

ABSTRACT

Title : Overview of the Waiting Time for Outpatients at Internal Medicine Clinic Ade Muhammad Djoen Sintang

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Study program : DIII Medical Recorders and Health Information

Background: In Ade M Djoen Sintang Regional Hospital often gets complications from outpatient polyclinic visitors, this happens because the accumulation of the patient's medical record before the patient's medical record before distributing polyclinic, causing long waiting times for patients.

Objective: The purpose of this study is to find out and calculate the average length of waiting time for outpatients to receive the services of a doctor of internal medicine at Ade M Djoen Sintang Regional Hospital.

Research Methods: This study uses a descriptive method with a cross sectional design, the research only observes and measures variables at one particular time. The research also uses the slovin formula ($n = N / (1 + (N \times e^2))$) because in sampling, the numbers must be representative so that research results can be generalized. This research was conducted on September 5-October 4, 2019 at the Outpatient Medical Record Counter at Ade M Djoen Sintang Regional Hospital. The operational definition of this research is waiting time, SPO or outpatient medical record services, filing, and distribution of patient medical records. Analysis of the data used in this research is qualitative data analysis. This research was conducted using observation check-lists and interview guidelines. This research was conducted by triangulation of sources.

Results: Of the 164 patients who were observed as well as the buildup of the patient's medical record in the filling room. The average waiting time at Ade M Djoen Sintang Regional Hospital is 1 hour 30 minutes. And the cause of the long waiting time at the Ade M Djoen Sintang Regional Hospital is that SIMRS often experiences disturbances, patients often do not carry medical treatment cards and patients do not carry referral letters from level 1 health facilities.

Conclusion: Outpatient medical record services often experience delays in the service section of the outpatient registration (TPPRJ) and so can cause patient waiting times to be long. The average waiting time for outpatient medical record services is 1 hour 30 minutes. All causes of long waiting times in the outpatient medical record service section are SIMRS and the BPJS VClaim application which often experiences interference, patients often do not carry medical cards and do not bring referral letters from health facilities level 1.

Keywords: Waiting Time, Outpatient Registration Place, Internal Medicine Clinic