

BSTRACT

TITLE : **OVERVIEW OF PATIENT SATISFACTION IN THE REGISTRATION OF DENTAL HOSPITAL AND MOUTH HOSPITAL LAKESGILUT AU drg. R. POERWANTO**

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STUDY PROGRAM : **DIPLOMA III PROGRAM MEDICAL RECORD AND HEALTH INFORMATION**

AU Lakesgilut Dental and Oral Hospital drg. R. Poerwanto is a hospital that has a service (AU Dental and Oral Hospital Lakesgilut drg. R. Poerwanto) as the highest referral center in dentistry in the Air Force (center of Excellence Dentistry). Based on the results through interviews with medical records officers at the Dental and Oral Hospital Lakesgilut AU drg. R. Poerwanto still found problems in the outpatient registration unit. Based on observations made, at the Dental and Oral Hospital Lakesgilut AU drg. R. Poerwanto researchers have a problem where a patient who has registered does not go to get treatment related to the clinic so that the patient complains. The research method used in this study is a descriptive method, which describes the level of satisfaction in patient services in the outpatient registration unit. SOP for patient registration is already available at DENTAL HOSPITAL AND AU MOUTH LEGESGILUT drg. R. POERWANTO is currently SOP in the revision process. Overview of Patient Satisfaction in the Outpatient Registration Unit of the Dental and Oral Hospital Lakesgilut AU drg. R. Poerwanto Tangibles (tangible form) of tangible dimensions from the results of the questionnaire. 83% satisfaction results. Dissatisfaction 17%. Responsiveness Obtaining a percentage of results, 83.3% of patients were satisfied with the quality of outpatient services and 16.7% were still not satisfied with the quality of service. Reliability from the Reliability dimension of the results ie 87% of patients were satisfied with the quality of outpatient services and 13% were still not satisfied with the quality of service. Assurance (Assurance) from the dimensions of Assurance of results, namely 86.5 patients are satisfied with the quality of outpatient services and 13.5% are still not satisfied with the quality of Empathy services results, namely 86.5% of patients are satisfied with the quality of outpatient services and 13.5% are still not satisfied with the quality of services . Factors That Cause Dissatisfaction in the Registration Unit include Tangibles, Responsiveness, Reliability, Assurance and Empathy. Recommendations for SOP Registration is made immediately so that officers have guidelines for working. Training should be given on how to respond to patients Carry out training services to patients

Hate Words: Patient Satisfaction