

INTISARI

Latar belakang: *Acute Coronary Syndrome* (ACS) merupakan penyakit dengan angka kematian terbesar baik di dunia maupun di Indonesia. Ketepatan perilaku pencarian pelayanan kesehatan pada pasien ACS merupakan hal yang sangat penting karena ACS merupakan kondisi kegawatdaruratan yang membutuhkan penanganan segera. Terdapat berbagai faktor yang mempengaruhi dalam proses pengambilan keputusan untuk mencari bantuan perawatan pada pasien ACS saat mengalami serangan di masa pandemi covid-19 varian delta.

Tujuan Penelitian: Mengeksplorasi perilaku pencarian pelayanan kesehatan di IGD RSUP Dr. Sardjito pada pasien dengan *Acute Coronary Syndrome* (ACS) selama masa pandemi.

Metode: Penelitian ini merupakan penelitian kualitatif deskriptif. Informan penelitian ini adalah pasien ACS yang mengalami kegawatan pada masa pandemi fase varian delta bulan Mei – Oktober 2021 yang berjumlah 16 orang dengan menggunakan teknik *purposive sampling*. Pengumpulan data dengan teknik wawancara mendalam. Menggunakan metode *thematic analysis*.

Hasil: Perilaku pencarian pelayanan kesehatan pasien ACS dipengaruhi oleh berbagai faktor dalam sebuah proses pengambilan keputusan. Diperoleh 28 sub kategori dan sembilan kategori dalam tiga tema yaitu *symptom perception*, *illness belief*, dan *cost and benefit of going to the medical doctor*.

Kesimpulan: Perilaku pencarian pelayanan kesehatan pasien ACS di IGD pada masa pandemi dipengaruhi oleh proses pengambilan keputusan yang terdiri dari *symptom perception* mengenai interpretasi gejala, *illness belief* mengenai identitas, sebab, waktu, konsekuensi, dan manajemen perawatan, serta *cost and benefit of going to the medical doctor* yang terdiri dari *practical*, *emotional*, dan keparahan gejala.

Kata kunci: *Acute Coronary Syndrome*, covid-19, Instalasi Gawat Darurat, perilaku pencarian pelayanan kesehatan

ABSTRACT

Background: Acute coronary syndrome is a disease with the highest mortality rate both in the world and in Indonesia. The accuracy of health care seeking behavior in ACS patients is very important because ACS is an emergency conditions that requires immediate treatment. There are various factors that influence the decision-making process to seek care assistance for ACS patients when experiencing an attack during the covid-19 pandemic delta variant.

Objective: To explore health care seeking behavior in the emergency room of RSUP Dr. Sardjito in patients with Acute Coronary Syndrome (ACS) during the pandemic.

Methods: This study is descriptive qualitative research. The informants of this study were ACS patients who experienced emergencies during the delta variant phase pandemic in May - October 2021, totaling 16 people using a purposive sampling technique. Data collection using in-depth interview techniques. Using thematic analysis method.

Results: Health care seeking behavior of ACS patients is influenced by various factors in a decision-making process. There were 28 sub-categories and nine categories in three themes. The themes were symptom perception, illness belief, and cost and benefits of going to the medical doctor.

Conclusion: The health care seeking behavior of ACS patients in the emergency room during the pandemic is influenced by a decision-making process which consists of symptom perception regarding symptom interpretation, illness beliefs regarding identity, causes, time, consequences, and care management, and the cost and benefits of going to the medical doctor which consists of practical, emotional, and severity of symptoms.

Keywords: Acute Coronary Syndrome, covid-19, Emergency Department, health care seeking behavior