

## ABSTRACT

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Study program: Public Health  
Title : Analysis of the Waiting Time for Outpatient Prescription Services  
at the Pharmacy Installation of Tangerang City General Hospital  
2020

Based on data from the last 4 months in 2019 that the patient's longest waiting time for non-concoction prescription services outpatients is 234 minutes, and for recipe concoctions 242 minutes. Based on observations made by researchers about the length of waiting time for outpatient prescription services, the results show that out of 5 (five) patients who will take prescriptions at the Pharmacy Installation, the longest waiting time for non-concoction prescription services reaches 115 minutes, and for prescription concoctions reach 130 minute. The purpose of this study was to determine the length of waiting time for prescription services for outpatients at the Pharmacy Installation of the General Hospital of South Tangerang City in 2020. This type of research is quantitative with a descriptive approach, to obtain data in the field carried out by calculating the waiting time for prescription services to 106 samples with simple random sampling technique. The results showed that the longest waiting time for non-concoction prescription service was 117 minutes, and the longest waiting time for prescription concoction service was 101 minutes. The average length of waiting time for non-concoction prescription service is 62.81 minutes, and the average length of waiting time for prescription concoction service is 71.52 minutes. It is expected that the South Tangerang City General Hospital can add drug collection counters in order to reduce the waiting time for prescription services at the South Tangerang City General Hospital Pharmacy Installation.

Keywords: Long time waiting for prescription services for outpatients; non-concoction recipes; recipe concoction.

6 Chapter, 79 page, 2 picture, 5 tables, 4 attachment

References: 35 (2001-2018)