


Review of factors inhibiting outpatient registration services at Ernaldi Bahar Hospital, South Sumatra Province

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Article Info	ABSTRACT
Keywords: Obstacle factor, TPPRJ.	The outpatient registration place (TPPRJ) or better known as the registration place, is the service provider that the patient or their family first receives so that the quality of service will be assessed here. In the outpatient registration process at the outpatient registration center (TPPRJ), there are several inhibiting factors that disrupt services. The aim of this research is to determine the factors that hinder outpatient registration services. Based on a preliminary survey, there were several obstacles experienced during the registration process which took place at the outpatient registration site (TPPRJ). This research design uses a descriptive method with a qualitative approach. Researchers use subjects as populations and objects as samples. Data collection methods are observation, interviews and documentation. In the research, several things were found, such as factors that hinder outpatient registration services which have an impact on waiting time (response time), and the efforts of officers to overcome obstacles that are inhibiting factors in outpatient registration. It can be concluded that problems in hospitals are caused by the internet sometimes not being connected properly, power outages which force services to stop temporarily, patients being less careful in paying attention to the validity period of referrals. Suggestions from the research results obtained are for officers to improve good communication between officers. with patients, as well as officers and officers, to emphasize the occurrence of obstacles to patient registration services.
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INTRODUCTION

A hospital is a health service institution for the community with its own characteristics which are influenced by developments in health science, technological advances and the socio-economic life of the community which must continue to be able to improve services that are of higher quality and affordable for the community in order to achieve the highest level of health (UU RI NO.44 of 2009). Achieving the highest level of health can be done through improving the quality of health services that are equitable and affordable to all communities both geographically and economically. One indicator in efforts to improve the quality of health services in hospitals is patient registration services, as stated in Minister of Health Decree No. 129/Menkes/SK/II/2008 concerning minimum hospital service standards.

According to Permenkes No.340/MENKES/PER/III/2010, a hospital is a health service institution that provides comprehensive individual health services that provide inpatient, outpatient and emergency services. Medical records according to Minister of Health No.269/Menkes/Per/III/2008 article 1, namely medical records are files containing notes and documents regarding the patient's identity, examination results, treatment, actions and other services that have been provided to the patient. The purpose of medical records is to support the achievement of orderly administration in an effort to improve the quality of services in hospitals. Without the support of a good and correct medical record management system, orderly hospital administration will not be created as expected, whereas orderly administration is one of the determining factors in health service efforts in hospitals (Ministry of Health, 2006).

The outpatient registration place (TPPRJ) or better known as the registration place, is the service provider that the patient or their family first receives so that the quality of service will be assessed here. According to Huffman (1994) outpatient services are services provided to patients who do not receive inpatient services at health care facilities. Activities at the patient reception area are written in the patient reception procedures, it is best to put the procedures in a place that is easy for the patient reception staff to read. This is done to control the work that has been done so that the work done can be consistent and according to the rules. A procedure is a series of interconnected steps as a work guide to achieve predetermined goals.

Ernaldi Bahar Hospital, South Sumatra Province is a type A hospital. Based on the researcher's brief observations, outpatient registration (TPPRJ) consists of 3 counters, each of which is still actively operating. Based on a preliminary survey at Ernaldi Bahar Hospital, South Sumatra Province, there are Several obstacles such as delays in outpatient registration services have been found, which has hampered outpatient registration at the Ernaldi Bahar Hospital, South Sumatra Province in 2023. Based on the description above, researchers are interested in research with a purposeto knowWhat are the factors inhibiting outpatient registration services at Ernaldi Bahar Hospital, South Sumatra Province in 2023.

METHOD

Research Plan

Type of Research Design This research design uses a descriptive method with a qualitative approach. Qualitative is research that seeks to explore and understand the meaning ascribed to social or humanitarian problems by a number of individuals or groups of people (Filamenta, 2020). Qualitative methods are used to obtain in-depth and meaningful data, namely actual data and definite data (Suryana, 2010).

Qualitative research does not use a population, because qualitative research starts from cases that exist in certain social situations and the results of the study will not be applied to the population, but will be transferred to other places in social situations that have similarities to that social situation which can be declared as research objects. what is

known is "what happened" in it, researchers can observe in depth the activities and people (actors) in a particular place. Samples in qualitative research are not called respondents, but as sources, or participants, informants in research. Samples in qualitative research are to produce theory (Suryana, 2010)

Research Variables and Operational Definitions

Research variable

The variables of this research are factors that hinder services in the outpatient registration section at Ernaldi Bahar Hospital, Palembang in 2023.

Operational definition

Table1 Operational definition

no	Variables	Operational definition	Measuring instrument	Measuring results
1	SOP for Outpatient Registration Services	SOP for the Outpatient Registration Service System to implement the process of managing the outpatient registration flow so that the registration system is faster, more precise and orderly and makes service easier.	Interview	<ul style="list-style-type: none"> • In accordance • It is not in accordance with
2	Length of Registration Time	Length of time for outpatient registration services with indicators of waiting time for new patients ≤ 10 minutes, old patients ≤ 7 minutes.	Checklist	<ul style="list-style-type: none"> • Fast • Slow
3	Obstacle factor	Factors are circumstances or events that influence the occurrence of something. Obstacles are conditions that can cause implementation to be disrupted and not carried out well. Inhibiting factors can be seen from the system used, staff and patients.	Interview	<ul style="list-style-type: none"> • Infrastructure • HR

Population and Sample

The population in this study were all outpatients who received services at the registration site at Ernaldi Bahar Hospital on June 22 2023. Based on data from June 22 2023, June 20123, the average number of outpatients per day at Ernaldi Bahar Hospital was 79 patients. . The sampling method used was an accidental sampling technique, the researcher collected data from subjects who happened to meet him at the time the data collection was carried out. The sample in this study was old BPJS patients who received treatment in May 2023.

Instruments and Data Collection Methods

The instruments used in this research are:

1. Interview

It is the process of obtaining information/data for research purposes by asking questions and answers to the medical records officer in the filling section at the Ernaldi Bahar Hospital in Palembang using a list of questions.

2. Observation

Observation or direct observation is a data collection activity by conducting direct research on the environmental conditions of research objects that support research activities. so that you can get a clear picture of the condition of the research object. This observation was carried out at Ernaldi Bahar Hospital, South Sumatra Province.

3. Documentation

As a follow-up carried out by researchers after interviews and observations, the data presentation can be in the form of pictures, writing, books, monographs, and so on.

Data source

There are two types of data sources used in this research (Suryana, 2010), namely:

1. Primary Data Source

Primary data was obtained from direct interviews, observation and documentation with outpatient registration officers at the Ernaldi Bahar Hospital in Palembang.

2. Data source

Secondary Secondary data sources are data that do not directly provide data for data collection, for example through other people or documents.

Method of collecting data

The data collection method in this research is:

1. Observation

In this study, the observations that researchers will carry out are at the outpatient registration site at the Ernaldi Bahar Hospital, South Sumatra Province.

2. Interview

In this study, researchers will conduct interviews with officers at the outpatient registration site at Ernaldi Bahar Hospital, South Sumatra Province.

3. Documentation

Documentation is a data collection technique that is often exemplified by photographs both at certain events and in research, examples of images, writing, books, monographs, and so on. In this study, the documentation that researchers will carry out is at the outpatient registration site at the Ernaldi Bahar Hospital, South Sumatra Province.

Data Processing and Analysis Techniques

In this research, data analysis was carried out in three stages (Suryana, 2010), namely:

1. Data reduction

Data reduction is the process of focusing and abstracting raw data into meaningful information. In this study, the researcher carried out data reduction by conducting discussions with people whom the researcher deemed capable of providing input to

the researcher. From the results of these discussions, the researcher was able to reduce the data from the research results.

2. Data Presentation

Data presentation is organizing and presenting data in the form of narratives, tables, matrices, or other forms. In this research, data is presented by analyzing all activities during the research process and describing the results of the research that the researcher carried out while at the research site.

3. Summarizing Data

Concluding data is taking the essence of the presentation of data that has been organized in the form of short and concise sentence statements but containing broad meaning. In this research, the researcher concluded the research data after the researcher had finished carrying out all the research processes at the research site

RESULTS AND DISCUSSION

Research result

SOP for Outpatient Registration at Ernaldi Bahar Hospital, South Sumatra Province in 2023

Based on the results of research conducted at the Ernaldi Bahar Hospital, South Sumatra Province in 2023, specifically at the outpatient registration site (TPPRJ) regarding factors inhibiting outpatient registration services. From the results of interviews with the head of the Medical Records room, it is known that there are two stages in the registration flow in accepting patients at the outpatient registration place (TPPRJ) based on the type of arrival, namely new patients and old patients which can be explained as follows:

- a. New patients are patients who come to the hospital for treatment for the first time.

New patients register at the outpatient registration place (TPPRJ) by being given a queue number according to class (general patient, BPJS, MCU, and other insurance) and the patient queues to wait their turn, after the patient's queue number is called then the patient is interviewed by an officer to obtain the patient's identity data which includes name, address, age, religion, occupation and asking for the destination polyclinic, for patients who use BPJS (Social Security Administering Agency) the officer asks for the necessary requirements such as a photocopy of KTP, a photocopy of KK, as well as a referral letter from Paskes first level.

If the patient does not know what clinic he is going to, the officer will provide an explanation and direct him by asking about his complaint. Officers also created new medical record forms and treatment cards to make it easier for patients when they came for treatment again. After the registration officer has finished inputting the data, the officer prints the SEP (Patient Eligibility Letter) and the patient is asked to go to the designated polyclinic (for BPJS group patients) and general patients are immediately asked to go to the destination polyclinic, after that general patients are asked to go to the cashier to complete administration.

b. Old patients are patients who have come before for treatment.

Old patients come back to the outpatient registration place (TPPRJ). Old patients are given a queue number by the officer according to their class (general patient, BPJS, MCU, and other insurance) and the patient queues to wait their turn, after the patient's queue number is called then the patient is interviewed by the officer , whether the patient is a new/old patient and the officer asks for the patient's treatment card and if the patient is a BPJS patient they must show the BPJS card and show a referral letter to the outpatient registration officer. Then the officer looks for the patient's data by entering the medical record number on the patient's treatment card, after that the officer prints an SEP (patient eligibility letter) and the patient is asked to go to the designated polyclinic.

The location for taking queue numbers at Ernaldi Bahar Hospital, South Sumatra Province in 2023 can be seen in Figure 1:



Figure 1Place to Take Queue Numbers

The outpatient registration flow can be seen from Figure 4.5 below:



Figure 2 Place to Take Queue Numbers

In registering patients at the outpatient registration center (TPPRJ), there is a time required called waiting time (response time). The waiting time (response time) in this study is the patient's waiting time for services starting from the time the patient arrives to take the queue number until the patient has finished registering. The waiting time in question is the time it takes for officers to register one patient without any problems or obstacles occurring. However, registration officers often encounter several obstacles that hamper the registration process, causing officers to be unable to achieve response time in registering a patient. So in the research, several things were found, such as factors that hinder outpatient registration services which have an impact on waiting times (response time), and officers' efforts to overcome obstacles that are inhibiting factors in outpatient registration.

Average Outpatient Registration Service Time at Ernaldi Bahar Hospital, South Sumatra Province in 2023

From the results of observations and interviews with the head of the medical records room at Ernaldi Bahar Hospital, South Sumatra Province, it is known that the average time for outpatient registration services that often occurs is: Long time for outpatient registration services with the indicator of waiting time for new patients ≤ 10 minutes, for old patients ≤ 7 minutes.

Factors Inhibiting Outpatient Registration Services at Ernaldi Bahar Hospital, South Sumatra Province in 2023

From the results of observations and interviews with the head of the medical records room at Ernaldi Bahar Hospital, South Sumatra Province, it is known that the frequently occurring factors inhibiting outpatient registration services are:

a. Internet network and systems used.

The outpatient registration place (TPPRJ) at the Ernaldi Bahar Hospital, South Sumatra Province, Palembang, uses a computerized system in the form of the V-Claim Morbis application (SIM RS), especially for patients who use health insurance such as BPJS (social security administering agency) because of the patient's registered data. Using a BPJS card is connected directly to the central BPJS and sent/registered online, however the internet network sometimes experiences problems which make the registration process for patients using BPJS cards hampered.

b. Sudden power failure

When the officer registers a patient, the officer needs the patient data to be input into the Hospital SIM application (hospital management information system) but sometimes the electricity goes out suddenly which causes the patient data that has been entered to be lost instantly and the officer is forced to re-enter the patient's data, this results in services are hampered and patient waiting times (response times) become long.

c. The validity period of the membership referral has expired

When officers register patients using BPJS (social security administering agency) cards, sometimes patients forget that the referral period for membership has expired so that the patient cannot be re-controlled and this affects the registration service.

Discussion

SOP for outpatient registration at Ernaldi Bahar Hospital, South Sumatra Province in 2023

According to data obtained through observations and interviews with officers at outpatient registration sites (TPPRJ), in this study it was discovered that there were obstacles that were factors inhibiting outpatient registration services as well as the efforts made by officers to overcome the obstacles that occurred.

In registering patients, a waiting time (response time) is required, but the existing obstacles mean that the registration process does not reach the waiting time (response time) as stipulated in Minister of Health Decree No. 129 of 2008 concerning Minimum Service Standards (SPM) for hospitals. Behind the factors inhibiting registration services, of course there are officers' efforts to deal with obstacles that occur at outpatient registration sites (TPPRJ).

At the outpatient registration site (TPPRJ) at Ernaldi Bahar Hospital, South Sumatra Province, there is an outpatient registration flow which has two stages, namely:

- a. New patients are patients who come to the hospital for treatment for the first time
When accepting new patients, the officers need quite a long time, because when accepting new patients, the officers input patient data starting from the identity of the patient who will be seeking treatment by asking for and looking at the KTP (residential card) of the patient who will register, making a treatment card, and making a sheet. new medical record form. And patients who use a BPJS (Social Security Administering Agency) card must complete the necessary requirements, but sometimes patients do not bring the requirements requested by the registration officer. In this way, the staff must explain to the patient and ask the patient to complete all the necessary requirements, indirectly the waiting time (response time) required is longer than for older patients.
- b. Old patients are patients who have come before for treatment.
In accepting long-term patients, the time required is quite short because the patient's data is already stored at the hospital. The officer simply asks and looks at the patient's treatment card then inputs the patient's medical record number, that way the patient's data will come out automatically. And for patients who use BPJS (social security administering agency) the officers ask for a BPJS card and a patient referral letter, but sometimes the patient referral card expires so the patient is asked by the officer to ask for a referral back to their respective health post, this is one of the reasons why the service Outpatient registration becomes hampered and makes patient waiting times (response times) less timely.

Average Outpatient Registration Service Time at Ernaldi Bahar Hospital, South Sumatra Province in 2023

From the results of observations and interviews with the head of the medical records room at Ernaldi Bahar Hospital, South Sumatra Province, it is known that the average time for outpatient registration services that often occurs is: Long time for outpatient registration services with the indicator of waiting time for new patients ≤ 10 minutes, for old patients ≤ 7 minutes.

Factors Inhibiting Outpatient Registration Services at Ernaldi Bahar Hospital, South Sumatra Province in 2023

The existence of obstacles that often arise can hinder the registration service process in achieving the response time/waiting time that has been determined by the minimum service standards. The inhibiting factors in outpatient registration services are as follows.

- a. The internet network used.
One of the obstacles that is an inhibiting factor in registration services is the internet network, because internet connection problems can trigger the registration process to stop temporarily. The internet network sometimes experiences problems which cause the registration process for patients using BPJS cards to be hampered and the registration process is automatically temporarily stopped until the internet connection no longer experiences problems. For general patients and service patients, the registration process will continue, general patient data and service patient data do

not need to be sent to the central BPJS, but instead use the Hospital SIM application provided by the hospital at the outpatient registration place (TPPRJ). If the hospital's SIM application experiences problems, overall patients registering using BPJS, general patients and official patients will be hampered and have to do it manually.

b. Sudden power failure.

If the power goes out When the staff registers a patient, the staff needs the patient data to be input into the Hospital SIM application (hospital management information system) but sometimes the power goes out instantly which causes the patient data that has been entered to be lost and the staff is forced to re-enter the patient's data, p. This results in hampered services and long patient waiting times (response times). then the medical records officer will call the electricity officer to turn on the generator and register the patient again.

c. The validity period of the membership referral has expired.

One of the requirements for patients who register at the outpatient registration site (TPPRJ) using a BPJS card is that they must have a referral letter obtained from a level I health facility (health facility) such as a health center close to the patient's residence or a type D hospital. There is also an active period of use, for the active period of the referral letter, the BPJS regulations do not state how long the active period of the referral letter is, but the date listed on the referral letter is the initial date the patient first received a referral letter from a level I health facility and determines the date listed. the referral letter has been determined by the system, this problem is often encountered by outpatient registration officers and officers encourage patients to ask for a new referral.

From the results of observations and interviews with the head of the medical records room, it is known that officers' efforts to overcome obstacles/factors that hinder registration services while the registration process is in progress are:

a. Overcoming internet network problems.

If the internet network is disrupted then the officer handles it by contacting the IT (Information and 50 Technology) which has been provided by the hospital and the officer changes the service to manual service using the available tools, then if the network returns to normal then the patient data is input into the RS SIM application return.

b. Overcoming the problem of power outages.

If during the registration service the electricity suddenly goes out, the registration officer reports it to the head of medical records, then the head of medical records contacts the electricity officer provided by the hospital to turn the electricity back on.

c. Resolve expired patient referrals.

If the officer finds that the patient's referral has expired, the officer asks the patient to take a referral again at their respective health center. After the patient takes a new referral, the patient can register again.

CONCLUSION

Based on the results and discussion of the research "Overview of Factors Inhibiting Outpatient Registration Services at Ernaldi Bahar Hospital Palembang in 2023" the following conclusions were obtained: Factors causing delays in returning outpatient medical records relate to the knowledge and attitudes of SPO officers regarding the return of medical record documents outpatient at Ernaldi Bahar Hospital. Length of time for outpatient registration services with indicators of waiting time for new patients ≤ 10 minutes, old patients ≤ 7 minutes. Factors are circumstances or events that influence the occurrence of something. Obstacles are conditions that can cause implementation to be disrupted and not carried out well. Inhibiting factors can be seen from the system used, staff and patients.

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