

## ABSTRAK

**Latar Belakang:** Di era Jaminan Kesehatan Nasional (JKN), pemerintah Indonesia lebih memperhatikan mutu pelayanan kesehatan karena semua lapisan masyarakat dapat mengakses pelayanan kesehatan di rumah sakit. Akibatnya terjadi penumpukan antrean layanan rawat jalan di Rumah Sakit (RS) khususnya di RS provider BPJS Kesehatan Cabang Mojokerto. Meski antrean online untuk rawat jalan telah terimplementasi, namun penumpukan pasien masih terjadi. Oleh karena itu, perlu dilakukan penelitian bagaimana evaluasi pelaksanaan Antrean Online Rawat Jalan di RS Provider BPJS Kesehatan Cabang Mojokerto. **Metode :** Penelitian ini menggunakan desain studi kasus tunggal kualitatif dengan pendekatan deskriptif. Subyek penelitian adalah manajemen 3 RS provider BPJS Kesehatan Cabang Mojokerto (RSUD Jombang, RS Islam Sakinah, dan RS Kamar Medika). **Hasil:** Berdasarkan hasil observasi dan wawancara mendalam serta pengecekan dokumen, implementasi sistem antrean Pelayanan Rawat Jalan di RS tersebut dibedakan melalui pendaftaran online (aplikasi Mobile JKN, Whats App, Website RS) dan onsite. Jumlah pasien yang menggunakan pendaftaran online lebih sedikit dibanding yang onsite di RSUD Jombang. Rumah sakit mengoptimalkan Sumber Daya Manusia melalui sistem buffer dan middle, serta menyediakan perangkat dan aplikasi yang memadai. Adanya sistem antrean ini dapat mempersingkat waktu tunggu pasien, memberikan kepastian layanan, dan membantu RS dalam prediksi jumlah kunjungan pasien. Namun kendala yang sering adalah pasien tidak membawa handphone, pasien tidak bisa menggunakan pendaftaran online, ketidaksesuaian jadwal antrean, dan ketidakpatuhan pasien terhadap jadwal. **Kesimpulan :** Sistem antrian RS Kamar Medika yang menggabungkan pendaftaran online dan onsite satu-satunya yang diterapkan secara optimal. Selain itu, standar waktu tunggu pasien rawat jalan di antara ketiga rumah sakit tersebut berbeda

Kata kunci: Antrean *Online*; Waktu tunggu rawat jalan; Sistem Antrean;

## ABSTRACT

**Background:** In the era of National Health Insurance (JKN), the Indonesian Government has more attention to the health services quality because all of society can access health services in hospitals. As a result, there is an accumulation of queues for outpatient services in hospitals, especially in the Provider Hospital of BPJS Kesehatan Mojokerto Branch Office. Although the online queue for outpatient care has been implemented, the accumulation of patients still occurs. Therefore, it is necessary to research how to evaluate the implementation of Outpatient Online Queues in the Provider Hospital of BPJS Kesehatan Mojokerto Branch Office.

**Methods :** This study uses a single qualitative case study design with a descriptive approach. The research subjects were the management of 3 provider hospitals in BPJS Kesehatan Mojokerto Branch Office (Jombang Hospital, Sakinah Islamic Hospital, and Kamar Medika Hospital). **Result:** Based on observations and in-depth interviews as well as document checking, the implementation of the outpatient service queue system in the hospital is differentiated through online (JKN Mobile application, Whats App, Hospital Website) and onsite registration. The number of online registration patients is less than those of onsite registration at Jombang Hospital. The hospital optimizes Human Resources through buffer and middle systems, and also provides adequate devices and applications. This queuing system can shorten waiting time, provide service certainty, and assist hospitals in predicting the number of patient visits. However, the most frequent obstacles are patients not carrying cell phones, patients unable to use online registration, discrepancies in queue schedules, and patients not compliant with schedules. **Conclusion:** RS Kamar Medika queuing system that combines online and onsite registration becomes the only one that has been applicated optimally. Nevertheless, the waiting time standards for outpatients among three hospitals are different.

**Keywords:** online queue; outpatient waiting time; Queue system