

ABSTRAK

NADISA SABRINA KEVINITA. *Analisis Implementasi Komunikasi Efektif Pada Petugas Pendaftaran Terhadap Pasien Baru Rawat Jalan Di Rumah Sakit Setia Mitra.* Karya Tulis Ilmiah, Jakarta Bumi Husada, Program D-III Akademi Perkam Medis dan Informasi Kesehatan, 2022. 94 Halaman, 1 Gambar, 4 Tabel, 12 Lampiran.

Komunikasi efektif petugas penting untuk memberikan kesan yang baik pada awal pelayanan di Rumah Sakit. Permasalahan terkait komunikasi efektif pada pelayanan pendaftaran yaitu petugas tidak mendapatkan pelatihan dan seminar. Tujuan penelitian untuk mengetahui implementasi komunikasi efektif petugas pendaftaran rawat jalan di Rumah Sakit Setia Mitra.

Penelitian dilakukan dengan menggunakan metode analisis deskriptif kualitatif dan kuantitatif dengan teknik pengumpulan data secara observasi, wawancara petugas dan survei pasien. Sampel penelitian yaitu 10 petugas pendaftaran dan 94 pasien baru.

Hasil penelitian yakni tingkat kepatuhan tertinggi 100% saat petugas menanyakan kunjungan pasien dan wawancara identitas. Tingkat kepatuhan 40% saat petugas memberikan 3S dan cepat tanggap. Tingkat kepatuhan 30% saat petugas memberikan informasi jelas, ramah dan menyenangkan, memberikan situasi nyaman dan kondusif. Tingkat kepatuhan terendah 20% saat petugas mengucapkan terima kasih dengan ramah. Petugas sudah menjalankan SPO secara konsisten, namun ada beberapa SPO yang belum dijalankan.

Daftar Pustaka : 24 (2009 – 2021)

Kata Kunci : Komunikasi efektif, petugas pendaftaran

ABSTRACT

NADISA SABRINA KEVINITA. Analysis of Effective Communication Implementation on Registration Officers for New Outpatient at Setia Mitra Hospital. Scientific Writing, Program D-III Medical Recorder Academy and Health Information Bhumi Husada Jakarta, 2022. 94 Pages, 1 Picture, 4 Tables, 12 Attachments.

Effective communication of officers is very important to give a good impression at the beginning of service at the hospital. Problems related to effective communication in registration services are that officers do not receive training and seminars. The study was conducted to determine the implementation of effective communication of outpatient registration officers at Setia Mitra Hospital.

The research was conducted using qualitative and quantitative descriptive analysis methods with data collection techniques by observation, interviewing officers and patient surveys. The research sample consisted of 10 registration officers and 94 new patients.

The results of the study were the highest compliance rate of 100% when the officers asked for patient visits and identity interviews. Compliance rate is 40% when officers provide 3S and are quick to respond. The compliance rate is 30% when officers provide clear, friendly and pleasant information, providing a comfortable and conducive situation. The lowest compliance rate was 20% when the officer thanked him in a friendly manner. Officers have consistently implemented SOPs, but there are several SOPs that have not been implemented.

Bibliography : 24 (2009 – 2021)

Keywords : Effective communication, registration officers