

**POLITEKNIK KESEHATAN KEMENTERIAN KESEHATAN
TANJUNGPURBAN
JURUSAN FARMASI
Laporan Tugas Akhir, Juni 2025**

Adelia Natasya

**Gambaran Waktu Tunggu Pelayanan Resep pada Pasien Rawat Jalan di
RSD dr. A. Dadi Tjokrodipo Kota Bandar Lampung Tahun 2025**

xvii + 66 halaman, 4 gambar, dan 10 lampiran

ABSTRAK

Waktu tunggu pelayanan resep obat merupakan salah satu faktor yang memengaruhi persepsi pasien terhadap kualitas pelayanan kefarmasian serta representasi mutu rumah sakit. Di instalasi farmasi rawat jalan, antrian panjang masih sering ditemukan dalam proses pelayanan resep obat. Sesuai Keputusan Menteri Kesehatan RI No. 129 Tahun 2008 tentang Standar Pelayanan Minimal Rumah Sakit, waktu tunggu maksimal untuk pelayanan obat nonracikan adalah ≤ 30 menit, dan untuk obat racikan adalah ≤ 60 menit. Waktu tunggu ini dihitung sejak pasien menyerahkan resep hingga menerima obat.

Penelitian ini bertujuan untuk mengetahui gambaran waktu tunggu pelayanan resep obat racikan dan nonracikan di instalasi farmasi rawat jalan. Metode penelitian yang digunakan adalah deskriptif kuantitatif dengan rancangan *cross sectional*. Pengumpulan data dilakukan menggunakan metode quota sampling dan accidental sampling. Jumlah sampel sebanyak 100 lembar resep, terdiri dari 50 resep racikan dan 50 resep nonracikan. Analisis data dilakukan secara univariat. Hasil penelitian menunjukkan rata-rata waktu tunggu pelayanan resep obat nonracikan adalah 21,26 menit, dengan 86% resep memenuhi standar. Rata-rata jumlah R/ per resep nonracikan adalah 6. Sementara itu, rata-rata waktu tunggu resep racikan adalah 40,42 menit, dengan 84% resep memenuhi standar, dan rata-rata jumlah R/ per resep racikan adalah 1. Dapat disimpulkan bahwa pelayanan resep obat racikan dan nonracikan di Instalasi Farmasi RSD dr. A. Dadi Tjokrodipo telah sesuai dengan standar waktu tunggu berdasarkan Keputusan Menteri Kesehatan RI No. 129 Tahun 2008.

Kata kunci : Waktu tunggu pelayanan resep, RSD dr. A. Dadi Tjokrodipo Kota
Bandar Lampung

Daftar bacaan : 21 (2005-2025)

**HEALTH POLYTECHNIC OF THE MINISTRY OF HEALTH
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Adelia Natasya

Overview of Waiting Time for Prescription Services for Outpatients at dr. A. Dadi Tjokrodipo Hospital, Bandar Lampung City in 2025

xvii + 66 pages, 4 pictures, and 10 attachments

ABSTRACT

The waiting time for drug prescription services is one of the factors that affect patients' perception of the quality of pharmaceutical services and the representation of hospital quality. In outpatient pharmaceutical installations, long queues are still often found in the process of serving prescription drugs. In accordance with the Decree of the Minister of Health of the Republic of Indonesia No. 129 of 2008 concerning Minimum Service Standards for Hospitals, the maximum waiting time for non-compounded drug services is ≤ 30 minutes, and for compounded drugs is ≤ 60 minutes. This waiting time is calculated from the time the patient submits the prescription to receiving the medication.

This study aims to find out the description of the waiting time for prescription services for concocted and non-concocted drugs in outpatient pharmaceutical installations. The research method used was quantitative descriptive with a cross sectional design. Data collection was carried out using quota sampling and accidental sampling methods. The sample number was 100 recipes, consisting of 50 concocted recipes and 50 non-concocted recipes. Data analysis was carried out univariately. The results showed that the average waiting time for non-prescription drug service was 21.26 minutes, with 86% of prescriptions meeting the standard. The average number of R/ per non-mixed recipe is 6. Meanwhile, the average wait time for a concocted recipe is 40.42 minutes, with 84% of recipes meeting the standard, and the average number of R/ per concoction recipe is 1. It can be concluded that the prescription services of concocted and non-concocted drugs at the Pharmacy Installation of Dr. A. Dadi Tjokrodipo Hospital have been in accordance with the standard waiting time based on the Decree of the Minister of Health of the Republic of Indonesia No. 129 of 2008.

Keywords : *Waiting time for prescription services, RSD dr. A. Dadi Tjokrodipo
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Reading list : *21 (2005-2025)*