

## ABSTRAK

*Respon time* diindikasikan sebagai salah satu indikator dalam penilaian mutu pelayanan melalui kepuasan pelanggan. Tujuan dari penelitian ini adalah untuk mengetahui gambaran *Respon Time* pelayanan pasien rawat jalan poli penyakit dalam rumah sakit umum Negara

Rancangan penelitian ini menggunakan rancangan metode deskriptif yang digunakan untuk mengetahui dan mengukur *Respon Time* pelayanan rekam medis pasien. Berdasarkan hasil penelitian yang dilakukan oleh peneliti di Rumah Sakit Umum (RSU) Negara pada bulan Juli 2022, ditemukan bahwa sebanyak 492 (48,8%) pelayanan rekam medisnya tepat waktu dan sebanyak 516 (51,1%) pelayanan rekam medisnya tidak tepat waktu, SPO respon time pelayanan rekam medis rawat jalan rumah sakit umum Negara adalah 10 menit namun dari hasil tersebut masih ada yang mengalami perpanjangan menjadi lebih dari 10 menit.

Berdasarkan hasil penelitian tersebut disarankan agar penyusunan rekam mediasi yang rawat jalan dilakukan secara benar sesuai dengan SPO agar tidak terjadinya kesalahan dalam penempatan rekam medis sehingga beresiko untuk hilang dan lama dalam pencarian

**Kata Kunci:** *Respon Time*, rekam medis, pasien rawat jalan

## ABSTRACT

Response time indicated as one of the indicators in assessing service quality through customer satisfaction. The purpose of this study is to find out the description *Response Time* outpatient services for poly-disease patients in Negara General Hospitals.

The design of this study uses a descriptive method design that is used to know and measure Response Time patient medical records service. Based on the results of research conducted by researchers at the Negara General Hospital (RSU) in July 2022, it was found that as many as 492 (48.8%) medical record services were on time and as many as 516 (51.1%) medical record services were not on time, the SPO response time for outpatient medical record services at the Negara General Hospital was 10 minutes, but from these results there were still some that had been extended to more than 10 minutes.

Based on the results of this study, it is suggested that the preparation of outpatient medical records is carried out correctly in accordance with the SPO so that errors do not occur in the placement of medical records that they are at risk of being lost and taking a long time to search.

**Keywords:** Response Time, medical record, outpatient