



## OVERVIEW OF OUTPATIENT PATIENT REGISTRATION FLOW AT KALIDERES DISTRICT HEALTH CENTER IN 2022

**Trideswira<sup>1</sup>, Puteri Fannya<sup>2</sup>**

<sup>1,2</sup>Universitas Esa Unggul, Jakarta, Indonesia

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### ABSTRACT

*Community Health Centers are one of the spearheads in terms of health services that can help achieve optimal health status. This paper reviews the implementation of health services at the Kalideres District Health Center, especially related to the flow of outpatient registration where the information system should be carried out as well as possible in accordance with its main tasks and functions. The research method used qualitative and the informants in this research were 4 Medical Records Officers and 2 patients. Standard Operational Procedures The patient reception flow at the Kalideres sub-district health center has been carried out according to applicable standards, but it appears that the steps have not been detailed and there has been no evaluation. The understanding value of the importance of registration among officers at the Kalideres District Health Center is still relatively low.*

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### Corresponding Author:

Trideswira,  
Universitas Esa Unggul, Jakarta, Indonesia  
Email: [trideswiradeswira66@gmail.com](mailto:trideswiradeswira66@gmail.com)

## 1. INTRODUCTION

Community health centers are one of the spearheads in terms of health services that can help realize optimal health status, this is because community health centers have the function of improving personal/individual health efforts and community health efforts. The community health center program is an improvement in personal health efforts, namely basic treatment. There are several factors that can help smooth the process of providing health services to patients, one of which is medical records. Large authority over the Ministry of Health, particularly regarding the data and contents of electronic medical records as well as the system for administering electronic medical records. Medical records are documents containing patient identity data, examinations, treatment, procedures and other services that have been provided to

patients. Electronic Medical Records are Medical records created using an electronic system intended for administering medical records. (Regulation of the Minister of Health of the Republic of Indonesia Number 24 of 2022)

Health development is an effort carried out by all components of the Indonesian nation with the aim of increasing awareness, willingness and ability to live healthily for everyone in order to achieve the highest level of public health. Development of Community Health Centers (Puskesmas) as first level health facilities that carry out public and individual health efforts that have an important role in the national health system. The principle of health service providers in serving the community is how the community feels comfortable and satisfied in receiving the health services that have been provided. Puskesmas, which is a medium for providing health services to the community, must be run well so that the quality of service provided to the community meets expectations.

**Kalideres District Health Center** The rapid development of the field of Information Systems makes human life easier with the help of Information Technology. Information Systems are currently widely used by companies and organizations to support their daily activities to achieve better service to the community. One of the components that The most important thing in an Information System is the database.

Medical records are a form of information in health services, with complete recording, making it possible for the patient's treatment history and treatment plan to be easier and to produce good reports ((Regulation of the Minister of Health of the Republic of Indonesia Number 24 of 2022)

**Kalideres District Health Center** located at Jl. Tj. Temple No.14 RT 06/05, RT.7/RW.5, Pegadungan, Kec. Kalideres, West Jakarta City in its daily activities provides health services for the community such as health examinations, medical procedures, laboratories and treatment. In general, the **Kalideres District Health Center** serves patients not entirely computerized, but the registration process already uses a computerized system, so in connection with this, the problem that often occurs is that there are often complaints from patients about the flow process which is considered to be poorly understood by patients who want to seek treatment. This has the impact of complaints about the services provided by the community health center.

Based on the results of observations made in the medical records unit at the **Kalideres District Health Center**. There are several things that are problems that cause the flow of reception of patients who come to be served to be not integrated, especially in services that are still manual. The impact of this is that services are delayed when patients seek treatment and patients feel adrift because they feel they don't understand the flow. Based on the results of observations carried out at the **Kalideres District Health Center**, researchers conducted observations for 5 days from 24 to 28 January 2022 by identifying all the problems that occurred and obtained the following: complaints about service flow 44% of the data was obtained in January 2022. This is related to registration flow service activities when patients seek treatment, therefore this paper is to conduct a review of the outpatient admission flow in an effort to find out an effective and efficient registration system as well as fulfillment of Standard Operating Procedures and also to find out the obstacle factors that influence the outpatient service flow at the **Kalideres District Health Center**.

## 2. RESEARCH METHODE

Research activities in this scientific paper use a qualitative approach, as a research tool a checklist sheet will be provided to answer the questions that have been provided and the results of the answers from the checklist will be assessed to form a conclusion. The list of questions uses data in the form of narratives, story details, expressions and construction results from respondents

or informants (patients and registration officers). Data can be obtained from data collection techniques in the form of in-depth interviews and observation.

In accordance with the research method used, as a source for obtaining the data and information needed in this research there are informants in the research. The informants in this research were 4 Medical Records Officers and 2 patients.

This research was conducted in relation to reviewing the flow of outpatient registration at the Kalideres District Health Center, with limited research time, this research only reviewed the observations made by the author for several days by way of interviews and distributing question sheets to officers and patients.

The research was carried out by the Kalideres District Health Center located at Jl. Tj. Pura No.14 RT 06/05, RT.7/RW.5, Pegadungan, Kec. Kalideres, West Jakarta City in November 2022

### 3. RESULT AND ANALYSIS

#### **Standard Operational Procedures for Completeness of Medical Record Files**

Based on the results of research and interviews with registration officers as well as several patients who were visiting the Kalideres sub-district Health Center regarding the Standard Operating Procedure regarding the registration system that they already have an SPO. However, the implementation was not maximized because the volume of patients seeking treatment was too large. The study was conducted in several days through interviews and using checklist sheets aimed at registration officers and 100 patients in January 2023.

As for the standard operational procedure for registering outpatients at the Kalideres sub-district Health Center for the suitability of the implementation and the perfection of the SPO, the author makes a checklist by making a number of questions to be analyzed so that the results can be used as a reference for the management level for follow-up.

#### **Constraining Factors That Influence The Implementation Of Outpatient Registration**

Based on the results of research conducted by the author at the Kalideres District Health Center, Jakarta, regarding the obstacle factors that influence outpatient registration, it is known that:

1) Human factors (man)

The results of interviews with registration officers stated that there had been a buildup of patients when registering, there were obstacles or difficulties in interviewing patients and there were patient complaints about registration services.

2) Money Factor (Money)

In increasing competency on a field scale requires costs, competency activities one of which is training, seminars, and formal education such as D3 medical records etc.

3) Material Factors (Material)

The author sees that there is still a lack of supporting facilities in the registration process such as ATK etc.

4) Method Factors (Method)

Often there are inequalities in the patient acceptance system for officers who provide patients.

5) Machine Factor (Machine)

It is hoped that there will be tools such as computers so that writing becomes clear (Medical Record Electronic)

## DISCUSSION

### **Standard Operational Procedure for Patient Registration at the Kalideres District Health Center, Jakarta**

SPO is a set of instructions or standardized steps for reviewing the completeness of medical record files. At the Kaliders Jakarata District Health Center, an SPO has been available regarding patient registration services and is used as a reference in the daily activities of receiving patients which are carried out by registration officers on a regular basis. However, SPO has never been evaluated according to the suitability of what is happening. In this study, the authors evaluated whether the activities carried out were in accordance with the applicable SPO at the Kalideres District Health Center, Jakarta. Researchers carried out research activities by interviewing registration officers, as well as patients who were undergoing treatment. The checklist is presented in the form of a number of questions related to SPO registration as well as the flow of patient acceptance, to what extent staff and patients understand. Researchers conducted a checklist study on 4 registration officers and 100 patients.

According to Sailendra, Standard Operating Procedures (SPO) are guidelines used to ensure the operational activities of an organization or company run smoothly.

Based on the results of the study that the Standard Operating Procedures for patient registration at the Kalideres sub-district Health Center, the SPO has been carried out but has not been maximized

### **The Process of Implementing Assessment Activities interviews with officers at the Kaliders District Health Center, Jakarta**

The results of the checklist for 4 registration officers at the Kalideres sub-district health center, Jakarta, by asking several questions, resulted in an average level of understanding and conformity only reaching 75% with detailed data as follows:

First officer 70%, second officer 70%, third officer 70% and fourth officer 90% so the average is 75%

The results of the checklist for 100 patients who were visiting the Kalidesres sub-district health center, the level of understanding reached 63.40% with details of the results of the questions as follows:

- 1) Do you understand / understand the flow of patient registration 84%
- 2) Do you understand the patient registration procedure 56%
- 3) Does the registration location provide convenience in the patient admission process 75%
- 4) Are officers or personnel serving patient registration friendly 80%
- 5) Do you understand the completeness of the file requirements in the registration process 77%
- 6) Filling in the identity of a new patient is having difficulty 37%
- 7) Is the registration queue system properly regulated 80%
- 8) Were there any obstacles or difficulties in interviewing officers 36 %
- 9) There are patient complaints about the service about the waiting time 35%
- 10) Does it need development or improvement related to patient registration 74%

Kalideres sub-district health center's score for patient understanding regarding the flow of new patient registration reached 63.40% in research with a sample of 100 with an assessment of 10 variables

One of the quality service indicators is the understanding of the flow of registration which reaches 100%. This study aims to determine the quality of patient registration at the Kalideres District Health Center, Jakarta. There are several factors that influence the low understanding of the flow of patient registration at the Kalideres District Health Center, Jakarta. In terms of human resources, tools, methods, materials and finances, as a whole, the causes were a lack of communication or socialization of SPO, the busyness of the leadership and the large number of registrars' work. The ability of officers to understand the importance of registration is related to the patient's medication history and patient's social data.

#### 4. CONCLUSION

**Standard Operational Procedures** The patient reception flow at the Kalideres sub-district health center has been carried out according to applicable standards, but it appears that the steps have not been detailed and there has been no evaluation. The value of understanding about the importance of registration for officers at the Kalideres District Health Center is still low, only reaching 75%.

Based on sampling of 100 patients, it was found that understanding of the registration flow for patients seeking treatment was still low, namely 63.40%. Based on these results, understanding of the flow of registration and patient registration techniques at the Kalideres District Health Center is still low.

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