

ABSTRAK

ARUM SEKAR WATI, Waktu Tunggu Pasien Baru Di Pendaftaran Rawat Jalan Rumah Sakit Dik Pusdikkes Kodiklat TNI-AD Jakarta, Laporan Studi Kasus, Jakarta Bhumi Husada, Program D-III Akademi Perakam Medis dan Informasi Kesehatan, 2022. 90 Halaman, 13 Tabel dan 5 Lampiran.

Penelitian ini dilakukan untuk mengetahui waktu tunggu pasien baru umum mendaftar tepat dan tidak tepat waktu berdasarkan teori yang digunakan. Sesuai fenomena yang ditemui selama melakukan pengamatan di pendaftaran rawat jalan Rumah Sakit Dik Pusdikkes Kodiklat TNI-AD, adanya antrian pasien pada saat daftar, tidak adanya waktu tunggu yang ditetapkan oleh rumah sakit, adanya keterbatasan SDM di pendaftaran rawat jalan.

Jenis penelitian deskriptif kuantitatif, dengan populasi pasien baru umum rawat jalan, metode penentuan sampel menggunakan *purposive sampling*, yaitu teknik penentuan sampel dengan pertimbangan tertentu. Dengan rumus slovin batas toleransi 10% didapat sampel berjumlah 94 responden, pasien <15 menit sebanyak 57 pasien (60,6%) dan pasien >15 menit sebanyak 37 pasien (39,3%).

Kesimpulan yang diperoleh tidak ada standar mengenai waktu tunggu pasien di pendaftaran, standar prosedur operasional kegiatan pendaftaran sudah ada, ada pasien yang dilayani tidak tepat waktu sesuai teori yang digunakan, ada faktor yang mempengaruhi lama waktu tunggu mendaftar, seperti kurangnya petugas di pendaftaran, alur pendaftaran rumit sulit dipahami pasien. Saran yang dapat diberikan kepada rumah sakit, untuk itu perlu dibuat kebijakan standar waktu tunggu oleh rumah sakit, ada pengembangan sistem informasi manajemen, alur kegiatan pendaftaran dibuat lebih mudah untuk dipahami pasien.

Daftar Pustaka : 24 (2008 – 2021)

Kata kunci : Waktu tunggu, pelayanan pendaftaran pasien, rawat jalan.

ABSTRACT

ARUM SEKAR WATI, Waiting Time for New Patients in Outpatient Registration at The Dik Pusdikkes Kodiklat TNI-AD Jakarta Hospital, Case Study Report, Jakarta Bhumi Husada, D-III Program of the Academy of Medical Records and Health Information, 2022. 90 Pages, 13 Tables and 5 Appendix.

This study was conducted to determine the waiting time for general new patients to register appropriately and untimely based on the theory used. According to the phenomenon encountered during observations at the outpatient registration of the Dik Pusdikkes Kodiklat TNI-AD Hospital, there was a queue of patients at the time of registration, the absence of waiting times set by the hospital, there were limited human resources in outpatient registration.

A quantitative type of descriptive research, with a new population of general outpatients, the sample determination method uses purposive sampling, which is a sample determination technique with certain considerations. With the slovin formula, the tolerance limit of 10% obtained a sample of 94 respondents, patients <15 minutes as many as 57 patients (60.6%) and patients >15 minutes as many as 37 patients (39.3%).

The conclusion obtained is that there are no standards regarding patient waiting times in registration, standard operating procedures for registration activities already exist, there are patients who are served not on time according to the theory used, there are factors that affect the length of waiting time for registration, such as the lack of officers in registration, complicated registration flows are difficult for patients to understand. Advice that can be given to hospitals, for which it is necessary to make a standard policy of waiting time by the hospital, there is the development of a management information system, the flow of registration activities is made easier for patients to understand.

Bibliography : 24 (2008 – 2021)

Keywords : Waiting time, patient registration services, outpatient.