

ABSTRAK

Rata-rata waktu tunggu pelayanan resep belum memenuhi standar minimal Permenkes RI Nomor 129 Tahun 2008 adalah untuk obat racikan 60 menit dan untuk obat non racikan 30 menit. Penelitian *Literature Review* ini bertujuan untuk mengevaluasi waktu tunggu pelayanan resep pasien rawat jalan di rumah sakit. Metode yang digunakan adalah dengan pendekatan *Literature Review* dengan teknik *survey paper*, pencarian terhadap database jurnal dan sumber pustaka yang relevan. Studi *Literature Review* ini diperoleh dari penelusuran artikel penelitian 10 tahun terakhir dengan menggunakan *Google Scholar*, Portal Garuda, dan Indonesia *One Search*. Terdapat 10 jurnal yang memenuhi kriteria inklusi dan sesuai dengan pertanyaan penelitian. Pada penelitian ini populasi didapatkan dari jumlah resep yang diterima oleh instalasi rawat jalan. Berdasarkan hasil *Literature Review* yang telah dilakukan didapatkan bahwa 7 jurnal mengatakan bahwa waktu tunggu pelayanan resep sudah sesuai dengan standar pelayanan minimal rumah sakit. Sedangkan 3 jurnal mengatakan bahwa waktu tunggu pelayanan resep belum memenuhi standar pelayanan minimal rumah sakit.

Kata Kunci : Waktu tunggu pelayanan resep, pasien rawat jalan, rumah sakit

ABSTRACT

The average waiting time for prescription services does not meet the minimum standards of the Minister of Health of the Republic of Indonesia Number 129 of 2008 which is 60 minutes for concoction drugs and 30 minutes for non-concoction drugs. This Literature Review study aims to evaluate the waiting time for outpatient prescription services in hospitals. The method used is the Literature Review approach with survey paper techniques, searching the journal databases and relevant library sources. This Literature Review study was obtained from searching research articles for the last 10 years using Google Scholar, Garuda Portal, and Indonesia One Search. There are 10 journals that meet the inclusion criteria and are in accordance with the research questions. In this study the population was obtained from the number of prescriptions received by outpatient installations. Based on the results of the Literature Review that has been carried out, it was found that 7 journals said that the waiting time for prescription services was in accordance with the hospital's minimum service standards. Meanwhile, 3 journals said that the waiting time for prescription services did not meet the hospital's minimum service standards.

Keywords: Waiting time for prescription services, outpatients, hospitals