

ANALISIS PENERAPAN PROTOKOL KESEHATAN PELAYANAN PENDAFTARAN PASIEN RAWAT JALAN (TPPRJ) PADA SAAT PANDEMI DENGAN MASA TRANSISI *COVID-19* DI PUSKESMAS WATES

Ingresty Novridha Fikriyonandha¹, Praptana², Tika Sari Dewi³

INTISARI

Latar Belakang : Dalam menyelenggarakan upaya pelayanan kesehatan terutama di pelayanan pendaftaran pasien rawat jalan (TPPRJ) saat masa pandemi maupun saat transisi, baik dari masyarakat maupun puskesmas harus menerapkan protokol kesehatan yang dibuat oleh pemerintah. Peneliti menemukan permasalahan bahwa dalam penerapannya baik dari petugas abai kepada protokol dan sering terjadinya penumpukan pasien

Tujuan : Tujuan dari penelitian ini adalah untuk mengetahui bagaimana gambaran penerapan protokol kesehatan pelayanan pendaftaran pasien rawat jalan (TPPRJ) pada saat pandemi dengan masa transisi *Covid-19* di Puskesmas Wates

Hasil Penelitian : Hasil dari penelitian ini adalah penerapan protokol kesehatan pelayanan pendaftaran di TPPRJ saat pandemi dan saat transisi diawali dengan screening pasien dan terdapat meja khusus pendaftaran pasien baru dimana saat transisi digunakan fleksibel. Untuk APD saat pandemi masih lengkap sedangkan saat transisi hanya memakai masker saja. Kendala yang paling sering dirasakan adalah tidak nyamannya memakai APD lengkap saat transisi dan adanya penumpukan pasien pada masa transisi. Petugas juga sudah dibekali pelatihan atau sosialisasi dan SOP terkait penerapan protokol kesehatan selama masa pandemi *Covid-19* dan masa transisi. Di puskesmas kebijakan protokol dibuat oleh internal puskesmas serta pengaplikasiannya mengacu pada peraturan yang dibuat internal puskesmas, namun petugas yang berlatar belakang rekam medis tetap diberikan kebijakan dari surat edaran PORMIKI terkait Prosedur Kerja Perkam Medis dan Informasi Kesehatan dalam Situasi Wabah Virus *Covid-19*. Lain halnya dengan petugas yang bukan rekam medis tidak diberikan atau dibekali SE dari PORMIKI.

Kesimpulan : Gambaran penerapan protokol kesehatan pelayanan di TPPRJ saat pandemi sudah sesuai dengan surat edaran dari PORMIKI. Selain itu saat masa transisi penerapan protokol kesehatan sudah diberikan kelonggaran hanya diwajibkan memakai masker. Serta dalam kendala perbedaannya pada saat pandemi petugas merasa tidak nyaman dalam penggunaan APD lengkap sedangkan pada masa transisi petugas hanya diwajibkan memakai masker sehingga petugas sedikit lebih nyaman, juga terjadi penumpukan nomor antrian pada saat akan mendaftar.

Kata Kunci : *Covid-19*, Pelayanan Kesehatan, Pelayanan Rawat Jalan

¹Mahasiswa Prodi RMIK Universitas Jenderal Achmad Yani Yogyakarta

²Dosen Prodi RMIK Universitas Jenderal Achmad Yani Yogyakarta

³Dosen Prodi RMIK Universitas Jenderal Achmad Yani Yogyakarta

ANALYSIS OF THE IMPLEMENTATION OF HEALTH PROTOCOLS FOR OUTPATIENT REGISTRATION SERVICES (ORS) DURING A PANDEMIC WITH THE *COVID-19* TRANSITION PERIOD AT THE WATES HEALTH CENTER

Ingresty Novridha Fikriyonandha¹, Praptana², Tika Sari Dewi³

ABSTRACT

Background : In carrying out health service efforts, especially in outpatient registration services (ORS) during the pandemic and during the transition, both from the community and public health center must implement health protocols made by the government. Researchers found problems that in its application both from officers ignored the protocol and often there was a buildup of patients

Method : The purpose of this study is to find out how the picture of the implementation of health protocols for outpatient registration services (ORS) during a pandemic with the Covid-19 transition period at the Wates Health Center

Result : The result of this study is the implementation of health protocols for registration services at ORS during the pandemic and during the transition starting with patient screening and there is a special table for new patient registration where the transition is used flexibly. For PPE during the pandemic, it is still complete, while during the transition only wear masks. The most common obstacles are the discomfort of wearing full PPE during the transition and the accumulation of patients during the transition. Officers have also been provided with training or socialization and SOP related to the implementation of health protocols during the Covid-19 pandemic and transition period. In the public health center, the protocol policy is made by the internal public health center and its application refers to regulations made internally by the public health center, but officers with medical record backgrounds are still given policies from the PORMIKI circular letter related to Work Procedures for Medical Recorders and Health Information in Covid-19 Virus Outbreak Situations. Another case with officers who are not medical records are not given or equipped with from PORMIKI.

Conclusion : The description of the implementation of service health protocols at TPPRJ during a pandemic is in accordance with the circular letter from PORMIKI. In addition, during the transition period, the implementation of health protocols has been given leeway, only required to wear masks. And in the constraints of the difference during the pandemic, officers feel uncomfortable in using complete PPE, while during the transition period, officers are only required to wear masks so that officers are a little more comfortable, there is also a buildup of queue numbers when registering.

Keywords: *Covid-19*, Health Services, Outpatient Service

¹ Student of RMIK Study Program, Jenderal Achmad Yani University, Yogyakarta

² Lecturers of the RMIK Study Program, Jenderal Achmad Yani University, Yogyakarta

³ Lecturers of the RMIK Study Program, Jenderal Achmad Yani University, Yogyakarta