. Kondisi ini diduga karena kekhawatiran pasien terhadap penularan COVID-19.

Tempat penelitian dilakukan di unit pendaftaran rawat jalan RS. IMC Bintaro pada bulan Februari–April 2021, dengan menggunakan metode deskriptif, teknik pengumpulan data pasien *random sample* dengan program excel, dan wawancara kepada kepala unit pendaftaran. Sampel berjumlah 100 pasien yang mendaftar ke unit pendaftaran rawat jalan di bulan Desember 2020–Februari 2021. Teknik pengumpulan data yang dilakukan oleh penulis adalah wawancara (*interview*) yang dilakukan langsung kepada kepala unit pendaftaran, pengamatan (*observasi*) terkait SPO pendaftaran pasien rawat jalan, dan kuesioner elektronik berisi 10 pertanyaan kepada pasien yang menjadi sampel penelitian.

Hasil penelitian adalah RS. IMC Bintaro belum mempunyai SPO pendaftaran rawat jalan yang disesuaikan dengan kondisi pandemi. Hasil penelitian tentang tingkat pengetahuan pasien tentang COVID-19 pasien yang menjawab setuju berjumlah 95%. Hasil penelitian tentang tingkat kepercayaan pasien terhadap keamanan di unit pendaftaran rawat jalan pasien yang menjawab setuju berjumlah 90%, atau telah mendapatkan pelayanan yang sesuai harapan atau ekspektasi. Pasien merasa aman berobat ke RS. IMC Bintaro di masa pandemi COVID-19.

Sumber Pustaka : 11 (2009 – 2020)

Kata Kunci : Tingkat kepercayaan, keamanan. Pandemi COVID-19, unit pendaftaran

## ABSTRACT

**NURUL ULFA. THE LEVEL OF PATIENT TRUST IN THE SAFETY OF OUTSTANDING REGISTRATION UNITS DURING THE COVID-19 PANDEMIC IN BINTARO IMC HOSPITAL.** *Scientific Writing for D-III Program, Academy of Medical Recorders and Health Information Bhumi Husada Jakarta Selatan, 2021. 68 Pages, 14 Pictures, 4 Table, 4 Attachment*

*This study was conducted to obtain an overview of the level of patient confidence in the safety of the outpatient registration unit during the COVID-19 pandemic at the hospital. IMC Bintaro. The COVID-19 pandemic has affected the number of patients visiting the IMC Bintaro Hospital, both outpatients and inpatients. Data on the number of patients who registered at the hospital. IMC Bintaro in January - July 2019 totaled 55,101 outpatients, while in January - July 2020 there were 37,121 outpatients. Based on these data, there was a 32% decrease in the number of outpatients during the pandemic. This condition is suspected by the patient's concern about the transmission of COVID-19 infection.*

*The place of this research was carried out in the outpatient registration unit of the hospital. IMC Bintaro in February - April 2021, using descriptive methods, random sample patient data collection techniques with the excel program, and interviews with the head of the registration unit. The research sample was 100 patients who registered to the outpatient registration unit in December 2020 - February 2021. The data collection technique carried out by the author was by interview (Interview) which was conducted directly to the head of the registration unit, observation (Observation) which was related to the SOP registration outpatients, and a 10-question electronic questionnaire to patients who had visited the hospital. IMC Bintaro.*

*The result of this research is RS. IMC Bintaro does not yet have an SOP for outpatient registration adapted to the pandemic conditions. The results of the study on the level of patient knowledge about COVID-19 patients who answered agreed back 95%. The results of the study on the level of patient confidence in safety in the outpatient registration unit of patients who answered received 90%, or had received services that matched expectations or expectations. Patients feel safe for treatment at the hospital. IMC Bintaro during the COVID-19 pandemic.*

*Literature : 11 (2009 – 2020)*

*Keywords : Trust level, security, COVID-19 pandemic, registration unit.*