

ABSTRAK

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KEPUASAN PASIEN RAWAT JALAN TERHADAP PROSEDUR SISTEM RUJUKAN ONLINE PELAYANAN BPJS DI RSUD ULIN BANJARMASIN TAHUN 2019.

KTI. Program Studi Perekam dan Informasi Kesehatan
(xvi + 52 + lampiran)

Kepuasan pasien meliputi daya tanggap (*responsiveness*), menumbuhkan adanya jaminan (*assurance*), menunjukkan bukti fisik (*tangible*) yang dapat dilihatnya, menurut empati (*empathy*) dari orang-orang yang memberikan pelayanan sesuai dengan kehandalannya (*reliability*) menjalankan tugas pelayanan yang diberikan secara konsekuen untuk memuaskan yang menerima pelayanan. Dari 10 pasien rawat jalan, 7 pasien kecewa terhadap prosedur sistem rujukan online karena berbagai faktor. Tujuan penelitian adalah mengetahui kepuasan pasien rawat jalan terhadap prosedur sistem rujukan online pelayanan BPJS. Metode penelitian ini menggunakan deskriptif yaitu menggambarkan kepuasan dan kepuasan pasien rawat jalan terhadap prosedur sistem rujukan online pelayanan BPJS. Subjek penelitian yaitu seluruh pasien rawat jalan pada bulan Juni 2019 berjumlah 13.854 pasien dan teknik *sample* yang digunakan yaitu *Accidental Sampling* dengan kriteria inklusi sesuai tujuan penelitian berjumlah 99 responden. Berdasarkan hasil penelitian, RSUD Ulin Banjarmasin telah memiliki standar prosedur operasional pendaftaran pasien rawat jalan. Pasien puas terhadap prosedur sistem rujukan online pelayanan BPJS dengan menggunakan aplikasi v-claim berdasarkan *responsiveness*, *assurance*, *tangible*, *empathy* dan *reliability* di RSUD Ulin Banjarmasin yaitu sebanyak 57 pasien (57,57%) dan yang kurang puas yaitu sebanyak 42 pasien (42,43%). Aspek-aspek yang mempengaruhi kepuasan pasien yaitu kurang tersedianya leaflet/brosur mengenai prosedur dan tata cara pendaftaran pasien rawat jalan dan lamanya antrian pendaftaran pasien rawat jalan di tempat pendaftaran pasien rawat jalan.

Kata Kunci : Pasien Rawat Jalan, Rujukan *Online*, BPJS, Rumah Sakit

ABSTRACT

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OUTPATIENT SATISFACTION WITH THE ONLINE REFERRAL SYSTEM PROCEDURE BPJS SERVICES IN RSUD ULIN BANJARMASIN IN 2019.

*Scientific Writing. Medical Record and Health Information
(xvi + 52 + attachment)*

Patient satisfaction includes responsiveness, assurance, tangible, empath, and reliability carry out the service tasks provided consequently to satisfy those who receive service. Out of 10 outpatients, 7 patients were disappointed with the online referral system procedure due to various factors. The purpose of the research was to determine outpatient satisfaction with the online referral system procedure of BPJS services. This research method uses descriptive method that describes satisfaction of outpatients towards the online referral system procedure of BPJS services. The research subjects were all outpatients in June 2019 are 13,854 patients and the sample technique used was accidental sampling with inclusion criteria according to the research objectives are 99 respondent. Based on the results of the research, RSUD Ulin Banjarmasin has standard operating procedures for outpatient registration. Patients are satisfied with the BPJS service online referral system procedure by using the v-claim application based on responsiveness, assurance, tangible, empathy and reliability in RSUD Ulin Banjarmasin as many as 57 patients (57.57%) and those who are less satisfied as many as 42 patients (42, 43%). Aspects that affect patient satisfaction are lack of available leaflets / brochures regarding procedures and procedures for registering outpatients and the length of the queue for outpatient registration at outpatient registration sites.

Keywords : *Outpatient, Online Reference, BPJS, Hospital*