

ABSTRAK

Evaluasi Waktu Tunggu Pelayanan Resep di Puskesmas Sungai Besar (Oleh: Nizar Rasyidi; Pembimbing: Depy Oktapian Akbar, Fitriyanti, ; 2024; 46 halaman)

Pelayanan farmasi termasuk dalam salah satu jenis pelayanan kesehatan minimal yang wajib disediakan oleh Puskesmas. Pelayanan farmasi meliputi pelayanan sediaan farmasi dan pelayanan farmasi klinik yang didalamnya membutuhkan waktu pengerjaan, sehingga timbul waktu tunggu pelayanan. Waktu tunggu pelayanan obat merupakan jangka waktu sejak pasien mengajukan resep sampai menerima obat jadi dengan standar minimal yang ditetapkan Kementerian Kesehatan. Penelitian ini bertujuan untuk mengetahui kesesuaian waktu tunggu pelayanan resep obat jadi dan obat racikan di Puskesmas Sungai Besar berdasarkan kebijakan Peraturan Menteri Kesehatan Republik Indonesia Nomor 72 tahun 2016. Penelitian ini menggunakan metode deskriptif melalui observasi yang sesuai dengan standar waktu tunggu pelayanan resep. Hasil penelitian menunjukkan bahwa rata-rata waktu tunggu pelayanan resep non racikan adalah 6.12 menit dan resep obat racikan adalah 17.09 menit. Berdasarkan hasil penelitian diketahui bahwa waktu tunggu rata-rata pelayanan resep di Puskesmas Sungai Besar sudah sesuai dengan Standar Pelayanan Kefarmasian yang didasari Keputusan Menteri Kesehatan Republik Indonesia No.72 tahun 2016 yaitu waktu pelayanan resep non racikan ≤ 30 menit, sedangkan waktu pelayanan resep racikan adalah ≤ 60 menit.

Kata Kunci: Waktu Tunggu, Obat Non Racikan, Obat Racikan, Standar Pelayanan Kefarmasian

ABSTRACT

Evaluation of Waiting Time Recipe Services at the Sungai Besar Puskesmas (By: Nizar Rasyidi; Supervisor: Depy Oktapian Akbar, Fitriyanti; 2024; 46 Pages)

Pharmaceutical services are included in one of the minimum types of health services that must be provided by Puskesmas. Pharmaceutical services include pharmaceutical preparation services and clinical pharmacy services which require processing time, resulting in waiting time for services. The waiting time for drug services is the period from the time the patient submits a prescription until receiving the finished medicine with the minimum standards set by the Ministry of Health. This study aims to determine the suitability of waiting times for prescription services for finished medicines and concoctions at Sungai Besar Health Center based on the policy of the Regulation of the Minister of Health of the Republic of Indonesia Number 72 of 2016. This study uses a descriptive method through observation in accordance with the standard waiting time for prescription services. The results showed that the average waiting time for non-recipient prescription services was 6.12 minutes and the prescription of concoctions was 17.09 minutes. Based on the results of the study, it is known that the average waiting time for prescription services at the Sungai Besar Health Center is in accordance with the Pharmaceutical Service Standards based on the Decree of the Minister of Health of the Republic of Indonesia No.72 of 2016, namely the service time for non-reciprocated prescriptions is <30 minutes, while the service time for concocted prescriptions is <60 minutes.

Keywords: *waiting time, non -concoction drugs, concoction drugs, pharmaceutical service standards*