

## **ABSTRAK**

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### **PERANAN REKAM MEDIS ELEKTRONIK TERHADAP PENGAMBILAN KEPUTUSAN DALAM KEBIJAKAN PERUBAHAN ALUR PELAYANAN RAWAT JALAN DI RSUD RATU ZALECHA MARTAPURA**

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(xv + 133)

Peranan rekam medis elektronik terhadap pengambilan keputusan akan membantu para pengambil keputusan dalam menentukan kebijakan apa yang akan dilakukan guna menunjang proses pelayanan. Kebijakan terkait alur pelayanan pada pendaftaran rawat jalan belum tertulis karena belum dilakukannya pengambilan keputusan terhadap kebijakan perubahan alur pelayanan pada pendaftaran rawat jalan, standar prosedur operasional (SPO) yang menjadi acuan petugas dalam melakukan pelayanan belum dibuat berdasarkan rekam medis elektronik. Tujuan penelitian ini untuk mengetahui peranan rekam medis elektronik terhadap pengambilan keputusan dalam perubahan alur pelayanan rawat jalan di RSUD Ratu Zalecha Martapura. Metode penelitian deskriptif kualitatif dengan jumlah responden 7 orang. Hasil penelitian yaitu aspek kegunaan rekam medis elektronik sudah sesuai dengan teori karena dapat mempercepat pelayanan pendaftaran pada pasien. Aspek kemudahan penggunaan rekam medis elektronik petugas mempresepsikan sistem rekam medis elektronik mudah digunakan. Perubahan alur pelayanan pendaftaran pasien rawat jalan dari rekam medis konvensional ke rekam medis elektronik petugas sudah melakukan pengambilan keputusan untuk memindahkan SDM yang bertugas sebagai distribusi berkas rekam medis untuk mengisi posisi lainnya karena sekarang sudah menggunakan rekam medis elektronik jadi tidak membutuhkan petugas distribusi berkas rekam medis pasien lagi. SPO alur pelayanan rekam medis elektronik masih dilakukan revisi.

Kata kunci : Alur Pelayanan, Pengambilan Keputusan, Rekam Medis Elektronik (RME)

## **ABSTRACT**

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### **THE ROLE OF ELECTRONIC MEDICAL RECORDS ON DECISION MAKING IN THE POLICY OF CHANGING THE FLOW OF OUTPATIENT SERVICES AT RSUD RATU ZALECHA MARTAPURA**

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*The role of electronic medical records in decision making will help decision makers in determining what policies will be carried out to support the service process. The policy related to the flow of services in outpatient registration has not been written because there has not been a decision made on the policy of changing the flow of services in outpatient registration, standard operating procedures (SPO) that are a reference for officers in performing services have not been made based on electronic medical records. The purpose of this study was to determine the role of electronic medical records on decision making in changing the flow of outpatient services at RSUD Ratu Zalecha Martapura. Qualitative descriptive research method with 7 respondents. The results of the study, namely the aspect of the usefulness of electronic medical records, are in accordance with theory because they can speed up registration services for patients. The aspect of ease of use of electronic medical records officers perceive electronic medical record systems to be easy to use. Changes in the flow of outpatient registration services from conventional medical records to electronic medical records, officers have made decisions to transfer human resources who are in charge of distributing medical record files to fill other positions because now they use electronic medical records, so there is no need for officers to distribute patient medical record files anymore. SPO electronic medical record service flow is still being revised*

*Keywords : Service Flow, Decision Making, Electronic Medical Record (RME)*