

ABSTRAK

Latar belakang: Pada awal masa pandemi, belum adanya arahan protokol kesehatan yang diadaptasi oleh fasilitas kesehatan, bulan Maret 2020, WHO mengeluarkan panduan untuk pertama kalinya dengan judul “COVID-19 : *Operational guidance form maintaining essential health services during an outbreak*” sehingga menimbulkan inisiatif rumah sakit Pelni untuk berkomitmen melakukan perubahan dan berinovasi dalam menciptakan lingkungan yang aman dalam layanan rawat jalan termasuk perubahan alur masuk rawat jalan sesuai protokol kesehatan dimana pasien harus memakai masker, melakukan prosedur skrining, dan membatasi pendamping pasien bahkan pemisahan layanan untuk pasien Covid-19 dan non-Covid-19. Pada periode selanjutnya, juga terbit “Panduan Teknis Pelayanan Rumah Sakit Pada Masa Adaptasi Kebiasaan Baru” pada bulan November 2020, yang juga melengkapi poin-poin yang belum diterangkan dengan jelas pada panduan WHO. Dengan adanya tingkat penularan yang tinggi dan kepadatan area layanan, sehingga dipandang perlu untuk melakukan perubahan dan inovasi yang dilakukan oleh rumah sakit PELNI dengan tujuan untuk menekan angka penularan COVID-19.

Tujuan: Mengevaluasi gambaran implementasi protokol kesehatan di Poliklinik RS Pelni dibandingkan dengan panduan protokol kesehatan dari KEMENKES.

Metode: Deskriptif kualitatif dengan membandingkan pedoman protokol yang ada dengan implementasi di lapangan pada periode Maret 2020 hingga Desember 2020.

Hasil dan Pembahasan: Peneliti mengobservasi proses skrining pasien dan kegiatan protokol kesehatan lainnya juga pada petugas didapatkan sesuai dengan SPO hanya terdapat ketidaksesuaian yang terdapat pada petugas dan kekurangan sarana namun dapat diatasi oleh rumah sakit.

Kesimpulan: Rumah sakit Pelni telah menerapkan protokol kesehatan pada masa pandemi COVID-19 di instalasi rawat jalan dengan panduan dari KEMENKES dan WHO secara bertahap dengan penyesuaian sesuai kebutuhan dan kemampuan Rumah sakit Pelni pada saat itu secara responsif serta memperhatikan aspek SDM, Sarana Prasarana, Protokol dan Anggaran.

Kata Kunci: Protokol kesehatan, Poliklinik, Rawat Jalan, COVID-19

ABSTRACT

Background: At the beginning of the pandemic, there was no directive on health protocols adapted by health facilities, in March 2020, WHO issued guidelines for the first time with the title "COVID-19: Operational guidance form maintaining essential health services during an outbreak", thus giving rise to the PELNI hospital initiative. to be committed to making changes and innovating in creating a safe environment in outpatient services including changing the outpatient entry flow according to health protocols where patients must wear masks, carry out screening procedures, and limit patient companions and even separate services for Covid-19 and non-Covid patients - 19. In the next period, the "Technical Guide to Hospital Services During the Adaptation of New Habits" in November 2020, which also complements the points that have not been clearly explained in the WHO guidelines. With the high transmission rate and the density of the service area, it is deemed necessary to make changes and innovations carried out by the PELNI hospital with the aim of reducing the transmission rate of COVID-19.

Objective: Evaluating the description of the implementation of health protocols at the PELNI Hospital Polyclinic compared to the health protocol guidelines from the Ministry of Health.

Research method: Qualitative descriptive by comparing existing protocol guidelines with implementation in the field in the period March 2020 to December 2020.

Results and discussion: The researcher observed the patient screening process and other health protocol activities as well as for the officers. It was found that according to the SOP, there were only discrepancies found in the officers and lack of facilities, but these could be overcome by the hospital.

Conclusion: Pelni Hospital has implemented health protocols during the COVID-19 pandemic in outpatient installations with guidance from the Ministry of Health and WHO in stages with adjustments according to the needs and capabilities of the Pelni Hospital at that time in a responsive manner and paying attention to aspects of HR, Infrastructure, Protocol and Budget.

Keywords: Health protocol, Polyclinic, Outpatient, COVID-19