

Performance Analysis of Registration Officers during Covid-19 Pandemic Time at Puskesmas X

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Abstract

The outpatient registration officer is the first health service to meet so that they become the frontline in handling the spread of the COVID – 19 Pandemic. Where the medical record service fills in information to identify patient data. The purpose of this study was to determine the service in the medical record unit, to see the performance of the registration officer at PUSKESMAS X during the COVID – 19 pandemic. This study uses a descriptive qualitative method with a subject of 4 elderly patients. The results show that PUSKESMAS X during the pandemic has complied with health protocols, has Standard Determinations made by the Head of the PUSKESMAS and SOPs during the COVID – 19 pandemic. Conclusion PUSKESMAS X already has performance standards for health workers to achieve the best quality health services for its community.

Keywords: medical records, outpatient services, medical record services during the COVID – 19 era

1. Introduction

Background during the COVID-19 pandemic, the role of First Level Health Facilities was very important in the prevention and control of COVID-19. Especially PUSKESMAS in carrying out prevention, detection and response. This is part of what must be done to control the increasing number of cases. To determine the chain of transmission, PUSKESMAS must be able to utilize resources effectively and efficiently (KEMENKES.RI, 2020).

According to the Law of the Republic of Indonesia No. 36 of 2014 states that health workers have an important role in improving the quality of health services provided to the community in order to increase awareness, willingness and ability to live a healthy life. So as to achieve the highest level of health (Ministry of Health of the Republic of Indonesia, 2014). This is an investment in social development with economic productivity in human resources and one of the elements of general welfare as stated in the Preamble to the 1945 Constitution of the Republic of Indonesia. From a certain point of view, the performance of health workers has the same goal, namely: in order to create good quality health services for the community. Data obtained from the COVID-19 monitoring website for West Java Province confirmed that as of May 2021, there were 296,512 people, of which 29,246 people were being treated, 263,313 people had recovered and 3,953 people died. Based on data from the West Java Province COVID-19 monitoring website, the number continues to increase significantly. This emphasizes the health protocol that must always be applied by the people of West Java (West Java Provincial Government Public Relations, 2021).

In health services, the management of medical records is a process of activities that starts from receiving patients. As long as the patient receives

health services, the patient's medical data will be recorded, and the medical record file will be processed, including providing storage services to meet patient needs or other needs (Saragih, 2018). Visits completed per day, but on the effectiveness of the service itself (Pangestu, 2013). The effectiveness of this service is related to the quality of services provided by officers. (Nurhidayat, 2020) also mentioned that this also happened at PUSKESMAS when the service was not good. Problems related to the performance of officers at the registration section, namely the service time that should have been opened earlier became 15 minutes late from the set time.

The performance of health workers is at the forefront of a person's willingness to carry out an activity and make improvements based on the tasks and expected results. In order to improve the best performance, it is necessary to set clear standards to be used as a reference for all employees. If employees can carry out their duties properly, employee performance will be created. This can be obtained through three main elements that must be considered. First, the job description. Second, the indicator field. Third, using performance standards to indicate the success or failure of the tasks performed (Sinambela, 2016). With good performance, it is necessary to manage human resources with an effective and efficient utilization process to achieve the performance of officers who have been determined as the main goal (Siswati, 2018).

Based on the results of interviews conducted by researchers at PUSKESMAS X, there were several problems, which were related to the performance of officers who were less than optimal in providing services to patients and had an impact on patient satisfaction. Several problems with the performance of outpatient services - the waiting time is longer than before the pandemic, the online registration system has not

been carried out by patients and there are irregularities in the services provided to patients because the staff is not friendly and in 2021 there will be a decrease in patient visits. The lowest was in May as many as 89 patients. This happened due to the presence of glass barriers, officers wore PPE and patients wore masks so that communication could not be heard properly. This has an impact on decreasing patient satisfaction

Seeing these conditions, the researchers were interested in conducting a study with the title "Analysis of the Performance of Registration Officers during the Covid-19 Pandemic Period at PUSKESMAS X". That this research is very important to do, because the performance of registration officers during a pandemic must be effective and efficient. Therefore, researchers hope that the results of their research can be used for the development of a good performance for PUSKESMAS X in the future.

Research Problem Formulation

"How is the performance of the registration officer during the Covid-19 pandemic at PUSKESMAS X?"

Research Objectives

General Purpose

Knowing the description of the service analysis of registration officers at PUSKESMAS X.

Special Purpose

Describe the performance of registration officers during the pandemic at PUSKESMAS X.

Theory

Puskesmas

PUSKESMAS is a health service facility in which it organizes health efforts for the community and strives to provide good health services for its community at the first level. This is categorized based on the work area and the ability of the organizers (PERMENKES, 2014). According to its type, PUSKESMAS can be categorized as follows:

non-inpatient PUSKESMAS, is a PUSKESMAS that does not provide inpatient care, except for normal delivery procedures.

Inpatient PUSKESMAS, is a PUSKESMAS that provides inpatient services and facilities.

COVID-19

Corona viruses are a group of viruses that cause illness ranging from mild symptoms to severe symptoms. A new type of corona virus was discovered and was named Severe Acute Respiratory Syndrome Coronavirus 2 (SARS - COV2). This was announced by the World Health Organization (WHO) as a health emergency that has become a global problem. Then COVID-19 was declared a global pandemic by WHO. The reason for this determination is because the spread is so fast and wide that it is out of reach of the center of the outbreak (Kemenkes RI, 2020)

Registration Officer

A registration officer is a person who performs a recording instrument containing information from the results of the recapitulation of the list of identities of

patients who are outpatient, inpatient or emergency, sourced from medical cards or forms. With the services provided to patients from the beginning of admission until the patient goes home (Ministry of Health RI, 2014)

This comprehensive and integrated health service can be in the form of treatment efforts for the community through inpatient and outpatient unit services. Outpatient service is a work unit that provides services to patients who need outpatient treatment and the service time does not exceed 24 hours, including all polyclinic diagnoses and treatment procedures. Includes registration at the counter, examination and treatment in the examination room, taking medicine at the pharmacy and making payments at the cashier for patients to go home. In addition to providing health services, PUSKESMAS also provides administrative services. The services provided are in the form of organizing medical records.

Performance

Performance is a person's willingness to carry out an activity and make improvements based on the tasks and expected results. In order to improve the best performance, it is necessary to set clear standards to be used as a reference for all employees. If employees can carry out their duties correctly, employee performance will be created. This can be achieved through three main elements that must be considered, including:

The job description will explain the responsibilities of a position so that the official in that position can describe what must be done.

The outcome indicator areas should be clear. To support the limits of the results to be achieved.

Using performance standards to indicate the success or failure of the tasks performed (Sinambela, 2016). With good performance, it is necessary to manage human resources with an effective and efficient utilization process to achieve the performance of officers who have been determined as the main goal (Siswati, 2018).

2. Research Methods

In this study using a descriptive method with a qualitative approach. Qualitative research is research based on the condition of natural objects, the researcher is the key tool, data collection techniques are carried out through several measurements to assess the same phenomenon. The results of this study emphasize more on meaning than generalization (Sugiyono, 2013). Descriptive method is a method that aims to describe or describe the phenomenon under study as the object of research. This study also uses a qualitative approach, namely the research examines social phenomena that show the results of social facts objectively. Therefore, in this study the authors used descriptive research methods with a qualitative approach. With the aim of describing a situation objectively, then analyzing the problem according to the observed results.

Research Sites

The research was conducted on 20 February – 24 May 2021 at PUSK-ESMAS X located in Garut City.

Data Collection Techniques

The object taken is performance, while the subject taken is the subject of the registration officer and the patient using purposive sampling. Data processing with descriptive qualitative analysis, namely reduction, presentation of data, then conclusions and verification.

The data sources in this study are scientific journals and laws taken from published internet sites. Secondary data is data obtained from (notes, whatsapp, telephone, etc.), photos, etc. Other data that can be enriched are used as primary data. With data collection techniques as follows:

Observation (observation)

Data were collected by observing directly the implementation of outpatient registration services at PUSKESMAS X.

Interview

Interviews were conducted by way of direct question and answer with the sources. The interviewees were the Head of the Medical Record Work Unit, Registration Counter Officers and Patients.

3. Result

Health services at PUSKESMAS X already have SOPs during the pandemic. The implementation of services to patients is carried out in accordance with the Standard Procedures set by the Head of PUSKESMAS and refers to the Regulations of the Ministry of Health of the Republic of Indonesia.

Based on the results of research on the analysis of the performance of registration officers during the pandemic at PUSKESMAS X with data collection carried out on February 20 - May 24, 2021. In-depth interview techniques. This is done to find out information from several trusted subjects. With the subject as many as 4 elderly patients. From the interview, the following important points can be drawn.

Registration Officers at PUSKESMAS X

Table 1. Results of Interviews Performance Analysis of

Pertanyaan	S	KS	TS
Bagaimana pelayanan kesehatan rawat jalan di masa pandemic?		✓	
Bagaimana waktu tunggu pelayanan rawat jalana di PUSKESMAS X dimasa pandemic?		✓	
Bagaimana sikap kepedulian petugas selama masa pandemi?		✓	
Apakah ada peningkatan/ penurunan dalam kunjungan pasien selama masa pandemic?	✓		
Ket: (s) sesuai, (TS) tidak sesuai, (KS) kurang sesuai			
Source: Author 2021			

Based on the results of interviews regarding the Performance Analysis of Registration Officers. Regarding the service procedures provided by the registration officer at PUSKESMAS X, the four subjects had a good opinion. Because, the services provided are in accordance with the expectations of the patient. This

was revealed by subject 1, who said "I was immediately directed to the pearl polyclinic to be examined by a doctor, because my body temperature was more than 37°C". However, the Online Registration System has not been carried out by patients who will visit PUSKESMAS X. This is caused by patients who say it is "complicated" to do and it is more practical to come directly to PUSKESMAS X. With the implementation in the registration section, it starts when the patient first comes skinning is carried out by officers (if the patient has a body temperature above 37°C, he is directed to poly pearls). The patient brings the queue number, then waits in the registration waiting room chair to be called by the officer, then the patient comes to the registration counter to give the queue number and explain the patient's visit.

Regarding the response to the service waiting time, there were 4 subjects who answered that they were not appropriate. Because, patients wait longer than the time that has been set. This was expressed by one of the subjects, who said "mother waited a long time when she wanted to register for treatment for leg pain and aches." The service at registration is served according to the queue number, but when the patient explains the complaint to the officer there is a communication problem that cannot be heard clearly. The services provided to patients are not friendly. Subject 1 (elderly) waited 25 minutes to make a referral with an old patient status, subject 2 who would make a health letter waited 32 minutes with an old patient status, subject 3 (elderly) waited 23 minutes for outpatient treatment at the general poly with old patient status, Subject 4 (elderly) waited 43 minutes for outpatient treatment with new patient status. Even though there has been an additional time from before the pandemic 5 minutes to 15 minutes for registration services for every 1 patient. This happens due to the presence of glass barriers, officers wear PPE and patients wear masks which makes communication cannot be heard properly.

Regarding the attitude and concern of the officers at PUSKESMAS X, 3 people said that the services provided did not sound good. So that patients feel dissatisfied with the services provided by the registration officer. "You can't hear me, sir, the officer's voice is low. Father also doesn't know what the officer is talking about, even his father yells at him. The quality of good outpatient services for patients depends not only on the number of visits completed per day, but on the effectiveness of the service itself. Based on the results of interviews with patients, it can be said that the form of service quality at PUSKESMAS X is not good, that the service received is not satisfactory and not as expected, especially at the registration counter that is not

friendly, patients wait too long (Figure 2).



Figure 1: Patient satisfaction index in 2020

Source: PUSKESMAS X

In (figure 1) states that the patient satisfaction index in June – November 31, 2020 states that the value of the patient assessment survey results is 74. And it is the lowest service from the survey results conducted in 2020. This illustrates that the quality of service in There has been no significant improvement in the registration section.

Patient visits at PUSKESMAS X Based on the results of research that obtained patient visits in January 2020 - May 2021, this was expressed by one patient who said "At first I was afraid to seek treatment, because during this pandemic, many of my neighbors came home. Then he was told by the doctor the symptoms of COVID-19. But now I am sure that not all patients who seek treatment have symptoms of COVID-19". There is a table of patient decline as follows.

Table 2. Patient Visits at PUSKESMAS in 2020

Table 4. Obligations of Registrars in Identifying Cultural, Language, Customary, and Other Barriers to Services.		
Type of Obstacle	Problem	Description
Language	Indonesian Sundanese	<ul style="list-style-type: none"> All employees who can speak Indonesian All employees who can use Sundanese
Culture	Patient does not wear footwear when inside	
Physical	Elders and Disabilities	<ul style="list-style-type: none"> security officers help direct direct to service units. Deaf: officers use sign language or writing
Another obstacle	Patients do not use masks	Procurement of masks in security places

Source: PUSKESMAS X

Based on the table above, it shows that there are obligations that must be carried out by the registration officer. This can be done to patients when providing services that greatly affect the productivity of staff performance which is assessed directly by the patient.

4. Discussion

Based on the analysis of the performance of the registration officer at PUSK-ESMAS X, according to the author, the patient satisfaction obtained will be relatively high if the service between the officer and patient has a sense of empathy and makes the patient comfortable with the services provided.

From the results of the interview, it can be seen that the job description of the registration officer from the answers given by the patient is still not good for the services provided at PUSKESMAS X and the service time is still not fast and responsive. This is in line with research conducted by (Pangestu, 2013). It can be

YEAR 2020	
MONTH	OUTPATIENT
JANUARY	1219
FEBRUARY	1459
MARCH	689
APRIL	576
MAY	673
JUNE	639
JULY	597
AGUST	689
SEPTEMBER	776
OCTOBER	653
NOVEMBER	906
DECEMBER	759
TOTAL	9635

Source: PUSKESMAS X

Table 3. Patient visits at Puskesmas X in 2021

TAHUN 2021	
BULAN	RAWAT JALAN
JANUARY	739
FEBRUARY	651
MARCH	789
APRIL	126
MAY	89
TOTAL	2394

Source: PUSKESMAS X

Shows that there was a decline during the COVID-19 pandemic. The highest decrease in visits from the type of outpatient service occurred in May 2021 as many as 89 patients, this was caused by PUSKESMAS X to become PUSKESMAS isolation of COVID-19 patients.

explained that good outpatient services for patients depend not only on the number of visits completed per day, but on the effectiveness of the service itself. Because patient satisfaction is the main target to achieve good quality health services and can be used as a consumptive attitude for patients who are satisfied to return to PUSKESMAS X when patients need treatment. (Nurhidayat, 2020) also mentioned that this also happened at PUSKESMAS when the service was not good. Problems related to the performance of officers at the registration section, namely the service time that should have been opened earlier became 15 minutes late from the set time.

In this study, PUSKESMAS X already has a result indicator as the obligation of the Registration Officer in providing services. Indicators of the performance of officers are very influential on the quality of health services. To achieve service quality at the registration section, the Head of PUSKESMAS X requires officers

to identify cultural, linguistic, customs and other barriers. The purpose of this identification activity is so that communication between officers and patients can still be heard properly. PUSKESMAS X has indicators for achieving the performance results of registration officers. This is in line with research conducted by (Indrawati, 2017) which states that to improve the capabilities and skills of officers in companies, both individual and group development, there must be indicators of results that must be achieved by officers. In health services, the management of medical records becomes a process of activity that starts from receiving patients. As long as the patient receives health services, the patient's medical data will be recorded, and the medical record file will be processed, including organizing storage services to meet patient needs or other needs (Saragih, 2018). However, the decline in patients at PUSKESMAS X occurred due to a lack of patient satisfaction with the services received and the transmission of COVID-19 in Indonesia was increasing. Data obtained from the COVID-19 monitoring website for West Java Province was confirmed as of May 2021 totaling 296,512 people among them 29,246 people are under treatment, 263,313 people have recovered and 3,953 people have died. Based on data from the West Java Province COVID-19 monitoring website, the number continues to increase significantly. This emphasizes the health protocol that must always be applied by the people of West Java. Thus, the community becomes unwilling to seek treatment at the health service unit (Humas West Java Provincial Government, 2021). From the explanation above, it is necessary to improve the quality of health services, because the performance expected by the community at PUSKESMAS X has not been achieved.

PUSKESMAS X already has a registration service SOP during the pandemic. This performance standard is a good performance benchmark for the creation of quality health services. So it is necessary to manage human resources with an effective and efficient utilization process to achieve the performance of officers who have been determined as the main goal (Siswati, 2018). At this time PUSKESMAS X has Performance Standards for registration officers to carry out their duties. By requiring to follow the policies that have been set in the decree of the Head of PUSKESMAS. In (table 4) the researcher proposes efforts to achieve good service quality in PUSKESMAS X, namely by carrying out "The obligation to identify cultural, language, customs, and other obstacles in service". Identification of cultural, linguistic, customary and other barriers in service is manifested in registration activities. The purpose of this identification activity is so that communication between staff and patients remains smooth.

5. Conclusion

Based on this research, the performance of the registration officer, there are 6 lines of implementing the registration of PUSKESMAS X in achieving good performance in serving patients during the COVID-19

pandemic, including patients coming, checking temperature, poly pearls, queue numbers, waiting rooms, registration counters. In the implementation of the registration flow, there are several obstacles experienced by outpatients, namely service procedures, service waiting times, attitudes and concerns of officers. By paying attention to job descriptions, result indicators and performance standards. Job descriptions are carried out according to procedures. However, in service time, patients wait longer than the time set according to the previous SOP, and the quality of service according to patient satisfaction does not maximize according to the procedures set by the Head of PUSKESMAS. The existing outcome indicators are in accordance with the provisions of the Health Protocol, but there are still officers who ignore these provisions. Performance standards must be applied in order to provide the best service and get service satisfaction for patients who visit PUSKESMAS X. And the majority of satisfaction felt by patients at PUSKESMAS X provides poor service.

Suggestions

It is necessary to pay attention to the outcome indicators in identifying obstacles, such as (long waiting time, attitude and concern of officers) which must be further improved. Because this is related to the quality of health services at PUSKESMAS and the services provided to patients will run well and optimally.

6. Daftar pustaka

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7. Lampiran

Lampiran 1. Lembar Bimbingan Karya tulis Ilmiah (Artikel Ilmiah)			
NO	TANGGAL	MATERI / CATATAN BIMBINGAN	TTD DOSEN PEM-BIMBING
1	23/02/2021	<p>Pengajuan judul Artikel ilmiah</p> <p>Catatan :</p> <p>judul mengenai “Keselamatan kerja” untuk diambil karena bisa menjadi 12 kata untuk metode kuantitatif ada populasi dan sample penelitiannya untuk metode kuantitatif objek dan subjek penelitian nanti bentuknya disajikan tabel tabel</p> <p>Metode penelitiannya menggunakan apa? PKM nya mau dimana</p> <p>Untuk data penelitian sekunder dari jurnal jurnal klo primer langsung ke lapangan dalam hal ini PKM di Garut</p>	
2	28/02/2021	<p>Sebaiknya judul “hubungan” diganti menjadi “analisis”</p> <p>Judul yang disarankan “Analisis Kinerja Petugas Pendaftaran di PUSKESMAS X”</p>	
3	05/03/2021	<p>Dalam latar belakang masukkan teori penguat artikel ilmiah</p> <p>Dalam latar belakang peneliti harus ada masalah yang mengakibatkan judul ini diambil.</p>	
4	19/3/2021	<p>Pada bagian penulisan nama,NPM sesuai dengan buku panduan</p> <p>Pada latar belakang perbaiki lagi di bagian fenomena masalah sesuai dengan teori yang diambil. Dengan menghitung waktu lama pelayanan pasien dengan stopwhact</p> <p>Dalam metode penelitian tambahkan :</p> <ol style="list-style-type: none"> 1) objek penelitian 2) subjek penelitian 3) instrumen penelitian 4) teknik penelitian/ pengumpulan data <p>Dalam latar belakang, mengambil jurnal sesuai judul penelitian. Misalnya mengenai : SPM, pelayanan selama pandemi di puskesmas.Menanyakan job desk petugas pendaftaran apa saja Spo penerima pasien</p> <p>Hitung pake Stop watch waktu penerimaan pasien baru berapa lama smaa pasien lama berapa lama Pada waktu pandemi ini dan sebelum pandemi standarnya berapa lama</p>	
5	24/03/2021	<p>Untuk subjek nya masukin aja ke subjek penelitian langsung ya</p> <p>Sama selain waktu tunggu apalagi dampak yg ditimbulkan pada masa pandemi di bagian pendaftaran?</p> <p>Kalimat subjek diganti ke subjek penelitiannya siapa aja</p>	
6	29/03/2021	<p>Metode dan latar belakan diperbaiki lagi subjek dan objek penelitiannya</p>	

7	01/04/2021	Rancangan analisis dimasukkan pada saat seminar proposal	
8.	07/04/2021	Kerjakan KTI sampai bab 3	
9.	05/07/2021	Di hasil penelitian selain data kunjungan pasien yang ditampilkan juga deskripsi pekerjaan indikator hasil dan standar kinerja yg ditemukan di lapangan Untuk pembahasan menarik kesimpulan membandingkan antara teori dan kenyataan yg didapatkan	
10.	12/07/2021	Untuk hasil hanya memuat fakta fakta yg ditemukan di puskesmas berdasarkan poin-poin yg Nisa sudah buat Untuk pembahasan kita bahas berdasarkan teori yg ada dengan fakta fakta yg ditemukan di hasil penelitian poin poinnya disesuaikan dengan dihasil penelitian	

Yth. Ketua Program Studi Rekam Medis dan Informasi Kesehatan Akademi Perkam Medis dan Informatika Kesehatan Bandung

Yang bertanda tangan di bawah:

Melaporkan bahwa penyusunan KTI (Artikel Ilmiah) oleh mahasiswa:

Nama : Annisa Silviana Dewi

NPM : 18001153



Judul : Analisis Kinerja Petugas Pendaftaran Selama Masa Pandemi Covid – 19 di Puskesmas X

Telah selesai dan siap untuk dilaksanakan Sidang Akhir KTI (Artikel Ilmiah)

Bandung, 13 Juli 2021

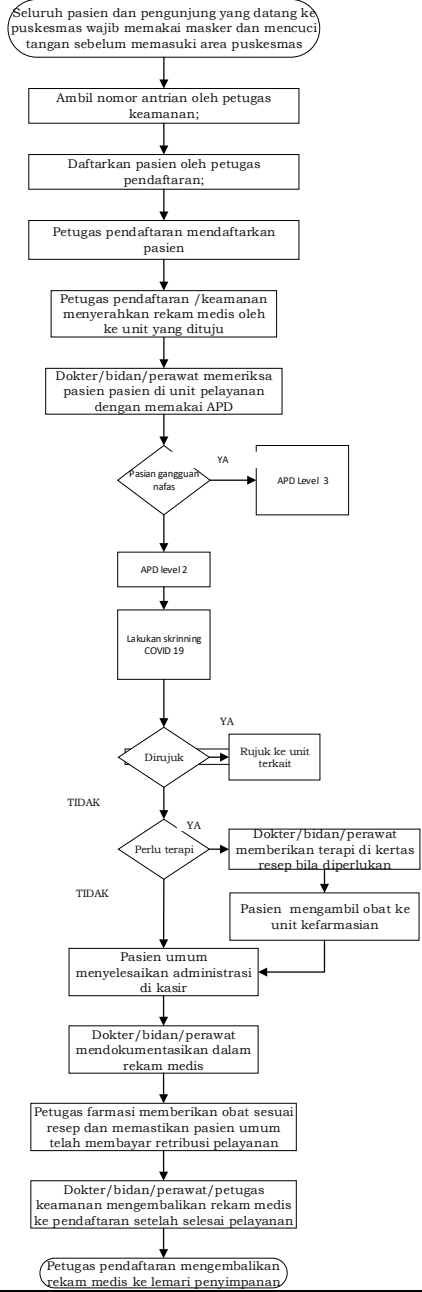
Pembimbing,


 (Cika Hasanah S.STRMIK., M.Mkes)
 NIDN : 8986600020

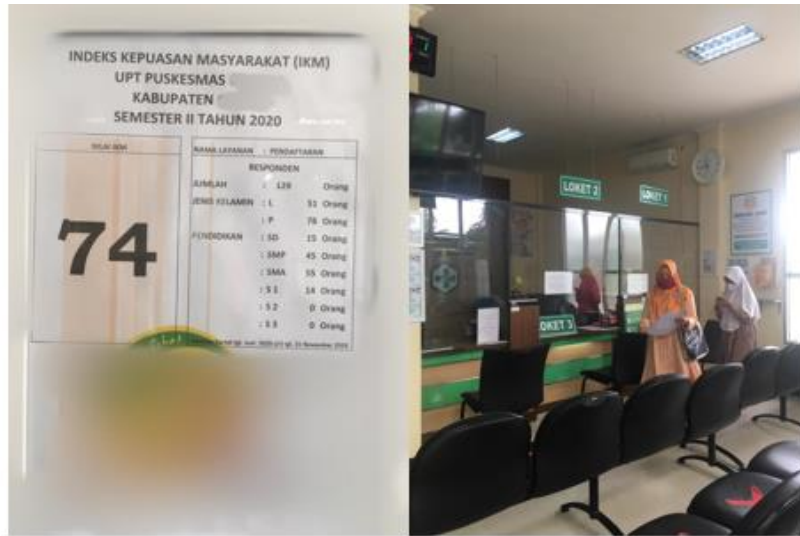
Lampiran 2. Standar Operasional Prosedur (SOP) Puskesmas X			
	ALUR PELAYANAN PASIEN DI MASA PANDEMI		
	SOP	No. Dokumen : 025/SOP/IV/2020	
		No. Revisi : 00	
		Tanggal Terbit : 10-4-2020	
Halaman : 1/4	UPT Puskesmas X		
Pengertian	Alur pelayanan pasien adalah proses urutan pelayanan pasien di UPT Puskesmas X sesuai kebutuhan pasien berdasarkan dengan ketentuan yang berlaku di masa pandemi COVID 2019		
Tujuan	Sebagai acuan untuk melaksanakan prosedur atau langkah-langkah alur pelayanan pasien di masa pandemi		
Kebijakan	SK Kepala UPT Puskesmas X nomor 103/SK/PKM-X/IV/2020 tentang Kebijakan Panduan Pelayanan Klinis di Masa Pandemi Covid 19		
Referensi	Peraturan Menteri Kesehatan no 43 tahun 2019 tentang Puskesmas; Peraturan menteri kesehatan no 46 tahun 2015 tentang akreditasi Puskesmas. Pedoman Pencegahan dan pengendalian Corona Virus Desease (Covid 19).		
Prosedur/ Langkah-langkah	Seluruh pasien dan pengunjung yang datang ke puskesmas wajib memakai masker dan mencuci tangan sebelum memasuki area puskesmas. Ambil nomor antrian oleh petugas keamanan; Daftarkan pasien oleh petugas pendaftaran;		

Serahkan rekam medis oleh petugas pendaftaran/petugas keamanan ke unit yang dituju;
 Periksa pasien pasien di unit pelayanan oleh Dokter/bidan/perawat yang memakai APD minimal level 2 kecuali pasien dengan gangguan nafas, maka petugas wajib melayani dengan menggunakan APD level 3;
 Lakukan skrinning covid 19 di semua unit pelayanan oleh semua petugas.
 Rujuk ke unit terkait/ ke faskes yang lebih tinggi oleh dokter/bidan/perawat bila diperlukan;
 Berikan terapi di kertas resep dokter/bidan/perawat bila diperlukan;
 Ambil obat di unit farmasi oleh pasien yang mendapat resep;
 Selesaikan administrasi di kasir bagi pasien umum;
 Dokumentasikan dalam rekam medis oleh dokter/bidan/perawat;
 Berikan obat sesuai resep oleh Apoteker/asisten dan pastikan pasien umum telah membayar retribusi pelayanan;
 Kembalikan rekam medis ke pendaftaran setelah selesai pelayanan oleh dokter/ bidan/perawat/petugas keamanan;
 Kembalikan rekam medis ke lemari penyimpanan oleh Petugas pendaftaran.

Bagan Alir



Hal-hal yang perlu diperhatikan				
Unit terkait	unit rawat jalan unit rawat inap PONE D UGD Laboratorium Farmasi			
Dokumen terkait	Kartu kunjungan Rekam medik Buku register kunjungan			
Rekaman historis perubahan	No	Yang diubah	Isi Perubahan	Tanggal mulai diberlakukan



Indeks Kepuasan Pasien tahun 2020 Loker Pendaftaran



Pendaftaran pasien Rawat Jalan Foto Bersama
Pendaftaran pasien Rawat Jalan Foto Bersama