

Hubungan Stigma dan Faktor Lainnya terhadap Kunjungan Pasien Rawat Jalan pada Masa Pandemi Covid-19 di RSUD Handayani Lampung Utara = The Relationship of Stigma and Other Factors to Outpatient Visits during The Covid-19 Pandemic at Handayani Hospital, North Lampung

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Abstrak

Kasus terkonfirmasi positif COVID-19 di Lampung terus bertambah. Rumah Sakit Umum (RSU) Handayani merupakan salah satu rumah sakit swasta rujukan COVID-19 di Lampung. Terdapat penurunan kunjungan pasien rawat jalan di RSUD Handayani selama Pandemi Covid-19. Penelitian ini membahas tentang stigma pasien pada tenaga kesehatan serta faktor lainnya terhadap perilaku kunjungan rawat jalan pada masa pandemi di RSUD Handayani Lampung Utara. Metode penelitian ini adalah sequential explanatory yang merupakan kombinasi kuantitatif dan kualitatif. Penelitian kuantitatif dilakukan dengan menyebarkan kuesioner kepada pasien rawat jalan, sedangkan penelitian kualitatif dilakukan dengan wawancara mendalam. Hasil penelitian menunjukkan bahwa ada hubungan signifikan antara stigma pasien pada petugas kesehatan, pengetahuan dan sikap terhadap perilaku kunjungan pasien rawat jalan. Penyebab stigma diantaranya karena pasien beranggapan mobilisasi petugas kesehatan yang tinggi di rumah sakit sehingga berisiko menularkan Covid-19. Pasien kelompok rentan sebagian besar memiliki stigma. Penelitian juga mendapatkan beberapa responden tidak patuh berkunjung untuk berobat pada masa pandemi Covid-19. Perlu dilakukan berbagai upaya oleh pihak-pihak terkait untuk meningkatkan pelayanan kesehatan bagi masyarakat khususnya pada masa Pandemi Covid-19.

.....Positive confirmed cases of COVID-19 in Lampung continue to increase. The Handayani General Hospital (RSU) is one of the private COVID-19 referral hospitals in Lampung. There was a decrease in outpatient visits at Handayani Hospital during the Covid-19 Pandemic. This study discusses the stigma of patients on health workers and other factors on the behavior of outpatient visits during the pandemic at Handayani Hospital, North Lampung. This research method is sequential explanatory which is a combination of quantitative and qualitative. Quantitative research was conducted by distributing questionnaires to outpatients, while qualitative research was conducted by in-depth interviews. The results showed that there was a significant relationship between patient stigma on health workers, knowledge and attitudes towards outpatient visiting behavior. The cause of the stigma, among others, is because patients think that the high mobilization of health workers in the hospital is at risk of spreading Covid-19. Most of the vulnerable patients have a stigma. The study also found that several respondents did not comply with visiting for treatment during the Covid-19 pandemic. It is necessary to make various efforts by related parties to improve health services for the community, especially during the Covid-19 Pandemic.