

TINJAUAN PELAKSANAAN SISTEM RUJUKAN *ONLINE* PASIEN BPJS DI RSUD WONOSARI

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INTISARI

Latar Belakang: Berdasarkan hasil studi pendahuluan pada bulan februari 2019 di RSUD Wonosari telah menerapkan sistem rujukan online pasien BPJS dalam penerapannya sistem sering terjadi *error*, dari FKTP terdapat kekeliruan *input* poli yang dituju pasien sehingga petugas harus mengonfirmasi ke pihak FKTP. Hal tersebut menjadikan pelayanan pasien menjadi lama.

Tujuan Penelitian: Mengetahui kualitas sistem, kualitas informasi, kepuasan penggunaan dan manfaat sistem rujukan *online* pasien BPJS di RSUD Wonosari.

Metode Penelitian: Penelitian ini menggunakan penelitian kualitatif dengan pendekatan studi fenomenologi.

Hasil: implementasi sistem rujukan online pasien BPJS di RSUD Wonosari sudah berjalan dengan baik, kualitas sistem yang dihasilkan sudah baik hanya saja terkendala kesalahan input data dari faskes 1, kualitas informasi yang diberikan sudah cukup bagi petugas pendaftaran, kepuasan penggunaan petugas merasa puas sebab sangat membantu dalam melayani pasien, dan manfaat bersih dari sistem ini mampu meningkatkan pelayanan di bagian pendaftaran RSUD Wonosari

Kata Kunci: kualitas sistem, kualitas informasi, kepuasan pengguna, manfaat bersih

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REVIEW ON THE IMPLEMENTATION OF BPJS PATIENT ONLINE REQUIREMENT SYSTEM IN RSUD WONOSARI

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ABSTRACT

Background: Based on the results of a preliminary study in February 2019 at Wonosari Hospital, the BPJS patient online referral system has been frequently applied in the application system, from FKTP there is a poly input error targeting the patient so the officer must confirm with FKTP. This makes the patient service a long time.

Research Objectives: Knowing the quality of the system, the quality of information, satisfaction of use and the benefits of an online referral system for BPJS patients in Wonosari Regional Hospital.

Research Methods: This study uses qualitative research with a phenomenological study approach.

Results: the implementation of the online referral system for BPJS patients at Wonosari Regional Hospital was running well, the quality of the resulting system was good but it was only constrained by input error data from Health Facility 1, the quality of the information provided was sufficient for the registration officer, the satisfaction of using the officer was satisfied because it was very helpful in serving patients, and the net benefits of this system are able to improve services in the registration section of Wonosari Regional Hospital

Keywords: system quality, information quality, user satisfaction, net benefits

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