

ABSTRACT

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Study Program: Public Health

Title: Analysis of Time of Prescription Dispensing Process Services in Bhakti Mulia Hospital Pharmacy Installation in 2018

Pharmacy installation is one of the units in a hospital that provides product and service services in the form of prescription services. From the results of the initial study that was submitted in Bhakti Mulia Hospital, the average data in prescription drugs was obtained and 56.71 minutes were obtained. Waiting time for finished drug services is the time for patients to submit their prescriptions to receive finished drugs with a minimum standard determined by the ministry of health ≤ 30 minutes.

The results showed that the average recipe assessment time was 35 minutes as many as 27 patients (54%) and as many as 23 patients were under an average of 35 minutes (46%), for a prescription preparation time above an average of 36 minutes as many as 22 patients (44%), below the average of 36 minutes 28 patients (56%), the labeling service time was above an average of 36 minutes with 25 patients (50%) below the average of 36 minutes with 25 patients (50%) , and for prescribing with an average of 1 hour with 49 patients (98%), on average under 1 hour with 1 patient (2%).

Based on the results of this study, one of the factors that influence the length of waiting time for prescription services in pharmaceutical installations is that the completeness of patient files has not been fulfilled, only outpatient screening is done by one pharmacist, lack of availability of drugs prescribed by doctors, limited computer systems / programs so that the work on the next prescription screening is hampered, and there are several recipes that are done without queue numbers such as recipes for general patients.

Keywords: Analysis of the Time of Prescription Dispensing Process Services in Pharmacy Installation

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