

ABSTRAK

Latar Belakang: Transformasi digital dalam pelayanan kesehatan mendorong penerapan Rekam Medis Elektronik (RME) untuk meningkatkan efisiensi pelayanan, akurasi dokumentasi medis, dan kemudahan akses informasi pasien. Peraturan Menteri Kesehatan Nomor 24 Tahun 2022 mewajibkan seluruh fasilitas pelayanan kesehatan menerapkan RME. Holy Smiles Dental Clinic telah mengimplementasikan RME, namun masih menghadapi tantangan terkait kesiapan pengguna, dukungan organisasi, dan kualitas teknologi.

Tujuan: Penelitian ini bertujuan mengevaluasi implementasi RME di Holy Smiles Dental Clinic berdasarkan persepsi pengguna menggunakan model *Human–Organization–Technology Fit (HOT-Fit)*.

Metode: Penelitian menggunakan pendekatan kualitatif deskriptif. Data dikumpulkan melalui observasi, wawancara mendalam, dan dokumentasi terhadap dokter gigi, perawat/asisten dokter gigi, petugas administrasi, staf IT, dan manajemen yang dipilih dengan teknik *purposive sampling*. Analisis data menggunakan model interaktif Miles dan Huberman melalui reduksi data, penyajian data, dan penarikan kesimpulan berdasarkan empat dimensi HOT-Fit, yaitu *human*, *organization*, *technology*, dan *net benefit*.

Hasil: Implementasi RME secara umum telah berjalan dengan baik. Pengguna mampu beradaptasi dengan sistem meskipun masih terdapat perbedaan kemampuan antar pengguna. Dukungan manajemen, koordinasi, dan pelatihan mendukung implementasi RME, namun pelatihan berkelanjutan masih diperlukan. Sistem dinilai mudah digunakan meskipun masih terdapat kendala teknis sementara. Implementasi RME memberikan manfaat berupa peningkatan efisiensi pelayanan, kemudahan akses informasi pasien, serta dokumentasi medis yang lebih terstruktur.

Kesimpulan: Implementasi RME di Holy Smiles Dental Clinic menunjukkan kesesuaian antara aspek *human*, *organization*, dan *technology* sehingga menghasilkan *net benefit* berupa peningkatan efisiensi pelayanan dan kualitas dokumentasi medis. Peningkatan kompetensi pengguna, dukungan organisasi, dan pengembangan teknologi masih diperlukan untuk mengoptimalkan implementasi RME secara berkelanjutan.

Kata kunci: Evaluasi Sistem, HOT-Fit, Pelayanan Klinik, Rekam Medis Elektronik (RME), Sistem Informasi Kesehatan.

ABSTRACT

Background: Digital transformation in healthcare has encouraged healthcare facilities to implement Electronic Medical Records (EMRs) to improve service efficiency, medical documentation accuracy, and access to patient information. Indonesian Ministry of Health Regulation No. 24 of 2022 mandates EMR implementation in all healthcare facilities. Holy Smiles Dental Clinic has adopted an EMR system; however, challenges remain regarding user readiness, organizational support, and technological quality.

Objective: This study aimed to evaluate the implementation of the EMR system at Holy Smiles Dental Clinic based on users' perceptions using the Human–Organization–Technology Fit (HOT-Fit) model.

Methods: A descriptive qualitative approach was employed. Data were collected through observation, in-depth interviews, and documentation involving dentists, dental assistants, administrative staff, IT personnel, and clinic management selected using purposive sampling. Data were analyzed using the Miles and Huberman interactive analysis model based on the four HOT-Fit dimensions: human, organization, technology, and net benefit.

Results: The EMR implementation was generally successful. Users adapted well to the system despite differences in technological competence. Management support, coordination, and training facilitated implementation, although continuous training remains necessary. The system was considered user-friendly despite occasional technical issues. Overall, the EMR improved service efficiency, access to patient information, and the quality of medical documentation.

Conclusion: EMR implementation demonstrated alignment among the human, organization, and technology dimensions, resulting in positive net benefits, particularly improved service efficiency and medical documentation. Continuous enhancement of user competency, organizational support, and system quality is required to optimize sustainable EMR implementation.

Keywords: *Clinical Services, Electronic Medical Records, Health Information Systems, HOT-Fit, System Evaluation*