

**MANAJEMEN PELAYANAN PENDAFTARAN PASIEN TPPGD
DALAM RANGKA PENCEGAHAN PENULARAN COVID-19
DI RSUD dr. TJITROWARDOJO PURWOREJO**

Andrian Tri Setiyo¹, Imaniar Sevtiyani², Laili Rahmatul Ilmi³

INTISARI

Latar Belakang: *Corona Virus Disease 2019 (Covid-19)* merupakan suatu penyakit yang saat ini menjadi wabah penyakit yang mengancam kesehatan dan telah menarik perhatian dunia. Keadaan ini menjadi pandemi untuk masyarakat di semua kalangan, khususnya di kalangan pelayanan kesehatan seperti rumah sakit. Banyaknya pasien yang mengantri menyebabkan petugas mengabaikan protokol kesehatan yang ada, seperti petugas tidak mengenakan alat pelindung diri berupa sarung tangan bedah, kontak fisik terjadi ketika pasien menyerahkan Kartu Identitas Berobat (KIB) atau berkas identitas lainnya di bagian pendaftaran pasien. Hal ini dapat meningkatkan penyebaran virus *Covid-19* pada saat melakukan pendaftaran, baik bagi petugas maupun bagi pasien yang datang mendaftar.

Tujuan Penelitian: Mengetahui gambaran tentang manajemen pelayanan pendaftaran pasien TPPGD dalam rangka pencegahan penularan *Covid-19* di RSUD dr. Tjitrowardojo Purworejo

Metode Penelitian: Menggunakan metode penelitian kualitatif melalui pendekatan deskriptif..

Hasil Penelitian: Alur dan prosedur pelayanan pendaftaran pasien di bagian TPPGD RSUD dr. Tjitrowardojo Purworejo sebelum dan sesudah adanya pandemi *Covid-19* tetap mengacu kepada Standar Operasional Prosedur (SOP) pendaftaran pasien Instalasi Gawat Darurat (IGD). Dalam hal ini, SOP yang berlaku tidak terdapat perubahan maupun revisi. Sehingga, pihak rumah sakit juga mengacu kepada kebijakan dan peraturan nasional. Yang membedakan, untuk sesudah pandemi terdapat protokol kesehatan yang sangat ketat. Petugas, pasien, dan keluarga pasien di TPPGD RSUD dr. Tjitrowardojo Purworejo sudah menerapkan protokol kesehatan dengan sangat baik. Selain itu, berbagai upaya seperti mengadakan sosialisasi dan penyediaan sarana prasarana rumah sakit sudah dilakukan RSUD dr. Tjitrowardojo Purworejo guna melakukan pencegahan penularan *Covid-19*.

Kesimpulan: RSUD dr. Tjitrowardojo Purworejo sudah melakukan berbagai upaya pencegahan penularan *Covid-19* di bagian pendaftaran Instalasi Gawat Darurat (IGD) dan sudah berjalan dengan baik sesuai peraturan, kebijakan, pedoman maupun edaran yang berlaku.

Kata Kunci: Manajemen Pelayanan, Pendaftaran, TPPGD, *Covid-19*

Mahasiswa RMIK Universitas Jenderal Achmad Yani Yogyakarta

² Dosen RMIK Universitas Jenderal Achmad Yani Yogyakarta

³ Dosen RMIK Universitas Jenderal Achmad Yani Yogyakarta

**TPPGD PATIENT REGISTRATION SERVICE MANAGEMENT
IN ORDER TO PREVENT THE TRANSMISSION OF COVID-19
IN RSUD dr. TJITROWARDOJO PURWOREJO**

Andrian Tri Setiyo¹, Imaniar Sevtiyani², Laili Rahmatul Ilmi³

ABSTRACT

Background: Corona Virus Disease 2019 (Covid-19) is a disease that is currently a disease outbreak that threatens health and has attracted the world's attention. This situation has become a pandemic for people in all walks of life, especially in health services such as hospitals. The number of patients queuing causes officers to ignore existing health protocols, such as officers not wearing personal protective equipment in the form of surgical gloves, physical contact occurs when a patient submits a Medical Identity Card (KIB) or other identity files at the patient registration section. This can increase the spread of the Covid-19 virus at the time of registration, both for officers and for patients who come to register.

Objectives: To find out the description of the management of TPPGD patient registration services in the context of preventing the transmission of Covid-19 at dr. Tjitrowardojo Purworejo

Methods: Using qualitative research methods through a descriptive approach..

Results: Flow and procedures for patient registration services in the TPPGD section of RSUD dr. Tjitrowardojo Purworejo before and after the Covid-19 pandemic still referred to the Standard Operating Procedure (SOP) for registering patients in the Emergency Room (IGD). In this case, the applicable SOP has no changes or revisions. Thus, the hospital also refers to national policies and regulations. The difference is, after the pandemic, there are very strict health protocols. Officers, patients, and their families at the TPPGD RSUD dr. Tjitrowardojo Purworejo has implemented the health protocol very well. In addition, various efforts such as conducting socialization and providing hospital infrastructure have been carried out by RSUD dr. Tjitrowardojo Purworejo Regency to prevent the transmission of Covid-19.

Conclusion: RSUD dr. Tjitrowardojo Purworejo has made various efforts to prevent the transmission of Covid-19 at the Emergency Installation (IGD) registration section and has been running well according to applicable regulations, policies, guidelines and circulars.

Keywords: Service Management, Registration, TPPGD, Covid-19

Student of Medical Record and Health Information (D-3) of Jenderal Achmad Yani University Yogyakarta

² Lecturer of Medical Record and Health Information Study Program (D-3) Of Jenderal Achmad Yani University Yogyakarta

³ Lecturer of Medical Record and Health Information Study Program (D-3) Of Jenderal Achmad Yani University Yogyakarta