

## ABSTRAK

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### **EVALUASI WAKTU TUNGGU RESEP ELEKTRONIK DI RUMAH SAKIT X KOTA TANGERANG**

Karya Tulis Ilmiah, Fakultas Ilmu Kesehatan 2022

(xii + 47 halaman; 10 tabel; 2 lampiran)

Latar Belakang: Waktu tunggu pelayanan kefarmasian merupakan waktu yang diperlukan pasien untuk mendapatkan pelayanan resep dari pasien memberikan resep sampai pasien mendapatkan obat. Waktu tunggu pelayanan obat non racikan dan racikan merupakan tenggang waktu mulai dari pasien menyerahkan resep sampai pasien sampai menerima resep, lamaya waktu obat racikan  $\leq 60$  menit sedangkan non racikan  $\leq 30$  menit. Komplain pasien tentang waktu tunggu selalu ada dalam pelayanan kefarmasian di Rumah Sakit X Tangerang. Tujuan: Mengetahui gambaran jumlah obat dalam resep terhadap waktu tunggu. Di Rumah Sakit X kota Tangerang. Metode: Jenis penelitian bersifat deskriptif dan dilakukan secara prospektif. Sampel yang digunakan berdasarkan rumus slovin dan teknik pengambilan data secara random sampling. Teknik Pengambilan Data: melakukan pengamatan yang sedang berlangsung atau observasi denganl instrumen penelitian menggunakan lembar pengumpulan data secara *random sampling* dengan mengisi *case report form*. Data diolah menggunakan *Miscrosoft Excel* dan hasil penelitian akan disajikan dalam bentuk tabel. Hasil: Berdasarkan evaluasi waktu tunggu obat dengan total 261 sampel yang tidak tercapai 155 sampel dengan jumlah Non Racikan 126 sampel yang membutuhkan waktu 09:19 – 21:14 menit dan Racikan dengan jumlah 29 sampel membutuhkan waktu 27:30 – 36:35 menit. Waktu tunggu yang mempengaruhi pelayanan obat di Farmasi rawat jalan di antaranya, Tahap pengambilan obat untuk non racikan dan racikan, tahap pengemasan obat, tahap pengecekan obat dan tahap penyerahan obat.

Kata Kunci: Waktu Tunggu, Jumlah Obat, Racikan dan Non Racikan, Pasien Rawat Jalan

Referensi: 16 (1993-2017)

## ABSTRACT

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### ***DESCRIPTION OF THE AMOUNT OF MEDICINE IN PRESCRIPTION ON WAITING TIME OF OUTSIDE PATIENTS AT HOSPITAL X, TANGERANG CITY***

*Thesis, Faculty of Health Sciences 2022*

*(xii + 47 pages; 10 table; 1 appendix)*

*Background: Waiting time for pharmaceutical services is the time it takes for patients to get prescription services from the patient giving the prescription until the patient gets the drug. The waiting time for non-concoction and concoction drug services is the grace period starting from the patient submits the prescription until the patient receives the prescription, the length of time for concoction drugs is 60 minutes while non-concoctions are 30 minutes. Patient complaints about waiting times are always present in pharmaceutical services at Hospital X Tangerang. Objective: To describe the number of drugs in the prescription against the waiting time. At Hospital X Tangerang city. Methods: This type of research is descriptive and carried out prospectively. The sample used is based on the Slovin formula and the data collection technique is random sampling. Data Collection Techniques: conducting ongoing observations or observations with research instruments using data collection sheets by random sampling by filling out a case report form. The data is processed using Microsoft Excel and the research results will be presented in tabular form. Results and Discussion: Based on the evaluation of drug waiting time with a total of 261 samples, 155 samples were not achieved with a total of 126 samples which took 09:19 – 21:14 minutes and Concoction with a total of 29 samples took 27:30 – 36:35 minutes. Waiting times that affect drug services in outpatient pharmacies include, the stage of taking drugs for non-concoctions and concoctions, the drug packaging stage, the drug checking stage and the drug delivery stage.*

*Keywords: Waiting Time, Amount of Medicine, Concoction and Non Concoction, Outpatient.*

*References: 16 (1993-2017).*