

ABSTRAK

Latar belakang: Pasien dialisis merupakan kelompok yang sangat berisiko terpapar COVID-19 dan dapat berdampak buruk akibat adanya komorbid yang beragam, usia lanjut, dan penurunan fungsi organ. “Panduan Pencegahan Transmisi COVID-19 di Unit Dialisis” yang dikeluarkan oleh PERNEFRI diharapkan dapat meminimalisir paparan COVID-19 pada pasien dialisis dengan gagal ginjal kronis. Dalam penerapannya, diperlukan data mengenai persepsi pelanggan terhadap panduan ini.

Tujuan: Mengeksplorasi persepsi pelanggan terhadap implementasi “Panduan Pencegahan Transmisi COVID-19 di Unit Dialisis”.

Metode: Penelitian ini menggunakan metode deskriptif dengan pendekatan kualitatif. Pemilihan responden dilakukan dengan cara *purposive sampling* terhadap pasien dan keluarga pasien gagal ginjal kronis yang mendapatkan terapi dialisis. Data diambil dengan cara wawancara mendalam, kemudian dianalisis dengan cara tematik.

Hasil dan Pembahasan : Peneliti melakukan wawancara kepada pasien mengenai Implementasi Panduan Pencegahan Transmisi COVID-19 hanya terdapat kendala pada komunikasi yaitu pemberian informasi oleh petugas dan kekurangan sarana namun segera dapat diatasi oleh rumah sakit.

Kesimpulan : Rumah sakit PELNI telah menerapkan Panduan Pencegahan Transmisi COVID-19 Di Unit Dialisis yang dikeluarkan oleh PERNEFRI di Unit Hemodialisis secara bertahap dengan penyesuaian sesuai kebutuhan dan kemampuan Rumah sakit PELNI.

Kata Kunci: dialisis, gagal ginjal kronis, persepsi pelanggan

ABSTRACT

Background: *Dialysis patients are a group that is very at risk of exposure to COVID-19 and can have a negative impact due to various comorbidities, advanced age, and decreased organ function. The "Guideline for Prevention of COVID-19 Transmission in Dialysis Units" issued by PERNEFRI is expected to minimize exposure to COVID-19 in dialysis patients with chronic kidney failure. In its implementation, data on customer perceptions of this guide is required.*

Objective: *To explore customer perceptions of the implementation of the "Covid-19 Transmission Prevention Guidelines in Dialysis Units".*

Methods: *This study uses a descriptive method with a qualitative approach. The selection of respondents was done by purposive sampling of patients and their families of chronic kidney failure patients who received dialysis therapy. The data was taken by means of in-depth interviews, then analyzed in a thematic way*

Results and Discussion: *Researchers conducted interviews with patients regarding the Implementation of the COVID-19 Transmission Prevention Guidelines.*

Conclusion : *PELNI Hospital has implemented the Guidelines for Prevention of COVID-19 Transmission in the Dialysis Unit issued by PERNEFRI in the Hemodialysis Unit in stages with adjustments according to the needs and capabilities of the PELNI Hospital.*

Keywords: *dialysis, chronic kidney failure, customer perception*