

Praktik Kerja di Rumah Sakit Universitas Indonesia Periode 2 Januari-23 Februari 2023, Evaluasi Waktu Tunggu Pelayanan Obat di Depo Farmasi Rawat Jalan Rumah Sakit Universitas Indonesia Periode Mei-Agustus Tahun 2022 = Work Practice at University of Indonesia Hospital Period January 2 - February 23 2023, Evaluation of Waiting Time for Drug Prescription Services at Outpatient Pharmacy Department in University of Indonesia Hospital for the Period May-August 2022

Indah Dewi Lestari, author

Deskripsi Lengkap: <https://lib.ui.ac.id/detail?id=9999920527343&lokasi=lokal>

---

Abstrak

Waktu pelayanan resep obat merupakan salah satu indikator mutu pelayanan farmasi yang diatur dalam Standar Pelayanan Minimal Rumah Sakit (SPM RS). Berdasarkan Keputusan Menteri Kesehatan RI Nomor 129 Tahun 2008 tentang Standar Pelayanan Minimal, standar waktu tunggu pelayanan obat jadi di depo farmasi rawat jalan ditetapkan £30 menit, sementara untuk obat racikan £60 menit. Penelitian ini merupakan penelitian non eksperimental deskriptif yang berfokus untuk mengkaji indikator mutu waktu tunggu pelayanan resep di Depo Farmasi Rawat Jalan Rumah Sakit Universitas Indonesia. Pengambilan data pada penelitian ini menggunakan pendekatan cross sectional, yaitu dengan mengambil sampel data yang terdapat di lapangan secara langsung dalam satu waktu. Berdasarkan hasil evaluasi waktu tunggu pelayanan resep obat di Depo Farmasi Rawat Jalan RSUI pada periode Mei – Agustus 2022, rata-rata waktu tunggu pelayanan obat jadi adalah 45,25 menit  $\pm$  0,064. Terdapat sebanyak 40,43% resep obat jadi yang telah sesuai dengan Standar Pelayanan Minimal dan 59,57% resep dengan waktu tunggu pelayanan tidak sesuai. Rata-rata waktu tunggu pelayanan obat racikan adalah 66,75 menit  $\pm$  0,037. Terdapat sebanyak 63,12% resep obat racikan yang telah sesuai dengan Standar Pelayanan Minimal dan 36,68% resep dengan waktu tunggu pelayanan tidak sesuai Standar Pelayanan Minimal.

.....Prescription service time is an indicator of the quality of pharmaceutical services regulated in the Hospital Minimum Service Standards. Based on the Decree of the Minister of Health of the Republic of Indonesia Number 129 of 2008 concerning Minimum Service Standards, the standard waiting time for non-concoction drugs service at outpatient pharmacy depots is set at £30 minutes, while for concoction drugs it is £60 minutes. This research is a descriptive non-experimental study that focuses on examining quality indicators of waiting time for prescription services at the Outpatient Pharmacy Depot at the University of Indonesia Hospital. Data collection in this study used a cross-sectional approach, by taking samples of data contained directly at one time. Based on the results of an evaluation of the waiting time for drug prescription services at the University of Indonesia Hospital Outpatient Pharmacy Depot in the period May – August 2022, the average waiting time for non-concoction drug services is 45.25 minutes  $\pm$  0.064. There were 40.43% of non-concoction drug prescriptions that were by the Minimum Service Standards and 59.57% of prescriptions with inappropriate service waiting times. The average waiting time for concoction drug service is 66.75 minutes  $\pm$  0.037. There were 63.12% of prescriptions for the concoction of drugs that met the Minimum Service Standards and 36.68% of prescriptions with service waiting times that did not comply with the Minimum Service Standards.