

## Analisis waktu pelayanan resep kredit dan resep tunai di Apotek Kimia Farma Cahaya Amalia = Analysis of service time for credit prescriptions and cash prescriptions at Apotek Kimia Farma Cahaya Amalia

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### Abstrak

Apotek merupakan sarana atau fasilitas pelayanan kefarmasian tempat dilakukan praktek kefarmasian oleh apoteker. Salah satu pelayanan kefarmasian yang dilakukan di apotek adalah pelayanan resep. Berdasarkan Peraturan Menteri Kesehatan Republik Indonesia Nomor 73 Tahun 2016, lama waktu pelayanan Resep antara 15-30 menit. Berdasarkan SOP Apotek Kimia Farma, waktu tunggu pasien resep non racikan adalah antara 5-10 menit. Untuk mengevaluasi mutu pelayanan resep di apotek, perlu dilakukan perhitungan durasi waktu tunggu pelayanan resep. Hingga saat ini, waktu tunggu pelayanan resep masih menjadi masalah. Hal tersebut terjadi karena kurangnya efisiensi waktu pelayanan yang dilakukan oleh Apoteker maupun tenaga teknis kefarmasian (TTK) dan antrian pasien yang hendak menebus resep di apotek. Oleh karena itu, perlu dilakukan analisis waktu tunggu pelayanan resep di apotek untuk mencapai kepuasan pasien terhadap pelayanan resep di Apotek Kimia Farma Cahaya Amalia. Penelitian dilakukan dengan metode observasi. Observasi dilakukan terhadap resep kredit dan resep tunai pasien di Apotek Kimia Farma Cahaya Amalia. Berdasarkan hasil analisis yang telah dilakukan, rata-rata waktu pelayanan resep kredit di Apotek Kimia Farma Cahaya Amalia adalah 17 menit, sedangkan rata-rata waktu pelayanan resep kredit di Apotek Kimia Farma Cahaya Amalia adalah 6 menit. Rata-rata waktu pelayanan tersebut sesuai dengan Peraturan Menteri Kesehatan Republik Indonesia Nomor 35 Tahun 2014 tentang Standar Pelayanan Kefarmasian di Apotek. Namun, rata-rata waktu pelayanan resep kredit tidak sesuai dengan SOP Apotek Kimia Farma.

.....Pharmacy/drugstore is a pharmaceutical service facility or facility where pharmacists practice pharmacy. One of the pharmaceutical services carried out in a pharmacy is a prescription service. Based on Peraturan Menteri Kesehatan Republik Indonesia Nomor 73 Tahun 2016, prescription service time is between 15- 30 minutes. Based on the SOP of Apotek Kimia Farma, the waiting time for non- concoction prescription patients is between 5-10 minutes. To evaluate the quality of prescription services in pharmacies, it is necessary to calculate the waiting time for prescription services. Until now, the waiting time for prescription services is still a problem. This happens due to the lack of time efficiency for services performed by pharmacists and pharmaceutical technical personnel (TTK) and the queues of patients who want to redeem prescriptions at the pharmacy. Therefore, it is necessary to analyze the waiting time for prescription services at the pharmacy to achieve patient satisfaction with prescription services at Apotek Kimia Farma Cahaya Amalia. The research was conducted by observation method. Observations were made on credit prescriptions and cash prescriptions for patients at the Apotek Kimia Farma Cahaya Amalia. Based on the results of the analysis that has been carried out, the average credit prescription service time at Apotek Kimia Farma Cahaya Amalia is 17 minutes, while the average credit prescription service time at Apotek Kimia Farma Cahaya Amalia is 6 minutes. The average service time is in accordance with Peraturan Menteri Kesehatan Republik Indonesia Nomor 35 Tahun 2014 concerning Pharmaceutical Service Standards in Pharmacies. However, the average credit prescription service time is not in accordance with the SOP of

Kimia Farma Pharmacy.