

## ABSTRACT

Waiting time is one of the service that received plenty of complaints from the patients in hospital. The indicator for the generic drug's serving waiting time is 30 minutes. application of automated dispensing machine has a potential to reduce the waiting time. At some clinic's service hour, prolonged waiting time still occurred because of the prescription's abundance. The purpose of this study is to evaluate the application if automated dispensing machine based on clinic's service hours and its relations to waiting time in Pharmacy Installation, Bethesda Hospital, Yogyakarta.

This was an observational study with cross-sectional study design. The data obtained were concurrent with quantitative approach and interview. Quantitative approach were done through observation towards the waiting time for the prescriptions. The subjects of this study were 360 prescriptions from outpatient-patients in Bethesda Hospital, Yogyakarta that were been served manually and with automated dispensing machine from October 16 to October 31.

Result shown that, out of 180 prescriptions, the waiting time for the prescriptions served with automated dispensing machine has the mean of 19.06 minutes, while the mean waiting time for manual one is 39,2 minute with the same amount of prescriptions. This shown that there is a significant difference of the prescriptions' waiting time; between the one that were served using automated dispensing machine and the other one that were served manually. According to the prescriptions service flow in Bethesda Hospital, the prescriptions' escalation happened at 10.00 - 15.00. Clinic's service hour and waiting time is 0,000 ( $p < 0.005$ ). Data are stated different significantly, and that means that there is a relation between clinic's service hour and prescriptions' waiting time. Automated dispensing time machine helps reduce the waiting time for common patients in Pharmacy Installation, Bethesda Hospital.

*Keywords: automated dispensing machine, waiting time, clinical practice hours.*

## INTISARI

Waktu tunggu adalah salah satu pelayanan kesehatan yang sering menimbulkan keluhan pasien di beberapa rumah sakit. Indikator waktu tunggu untuk pelayanan obat jadi maksimal 30 menit. Penerapan *automated dispensing machine* memiliki potensi menurunkan waktu tunggu. Pada jam praktik klinik tertentu, kejadian waktu tunggu pelayanan resep yang lama tetap terjadi karena adanya penumpukan resep. Penelitian ini bertujuan untuk mengevaluasi dampak penerapan *automated dispensing machine* berdasarkan jam praktik klinik terhadap waktu tunggu di Instalasi Farmasi Rumah Sakit Bethesda.

Penelitian ini merupakan penelitian observasional dengan rancangan penelitian *cross sectional*. Data penelitian bersifat *concurrent* dengan pendekatan secara kuantitatif dan wawancara. Pendekatan kuantitatif melakukan pengamatan langsung terhadap waktu tunggu pelayanan resep. Subyek penelitian ini adalah 360 resep pasien rawat jalan di Rumah Sakit Bethesda Yogyakarta yang dilayani dengan *automated dispensing machine* dan manual pada tanggal 16 sampai 21 Oktober 2017.

Hasil penelitian waktu tunggu pelayanan resep menggunakan *automated dispensing machine* 180 resep rata-rata membutuhkan waktu 19,06 menit dan secara manual 180 resep rata-rata membutuhkan waktu 39,2 menit. Hasil penelitian ini menunjukkan adanya perbedaan yang signifikan antara waktu tunggu pelayanan resep yang menggunakan *automated dispensing machine* dan manual. Alur pelayanan resep di Instalasi Farmasi Rumah Sakit Bethesda mengalami peningkatan resep pada pukul 10.00 sampai pukul 15:00 WIB. Hasil pengujian jam praktik klinik terhadap waktu tunggu adalah 0,000 ( $p < 0,05$ ). Data dinyatakan berbeda secara signifikan yang berarti bahwa jam praktik klinik memiliki hubungan dengan waktu tunggu pelayanan resep. *Automated dispensing machine* berperan dalam mengatasi waktu tunggu pelayanan resep pasien umum di Instalasi Farmasi Rumah Sakit Bethesda.

Kata kunci: *automated dispensing machine*, waktu tunggu, jam praktik klinik