

TINJAUAN PELAKSANAAN PENDAFTARAN RAWAT JALAN DI RUMAH SAKIT UMUM DEMANG SEPULAU RAYA PADA MASA PANDEMI COVID-19

Patrick Wismar Setiadi¹, Imaniar Sevtyani², Ristiana Eka Ariningtyas³

INTISARI

Latar Belakang: Pelaksanaan pelayanan pendaftaran pasien rawat jalan di RSUD Demang Sepulau Raya pada masa pandemi Covid-19 mempunyai suatu hambatan yaitu gangguan sinyal internet, hambatan ini membuat petugas harus menunggu sinyal internet kembali normal untuk melakukan pelayanan pendaftaran rawat jalan di masa pandemi covid-19 dengan hambatan seperti ini bisa mengakibatkan penumpukan pasien sehingga penularan covid-19 bisa lebih cepat.

Tujuan Peneliti: Untuk mengetahui alur, SOP, sarana dan prasarana, dan hambatan pelayanan pendaftaran rawat jalan pada masa pandemi covid-19.

Metode Penelitian: Peneliti ini menggunakan penelitian deskriptif dengan pendekatan kualitatif.

Hasil: Pelayanan pendaftaran rawat jalan di RSUD Demang Sepulau raya ini sudah mempunyai SOP petugas yang bertujuan untuk mencegah terjadinya penyebaran Covid-19 di RSUD Demang Sepulau Raya. Hal ini di perkuat dengan sarana dan prasarana yang sudah memadai di masa pandemi Covid-19.

Kesimpulan: Hambatan ini mengganggu aktifitas para petugas pelayanan pendaftaran sehingga pelayanan pendaftaran sedikit tertunda untuk mendaftarkan pasien rawat jalan, walaupun sudah di *cover* dengan *wifi* internet kendala ini merupakan hambatan yang utama dalam pelayanan pendaftaran rawat jalan.

Kata kunci: Pendaftaran rawat jalan, hambatan pendaftaran pada masa covid-19

¹Mahasiswa Program Studi Diploma 3 Perkam Medis dan Informasi Kesehatan Universitas Jenderal Achmad Yani Yogyakarta.

²Dosen Pembimbing Program Studi Diploma 3 Perkam Medis dan Informasi Kesehatan Universitas Jenderal Achmad Yani Yogyakarta.

REVIEW OF IMPLEMENTATION OF OUTPATIENT REGISTRATION IN DEMANG ISLAND PUBLIC HOSPITAL DURING THE COVID-19 PANDEMIC

Patrick Wismar Setiadi¹, Imaniar Sevtiyani², Ristiana Eka
Ariningtyas³

ABSTRACT

Background: The implementation of outpatient registration services at the Demang Se Island Raya Hospital during the Covid-19 pandemic has an obstacle, namely internet signal interference, this obstacle makes officers have to wait for the internet signal to return to normal to carry out outpatient registration services during the COVID-19 pandemic with obstacles such as: This can lead to accumulation of patients so that the transmission of COVID- 19 can be faster.

Purpose: To find out the flow, SOP, facilities and infrastructure, and barriers to outpatient registration services during the COVID-19 pandemic.

Method: This researcher uses descriptive research with a qualitative approach.

Result: The outpatient registration service at the Demang Se Island Raya Hospital already has an officer SOP that aims to prevent the spread of Covid- 19 at the Demang Se Island Raya Hospital. This is reinforced by adequate facilities and infrastructure during the Covid-19 pandemic.

Conclusion: This obstacle interferes with the activities of the registration service officers so that the registration service is slightly delayed to register outpatients, even though it has been covered with internet wifi, this obstacle is the main obstacle in outpatient registration services.

Keywords: Outpatient registration, registration barriers during the covid-19 period

¹ Student of Medical Record and Health Information Study Program
University of General Achmad Yani Yogyakarta

²lecturers of Medical Record and Health Information
Study Program University of General Achmad Yani
Yogyakarta