

## **ABSTRACT**

WAHIDAH NURUL FITRI. 21D30741

### **USER SATISFACTION OF OUTPATIENT ELECTRONIC MEDICAL RECORDS WITH THE EUCS METHOD IN REGIONAL GENERAL HOSPITALS SULTAN SURIANSYAH BANJARMASIN**

*Scientific Paper. Medical Record and Health Information Study Program. 2024  
(xvii + 119)*

*The use of information technology has had a positive impact in the field of medical records, namely the implementation of RME, one of which is the Sultan Suriansyah Banjarmasin Regional General Hospital which has implemented RME since January 2023. However, until now no survey has been conducted regarding user satisfaction when using RME. The aim of this research is to determine the satisfaction of users of outpatient electronic medical records using the EUCS method at Sultan Suriansyah Hospital, Banjarmasin. This research method used a mixed method (combining quantitative and qualitative) with data collection techniques in the form of questionnaires with a total of 44 respondents in the study and interviews with research informants consisting of 3 main informants, namely Obstetrician, Orthopedic Polyclinic Nurse and Registration Officer. Outpatient and 2 triangulation informants, namely the Head of the Medical Records Installation and the Head of the Outpatient Installation. Data analysis uses univariate analysis and descriptive analysis. The results of this research show that user satisfaction based on content factors is in the satisfied category (97.7%), the accuracy factor is in the satisfied category (100%), the appearance factor is in the satisfied category (93.2%), the user convenience factor is in the satisfied category satisfied category (93.2%) and the time factor is in the satisfied category (90.9%). However, according to the interview results, there are several features that are still not well connected and the assessment form is still not specific, there are no SPOs and guidelines for using RME, and there is still frequent down time and network problems. The implementation of outpatient electronic medical records at Sultan Suriansyah Banjarmasin Regional Hospital is included in the user satisfaction category based on the EUCS method, but system development needs to be carried out so that user satisfaction continues to increase.*

*Keywords: Electronic Medical Records, EUCS Method, User Satisfaction.*