

INTISARI

Ricard Nixon Holo¹, Reni Ariastuti², Khotimatul Khusna³

¹²³Universitas Sahid Surakarta

Prodi Farmasi

¹ ricardkimay@gmail.com

² reniariafarmasi@usahidsolo.ac.id

³ khotimatul.usahid@gmail.com

Pelayanan kefarmasian adalah suatu pelayanan langsung dan bertanggung jawab kepada pasien yang berkaitan dengan dengan sediaan farmasi. Waktu tunggu menjadi salah satu standar pelayanan minimal pada bidang farmasi di rumah sakit. Standar minimal waktu tunggu yang ditetapkan kementerian kesehatan adalah 30 menit untuk resep non racikan dan 60 menit untuk resep racikan. Penelitian ini bertujuan untuk mengetahui rata-rata waktu tunggu pelayanan resep rawat jalan baik obat jadi maupun racikan di RSJD dr. Arif Zainudin Surakarta dibandingkan terhadap Standar Pelayanan Minimal Farmasi Rumah Sakit. Penelitian ini dilakukan dengan metode deskriptif *cross sectional*. Data primer dikumpulkan melalui pengamatan langsung dan pencatatan waktu tunggu pelayanan resep pada bulan Juli 2022. Data diambil sebanyak 100 resep pasien rawat jalan terdiri dari 25 racikan dan 75 non racikan. Data penelitian diolah menggunakan *Microsoft Excel*. Pada penelitian ini didapatkan hasil rata-rata waktu tunggu pelayanan resep non racikan 24,7 menit dan resep racikan 41,08 menit. Berdasarkan hasil penelitian didapatkan bahwa rata-rata waktu tunggu pelayanan resep di Rumah Sakit Jiwa Daerah dr. Arif Zainudin Surakarta telah memenuhi persyaratan sesuai standar pelayanan minimal di rumah sakit yaitu 30 menit untuk resep non racikan dan 60 menit untuk resep racikan.

Kata Kunci : farmasi; pelayanan; resep; rumah sakit; waktu tunggu

ABSTRACT

Ricard Nixon Holo¹, Reni Ariastuti², Khotimatul Khusna³
¹²³ Sahid Surakarta University
Pharmacy Department
¹ ricardkimay@gmail.com
² reniariafarmasi@usahidsolo.ac.id
³ khotimatul.usahid@gmail.com

Pharmaceutical service is a direct and responsible service to patients related to pharmaceutical dosage. Waiting time is one of the minimum service standards in pharmaceutical hospitals. The minimum standard waiting time set by the ministry of health is 30 minutes for non-compounding drug recipes and 60 minutes for compounding drug recipes. This study aims to determine the average waiting time for outpatient prescription services, both drugs and compounding drugs at RSJD dr. Arif Zainudin Surakarta compared to Hospital Pharmacy Minimum Service Standards. This research used a descriptive cross sectional method. Primary data was collected through direct observation and recording of waiting times for prescription services in July 2022. Data was collected for 100 outpatient prescriptions consisting of 25 compoundings and 75 non-compounding drugs. The research data were processed using Microsoft Excel. In this study, the average waiting time for non-compounding drug prescription services was 24.7 minutes and 41.08 minutes for compounding drug recipes. Based on the analysis, it was found that the average waiting time for prescription services at the Regional Mental Hospital dr. Arif Zainudin Surakarta has met the requirements according to the minimum service standards at the hospital, namely 30 minutes for non-compounding drugs recipes and 60 minutes for compounding drugs recipes.

Keywords: Pharmacy; Service; Recipe; Hospital; Waiting Time.

