



Evaluate of Waiting Time for Outpatient Prescription Services at Curup Regional Referral Hospital, in Bengkulu Province, Indonesia

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ABSTRACT: The waiting time for drug services is the patient's starting time deliver prescription which given by doctor to the pharmacy until accept the drug which has made or formulated by pharmacist with minimum standards set by the Ministry of Health . The large number of patient complaints about long waiting times when redeeming medicines at the Hospital Pharmacy makes this research important to conduct. This study aims to evaluate the waiting time for outpatient prescription services at the Curup Regional Referral Hospital , in Bengkulu Province, Indonesia. The research was conducted from June to august 2023. Data collection was carried out by random sampling using the Slovin formula. a total of 110 samples were observed in this study, consisting of 90 nonconcoction prescription (81.8%) and 20 concoction prescription (18.2%). Sample collection was carried out through observations directly on duration time, starting from receiving prescriptions at the pharmacy , processing prescriptions, and delivering medicines to patients. Result will analyze descriptively and compared with service standards, minimum waiting time for both nonconcoction and concoction prescription. The average waiting time for non-concoction drug prescription services is 20.87 minutes and for concoction prescription is 39.40 minutes. This meets the minimum service standards in hospitals as listed in the decree of the minister of health of the republic of indonesia No. 129 of 2008, waiting time for prescription services for non-concoction drugs ≤ 30 minutes and concoction drugs ≤ 60 minute. In this paper, the simulation of a double pendulum with numerical solutions are discussed. The double pendulums are arranged in such a way that in the static equilibrium, one of the pendulum takes the vertical position, while the second pendulum is in a horizontal position and rests on the pad. Characteristic positions and angular velocities of both pendulums, as well as their energies at each instant of time are presented. Obtained results proved to be in accordance with the motion of the real physical system. The differentiation of the double pendulum result in four first order equations mapping the movement of the system.

KEYWORDS: Prescription, waiting time, pharmacy, hospital

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I. INTRODUCTION

In Law of the Republic Indonesia No. 25 of 2009, country responsible answer in serve every inhabitant country in fulfil right as well as need which fundamental for carry out public service which is a message in the Law Base in 1945. Hospital pharmacy services is one of activity in hospital which support achieve a service health which quality. Matter the has clarified through decisions minister health number 72 of 2016 about standard service pharmacy. Outpatient services is a service for patients observation, diagnosis, treatment, rehabilitation medical and service health other without stay the night in hospital. Hospital which mention that service pharmacy is a service direct and responsible answer to patients related to pharmaceutical preparations which include drugs, materials drugs, traditional medicine and cosmetics with the aim of achieving a result which certain for increase quality health for patient which come visit to hospital. Standard minimum service in hospital is service time Wait on patient. Waiting time for finished medicine services is also a referral standard service pharmacy in hospital. In this period, Society makes time a thing very price, so that time wait also become heavy consideration for someone to choose and come to the hospital. [1]

The waiting time for drug services is the patient's starting time in deliver prescription which given by doctor until with accept drug which has made or formulated by pharmacist with The minimum standard set by the Ministry of Health is as long as 30 minutes, while the waiting time for compounded medicine services is the deadline from when the patient submits the prescription to receiving it drug which has been formulated by a doctor during 60 minute. Waiting time drug prescription services are faster compared to service times prescriptions for compounded medicines because the drug prescription service does not go through a process compounding drug. [2] .

According to Miftahudin, (2019) from 11.00 to 14.00 O'clock is busy on something agency hospital, so that on O'clock the the prescriptions enter at the same time so that there is a accumulation of drug prescriptions or what is called *Delay* [3]. A pharmaceutical service said good if long a service drug when patient has hand over the prescription until the patient receives the drug and drug information which has been measured by the time carrying out a pharmaceutical activity based on procedures which has been established. So that need exists a pharmaceutical service standard that aims to improve a quality service, ensure certainty for power pharmacy, and protect patient as well as public from use drug which n o rational in safety framework patient [4] .

Based on research which carried out by Arini (2020) entitled "Waiting Time for Outpatient Prescription Services at the Depot Pharmacy, Hospital Mountain Teak City Cirebon" obtain a results according to research, the average waiting time for prescription services is around 92.41 minutes for non concoction prescriptions while around 146.31 minutes is for the process of concoction drug prescriptions. Hence the waiting time for prescription services concoction and non concoction at the Pharmacy depot at Gunung Jati Regional Hospital, Cirebon City No fulfil standard service minimum hospital which has set in Republic of Indonesia Minister of Health Decree [2] .

Then based on study which done by Ekadipta, i2022, the results show that the average waiting time for service prescription at RSU South Tangerang City is around 8.9 minutes for nonconcoction prescription processing and around 16.6 minutes is the process making drug prescriptions. This shows that the average waiting time Prescription services at the South Tangerang City Hspital Pharmacy department have been completed meet the minimum service standards for prescription service waiting time, namely with the nonconcoction prescription, it takes 30 minutes and forconcoction use up time for 60 minutes [5] .

The Curup regional referral hospital was founded on the 5th June 1976. In 1979 Curup Regional Hospital had type D status with capacity 54 beds, Furthermore, in 1993, Curup Regional Hospital carried out this development of the hospital into a type C hospital based on Letter Decision Minister Health Number 196/Menkes/SK/1993. Then In 2015 Curup Regional Hospital became a hospital Regional Reference as in Bengkulu Governor's regulation number 30 of 2015. Until now, Curup Regional Hospital is a type C referral hospital Regional with own 12 field specialist service health [6] .

II. RESEARCH METHODS

A descriptive study with using a cross-sectional approach, which emphasize time measurement or direct observation recording time for prescription services[7] . This research conduct in Pharmacy Department at Curup Regional Referral Hospital with number of prescriptions reaching 30,239 prescription sheets in 2022 [8] .The research was conducted for 3 months from June to august 2023. The samples in this study were outpatient prescriptions in hospital Curup with inclusion criteria, take medicines at the outpatient pharmacy of Curup Hospital's pharmacy department, with exclusion criteria, if the medicines in one prescription are incomplete at the pharmacy, there are compounded and nonconcoction prescriptions in one prescription, more than one prescription for one patient's name and prescription from outside Curup Regional Referral Hospital.

The population in this study was all outpatient prescriptions at curup regional referral hospital from during July 2023 Sample which taken is a total of 110 prescriptions calculated using the Slovin formula. Sample which used is prescription which originate from prescription by doctor for outpatient curup regional referral hospital. Sample collection was carried out through observations directly towards duration time receipt of prescriptions, processing of prescriptions, delivery of medicines and total time service prescription using a stopwatch. The results were then analyzed descriptively and compared with service standards, minimum waiting time for both ready-made drugs and medicines concoction. . Research data collection was carried out for 10 days work, on Tuesday, July 18 2023 and ending on Saturday, July 29 2023, with data collection on 11 prescription days, every day. analysis data which use average [9] .

Data analysis using service suitability assessment prescription this linked for fulfill something requirements are decisions minister of health of the republic Indonesia number 129 of 2008 with provisions for prescription drug nonconcoction fulfill requirements if the speed of service time is ≤ 30 minutes, whereas for prescription drug concoction with time service ≤ 60 minutes.

III. RESULT AND DISCUSSION

The results showed 110 prescription were observed, consist of 90 nonconcoction prescription(81.8%) and 20 concoction prescription (18.2%), with details of prescriptions from Social Security administering in Health Sector, in Indonesia called BPJS, with 78 Prescriptions (70.9%) and referral patients with 32 Prescriptions (29.1%).

Table 1 . Time Waiting Average for Prescription Service

Type Prescription	Amount Prescription	Total TimeWaiting Service prescription (minute)	Average Time Waiting Service prescription (minute)	Suitability		Percentage
				Yes	No	
Non concoction	90	1878	20.87	<input checked="" type="checkbox"/>		81.8 %
concoction	20	788	39.40	<input checked="" type="checkbox"/>		18.2 %
Total prescription	110					100%

Based on data from Table 1, we known that the average of waiting time for prescription services is 20.87 minutes for non concoction prescriptions with a total of 90 prescriptions and 39.40 minutes for concoction prescription with amount 20 prescription. at the Republic of Indonesia Ministry of Health No. 129 of 2008 concerning service standards at least hospitals, pharmaceutical services are one of the services at a minimum, it must be provided by the hospital and cannot be separated from the system service health hospital which oriented to service patient. Service prescription that is form service pharmacy clinic in hospital, and is One of indicator which used for evaluate quality services [10].

The waiting time for prescription services is divided into two type, non concoction andconcoction precription . The waiting time for non or concoction prescription services starts when patient submit the prescription until he receives all their medicine. . as for Standard Minimum Hospital Services, forconcoction prescriptions ≤ 60 minutes and nonconcoction ≤ 30 minute [11], so the data in table 1 meets these criteria.

According to Siska Dwi ambarwati, (2019) the waiting time experienced by patients BPJS and Non BPJS patients were different. Because time waiting that experienced by mostpatient depends on amounth of patient and they say BPJS patients spend more time compare of Non BPJS. [12]

In this research obtained that service, Waiting time patient BPJS for non-concoction and concoction prescriptions takes longer due to the large number BPJS patients who are undergoing treatment where on the first day, the patient is found There were 8 BPJS respondents who received treatment at Curup Regional referral Hospital and 3 patient referral. Waiting time which experienced by BPJS patients Not stable because There are so many patients seeking treatment that the waiting time often changes, for example, when only a few BPJS patients seek treatment, there is a waiting time which in get it No long and stable, but If there were a lot of patient BPJS patients it take more time for waiting.

Based on research conducted by Haifa and Resni, (2022) long waiting time for prescription drug services influenced by several factors, namely source human resources, types of prescriptions, availability of drugs, doctor's prescriptions, and facilities and infrastructure. [13] Factors The first is the type of prescription. Waiting time for dispensing medicine services takes longer than nonconcoction prescription services because prescriptionconcoction need time which more long, No only prepare drug but also need calculation dose drug, weighingmaterial drug, as well as do compounding drug.

Factor which second is source man power. Power pharmacy which serving in the outpatient hospital pharmacy department at Curup Regional Referral Hospital is sufficient Competent in serving incoming prescriptions and already have them long work experience. according to Farmasindo and Indonusa, (2022) , Experience Work every individual very influential when long experience Work it means more skilled as well as the more add insight and maturity in carrying out their duties. [14]

Based on research conducted by Bachtiar et al, 2022 [15] the number of pharmaceutical personnel is also a support creation service pharmacy which maximum thus making the patient's waiting time to receive the drug not too long. Human Resources in the Hospital Pharmacy department consist of 6 people, 2 pharmacists, 3 pharmacist assistant , and 1 administrative . This condition is in accordance with the Republic of Indonesia Minister of Health Regulation No. 58 of 2014 [16] concerning Standards Pharmaceutical Services in Hospitals state that they are type C hospitals in service pharmacy must own 2 person pharmacist and 4 technical pharmacy personnel. So, the availability of human resources in outpatient pharmacies in Curup Regional Hospital has fulfil condition in accordance with this statement.

The third factor is a doctor's prescription. at the time of receipt of the prescription next with process screening prescription found problem prescription from doctor which not enough clear like writing vitamin K

on prescription Mother pregnant so that result officer pharmacy must contact doctor which give the prescription, so that process service prescription become long.

The fourth factor is drug availability. Medicines that are not available in Curup Regional Hospital outpatient Hospital Pharmacy department due to drug stock has been used up, it will have an impact on the process of handing over the medicine because the officer is still there will explain If There is drug which No available Then make a *copy* of the prescription if the patient wants to redeem the medicine outside so that the process become more long.

The fifth factor is facilities and infrastructure pharmacy department room for outpatient services is large enough so that the officers no difficulty for service prescription drug. Distance between counter Receiving prescriptions from the medicine rack/cabinet is also still affordable so it spend no long time preparing the medicine. Research conducted by apriani et al 2023 [17] also states that the facilities and infrastructure not enough adequate cause service prescription become slow , even though this waiting time is one component of patient satisfaction with the quality of pharmaceutical services, which is an important indicator of the quality of health services in hospitals [18]

IV.CONCLUSION

The average waiting time for non concoction drug prescription services is 20.87 minutes and for concoction prescription is 39.40 minutes. This shows that waiting time for prescription services in this study has met the minimum service standards in Hospitals as listed in the Decree of the Minister of Health of the Republic of Indonesia No. 129 of 2008, waiting time for prescription services for non concoction drug ≤ 30 minutes and for concoction drug ≤ 60 minutes.

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