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**GAMBARAN KESESUAIAN WAKTU TUNGGU PELAYANAN RESEP BPJS
DAN NON BPJS RAWAT JALAN DI INSTALASI FARMASI RSUD
DR.MURJANI**

ABSTRAK

Latar belakang : Pelayanan farmasi klinik salah satunya meliputi pengkajian dan pelayanan resep. Untuk mengevaluasi mutu pelayanan kefarmasian dapat dinilai dari waktu tunggu untuk mendapatkan pelayanan. Waktu pelayanan resep berdasarkan standar Kemenkes RI Nomor: 129/Menkes/SK/II/2008 resep racikan < 60 menit dan non racikan < 30 menit.

Tujuan : Mengidentifikasi waktu tunggu pelayanan resep dan kesesuaian waktu tunggu pelayanan resep.

Metode : Penelitian ini merupakan penelitian deskriptif secara retrospektif bersifat kualitatif non eksperimental. Pengambilan sampel dengan metode *non-probability* dan menggunakan teknik *random sampling*. Sampel yang digunakan dalam penelitian ini sebanyak 100 resep. Data dianalisis secara deskriptif dan dengan statistik uji t-test.

Hasil : Persentase kesesuaian waktu tunggu resep racikan baik itu BPJS maupun Non BPJS yang sesuai 66,67% dan yang tidak sesuai 33,33%, resep non racikan baik itu BPJS maupun Non BPJS yang sesuai 94,48% dan tidak sesuai 15,52%. Rerata waktu pelayanan resep racikan BPJS 46,24 menit dan untuk Non BPJS 52,10 menit, sedangkan rerata waktu pelayanan resep non racikan BPJS 14,21 menit dan untuk Non BPJS 18,48 menit. Analisa menggunakan uji t-test independent tidak memiliki perbedaan dengan nilai signifikan resep racikan (BPJS vs Non BPJS) 0,845 dan non racikan (BPJS vs Non BPJS) 0,408.

Kesimpulan : Tidak terdapat perbedaan rerata waktu tunggu pelayanan resep racikan dan non racikan baik BPJS maupun non BPJS.

Kata kunci : *resep, waktu tunggu, BPJS, non BPJS.*

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**DESCRIPTION OF THE ACCORDANCE OF WAITING TIME FOR BPJS
AND NON-BPJS PRESCRIPTION SERVICES IN THE PHARMACEUTICAL
INSTALLATION OF DR. MURJANI HOSPITAL**

ABSTRACT

Background: Clinical pharmacy services include assessment and prescription services. To evaluate the quality of pharmaceutical services, it can be assessed from the waiting time to get service. Prescription service time is based on the standard of the Ministry of Health of the Republic of Indonesia Number: 129/Menkes/SK/II/2008 concoction recipes < 60 minutes and non-concoction recipes < 30 minutes.

Destination: Identify waiting times for prescription services and the suitability of waiting times for prescription services.

Method: This research is a retrospective descriptive qualitative non-experimental research. Sampling with non-probability method and using random sampling technique. The sample used in this study were 100 recipes. The data were analyzed descriptively and by statistical t-test.

Results: The percentage of appropriate waiting time for concoction prescriptions, both BPJS and Non BPJS, which are in accordance with 66.67% and those that are not suitable, 33.33%, non-concoction prescriptions, both BPJS and Non BPJS which are in accordance with 94.48% and 15.52% are not suitable. The average service time for BPJS prescription prescriptions is 46.24 minutes and for Non BPJS 52.10 minutes, while the average service time for non BPJS prescription recipes is 14.21 minutes and for Non BPJS 18.48 minutes. Analysis using independent t-test had no difference with a significant value of compound prescription (BPJS vs Non BPJS) 0.845 and non-concoction (BPJS vs Non BPJS) 0.408.

Conclusion: There is no difference in the average waiting time for concoction and non-concoction prescription services, both BPJS and non-BPJS.

Keywords: prescription, waiting time, BPJS, non BPJS.