

ABSTRACT

Title : *Overview of Waiting Time for Urology Clinic Services at Yukum Medical Center Hospital, Central Lampung*

Name : *May Nurinawati*

Study Program : *Diploma III Medical Record and Health Information*

Waiting time is the time used by patients to get health services from the registration point to entering the doctor's examination room. Patient waiting time is one component that has the potential to cause dissatisfaction. The category of distance between waiting time and examination time that is estimated to be satisfactory or unsatisfactory is the time when the patient arrives, starting from registering at the counter, queuing and waiting for a call to the polyclinic for an examination and examined by a doctor, nurse or midwife for more than 90 minutes (old category), 30-60 minutes (moderate category) and ≤ 30 minutes (fast category). The Ministry of Health (Kemenkes) has determined that each hospital must follow the minimum service standard regarding this waiting time. The minimum standard of outpatient services based on the Ministry of Health Number 129 / Menkes / SK / II / 2008 is less or equal to 60 minutes. Based on the research, it was found that most of the waiting time for outpatient services was more than 60 minutes, which was 89.6% while the waiting time less than 60 minutes is 10.4%. Yukum Medical Center Hospital already has a Standard Operating Procedure (SOP) for Outpatient Services which contains steps for outpatient services at Yukum Medical Center Hospital. This SOP is a reference in the implementation of polyclinic patient services at Yukum Medical Center Hospital. Researchers provide advice to the management of Yukum Medical Center Hospital to coordinate with related units so that the implementation of outpatient services is not disturbed, especially the urology clinic and carry out re-sausage to the polyclinic nurses so that better understand the existing SOP set out at Yukum Medical Center Hospital

Keywords: *waiting time, outpatient services*