

## Evaluation of Waiting Time for Drug Services at the Umban Sari Rumbai Health Center Pharmacy Installation

Seftika Sari<sup>1</sup>, Putri Muhmida Halim<sup>2</sup>, Rahmah Safrita Dewi<sup>3</sup>, Rahmayani<sup>4</sup>,  
Qory Nabilah Habib<sup>5</sup>, Salsa Oriendhini<sup>6</sup>

Pogram Studi Profesi Apoteker, Sekolah Tinggi Ilmu Farmasi Riau

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### Abstract

*Ibuprofen According to the Indonesian Ministry of Health, the waiting time for non-compounded drug services is 30 minutes, while the waiting time for compounded drug services is 60 minutes. This study is a descriptive observational study to evaluate the Waiting Time for Drug Services at the Umban Sari Rumbai Health Center Pharmacy Installation. The study period was April, with 110 samples. The study was conducted by calculating the waiting time for compounded and non-compounded drug prescription services, then a descriptive analysis was carried out and compared with the minimum service standards for waiting time for both compounded and non-compounded drugs. The waiting time data was converted into minutes and then the mean value was calculated using statistics. In the study of the analysis of the waiting time for prescription services at the Umban Sari Rumbai Health Center, Pekanbaru, there were 2 types of waiting time for prescription services studied, namely the type of drug consisting of compounded and non-compounded prescriptions. The number of samples obtained was 110 prescriptions, consisting of 102 non-compounded prescriptions and 8 compounded prescriptions with percentages of 92.73% and 7.27% respectively. The average waiting time for prescription services at the Umban Sari Rumbai Health Center pharmacy installation was 3.97 minutes for non-compound prescriptions and 11.37 minutes for compound prescriptions. These results are in accordance with the Decree of the Minister of Health of the Republic of Indonesia Number 129 of 2008 that the waiting time for prescription services for non-compound drugs is 30 minutes and compound drugs 60 minutes. Based on the results of the study, it can be concluded that the average time needed to complete a compound prescription is 11.37 minutes and to complete a non-compound prescription is 3.97 minutes. This shows that the waiting time for prescription services at the Umban Sari Rumbai Health Center pharmacy installation has met the minimum service standards, namely 30 minutes for non-compound prescriptions and 60 minutes for compound prescriptions.*

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### Corresponding Author:

Seftika Sari

Pogram Studi Profesi Apoteker, Sekolah Tinggi Ilmu Farmasi Riau

Alamat e-mail: [rahmasafritadewi@gmail.com](mailto:rahmasafritadewi@gmail.com)

## 1. INTRODUCTION

Puskesmas is one of the health service institutions that organizes first-level health efforts and public health efforts, with more priority on prevention and promotion in its working area. Community health centers have an important position as the first line of aid for the community. As a health agency, community health centers require a lot of human resources, one of which is patient care (Ministry of Health of the Republic of Indonesia, 2019). In order to achieve complete service in every service provided at the health center, it is hoped that it will be able to meet the Minimum Service Standards. The aim of pharmaceutical service standards is to improve the quality of pharmaceutical services, ensure legal certainty for pharmaceutical personnel and protect patients and the public from irrational drug use in the context of patient safety (Ministry of Health of the Republic of

Indonesia, 2019). One of the services at Community health centers that are expected to meet minimum service standards are pharmaceutical services. In pharmaceutical services, the waiting time for prescription services is one of the minimum service standards.

The waiting time for prescription services is divided into compounded drug prescriptions and non-compounded drug prescription services. The waiting time for compounded prescription services is the time required from when the patient submits a prescription for compounded medicine to receiving the compounded medicine, while the waiting time for non-concocted prescription services is the time required from when the patient submits a prescription for non-concocted medicine until receiving the non-concocted medicine. According to the Indonesian Ministry of Health, the waiting time for non-concocted medicine services is 30 minutes, while the waiting time for compounded medicine services is 60 minutes (Indonesian Ministry of Health, 2008).

Previous research conducted by Fatrida et al (2019) explained that there is a significant relationship between waiting time for prescription drug services and patient satisfaction. Therefore, efforts to improve the quality of drug prescription services are very important in-patient satisfaction.

A patient's experience in waiting for service can influence his perception of service quality (Megawati, 2015). The number of prescriptions received at the pharmacy depot is one of the factors that influences the waiting time for prescription services. Apart from that, the number of medicinal items per prescription and the number of concoctions in each prescription also influence the waiting time for prescription services (Maftuhah and Susilo, 2016).

Based on the background description above, the researcher will evaluate the waiting time for prescription services at the Umban Sari Rumbai Health Center Pharmacy Installation to see whether this has been carried out in accordance with the minimum service standards that have been determined.

## **1. RESEARCH METHOD**

This research is a descriptive study by looking at the description of the waiting time for outpatient prescription services at the Umban Sari Community Health Center Pharmacy Installation. This research was conducted in April 2024 at the Pharmacy Installation of the Umban Sari Health Center located at Jl. Purnama Sari No.1, Umban Sari, Kec. Rumbai, Pekanbaru City, Riau.

This research was carried out by collecting data in the form of concocted prescriptions and non-concocted prescriptions originating from general polyclinics, dental polyclinics, elderly polyclinics, and mother and child polyclinics. Researchers started calculating the waiting time from the time the prescription was received by the community health center pharmacy until the process of taking the medicine. The waiting time measurement results obtained are written manually in the recipe, and the data obtained will be analyzed in Microsoft Excel.

## **2. RESEARCH RESULTS AND DISCUSSION**

### **2.1. Research result**

The research results obtained characteristics of prescription types and characteristics of waiting times for prescription services, both concocted and non-concocted prescriptions at the Umban Sari Pekanbaru Community Health Center. Characteristics Based on Prescription Type.

**Table 1.** The number of samples is based on the type of prescription at the Umban Sari Pekanbaru Community Health Center Pharmacy Installation

N O	Number of Recipes	Waiting Time	Average Waiting Time (Minutes)
1	Concoction Recipe	91	11,37
2	Non-Concoction Recipe	405	3,97

**Table 2.** Average waiting time for prescription services at the Umban Sari Community Health Center Pharmacy Installation.

## 2.2. Discussion

Umban Sari Health Center is an outpatient health center within the Rumbai District area with a working area consisting of 3 sub-districts, namely: Umban Sari Village, Sri Meranti Village and Palas Village. Umban Sari Community Health Center did activity service every Monday – Thursday at 08.00-14.30 WIB, Friday 08.00-11.30 WIB, on Saturday at 08.00-13.00 WIB and closed on holidays. Meanwhile, during the Ramadan fast, there are differences in service times on Monday-Thursday, namely 08.00-14.00, while on Friday and Saturday the service hours remain the same.

Prescription services, both concocted and non-concocted prescriptions, are one form service clinical pharmacy at the Community Health Center. One of the indicators used to evaluate service quality is the length of waiting time for prescription services in pharmacy installations, as based on Regulation of the Minister of Health of the Republic of Indonesia No. 74 of 2016 concerning Pharmaceutical Service Standards at Community Health Centers. The type of prescribing carried out at the Umban Sari Pekanbaru Community Health Center is still manual.

According to Lewis and Booms (1983), the quality of a service is a measure of how well the level of service provided meets consumer expectations. Thus, there are two main factors that influence service quality, namely the expected service related to the patient's waiting time and the service that the patient perceives/feels (Yuliani and Letde. 2019).

The waiting time for prescription services is the waiting time calculated from the time the patient brings the prescription and is handed over to the pharmacy staff to be prepared until the medicine is received by the patient patient which is accompanied by communication, information and education provisions (Kabelen, 2019)

N O	Recipe Type	Number of Recipes	Presentation %
1	Concoction Recipe	8	7,27
2	Non-Concoction Recipe	102	92,73
TOTAL		110	100,00

Characteristics Based on Type of Prescription, based on the results obtained in table 1, it shows that in research analyzing the waiting time for prescription services at the Umban Sari Pekanbaru Community Health Center, there are 2 types of waiting time for prescription services, namely type of medicine. Which consists of concocted and non-concocted recipes. The number of samples obtained was 110 recipes, consisting of 102 non-concocted recipes and 8 concocted recipes with a percentage of concocted recipes of 7.27% and non-concocted recipes of 92.73%. There are more non-compounded drug

prescription services compared to compounded prescriptions because the number of adult patient visits is greater than that of pediatric patients, so there is no need for a compounding process.

Characteristics of Waiting Time for Prescription Services Based on table 2, the average waiting time for prescription services at the Umban Sari Pekanbaru Health Center pharmacy installation is 3.97 minutes for non-concocted prescriptions and 11.37 minutes for concocted prescriptions. These results are in accordance with the Decree of the Minister of Health of the Republic of Indonesia Number 129 of 2008 that the waiting time for prescription services for non-concocted drugs is <30 minute and concocted medication <60 minutes.

There are several factors that influence the length of waiting time for prescription services at the Umban Sari Community Health Center pharmacy installation. The first factor is human resources, where the number of pharmaceutical technical personnel at the community health center greatly influences the speed of prescription services at the installation (Kastella, 2019). The second factor is facilities and infrastructure, Where The impact of the lack of facilities or service facilities such as a decrease in the quality of work, speed of service from health workers which of course will also have an impact on reducing the quality of service (Damayanti., *one all.* 2020). The third factor is related to the availability of medicines prescribed by doctors that are sufficient for needs and for prescribed medicines that are not available at the national forum, they are replaced with medicines with the same benefits and dosage. This also takes time, thereby extending the waiting time for drug services (Huvaaid *et al.*, 2023).

### 3. CONCLUSION

Based on the results of the research conducted, it can be concluded that the average time needed to complete a concocted recipe is 11.37 minutes and to complete a non-concocted recipe is 3.97 minutes. This shows that the waiting time for prescription services at the Umban Sari Rumbai Community Health Center pharmacy installation has met the minimum service standards, namely 30 minutes for non-concocted prescriptions and 60 minutes for compounded prescriptions.

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