

# DISPENSING TIME ANALYSIS OF OUTPATIENT PRESCRIPTION AT PUSKESMAS MLATI II

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## ABSTRACT

Primary Health Care (*Puskesmas*) has responsibility for improving and administering health services as well as possible. The waiting time for outpatient prescriptions at Mlati II Primary Health Care is calculated, starting when the patient submits the prescription until the patient receives the medicine. The waiting time is one of the potential components that causes dissatisfaction. This research aims to determine the flow of prescription services, the average waiting time for concoction recipes and non-concoction recipes of outpatients and figure out the factors that cause the length of service waiting time. This research used a descriptive observational study method with a cross sectional design. The quantitative data was supported by qualitative data. Quantitative data is used to measure the prescription service waiting time, while qualitative data by conducting direct observations and structured interviews with pharmacists and pharmacist assistants takes role as a supporting data. Sampling used systematic random sampling method, which is systematically randomized prescription retrieval based on the interval of prescription population with a minimum sample recipe taken between concoctions and non-concoction recipes. The samples taken for concoction recipes were 86 recipes while the non concoction recipe samples were 120 recipes. The data analysis used statistical analysis by calculating the mean, percentage and standard deviation of each prescription service process conducted at the Primary Health Care (*Puskesmas*) of Mlati II. The results found that the prescription service flow was started from prescription acceptance, prescription and etiquette writing, medicine preparation, compounding medicine and delivery medicine. The average  $\pm$  SD recipe waiting time of 25,19 concoction recipe is  $\pm$  8,30 minutes and 21,09 non-concoction recipe is  $\pm$  9,15 minutes. Factors that influence the waiting time for outpatient prescription services at Mlati II Public Primary Health Care include the number of human resources, communication in services, assessment of prescriptions and drug supplies obtained from the results of structured interviews with pharmacists and assistant pharmacists as supporting data.

*Keywords: Medicine Prescription Service, Puskesmas Mlati II, Dispensing Time*