

ABSTRACT

Title : Review of Outpatient Registration Requirements at RSUD Dr.H.BOB BAZAR, SKM Kalianda South Lampung in 2020

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Study Program : DIII Medical Records and Health Information

Hospital is a health service institution that provides complete individual health services that provide outpatient, inpatient and emergency services. The role of patient registration officers is important because they are directly related to patients as the initial entrance for patients to enter the hospital. Therefore, officers at the registration site will have more tasks, with the increase in the number of visiting patients. If the staff at the outpatient registration place are not in balance with the number of visiting patients, the patient must wait a long time to get service, this will affect the quality of service in a hospital. Based on the above background, the authors are interested in knowing the overview of the need for outpatient registration personnel at the Dr. H. Bob BAZAR Hospital, SKM Kalianda in 2020 based on Workload Analysis (ABK). This study aims to determine the number of labor needs for outpatient registration officers at RSUD Dr.H.BOB BAZAR, SKM Kalianda in 2020. The method in this research is descriptive quantitative research which has the aim of describing phenomena, events, symptoms and events that occur factually, systematically, and accurately. Based on the results of research and observations at RSUD dr. H. Bob Bazar, SKM, the calculation of SDKM needs in the outpatient registration section obtained is 6 people, while the current outpatient registration officers are 4 people, so they still need an additional 2 more people. It is better if the number of outpatient registration officers at RSUD dr. H. Bob Bazar, SKM plus 2 people so that outpatient registration officers can complete the job properly and automatically they will work effectively.

Key words: Outpatient Needs Review.