

**PERANCANGAN STANDAR PROSEDUR OPERASIONAL (SPO)
PELAKSANAAN KEGIATAN PENDAFTARAN PASIEN DI KLINIK
PRATAMA POLTEKKES KEMENKES YOGYAKARTA**

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ABSTRAK

Latar Belakang: Klinik Pratama Poltekkes Kemenkes Yogyakarta khususnya pada Unit Pendaftaran Pasien masih belum memiliki Standar Prosedur Operasional (SPO) pendaftaran pasien. Belum adanya Standar Prosedur Operasional (SPO) pendaftaran pasien tentu saja menyebabkan penumpukan antrean pasien, waktu tunggu yang lama, dan ketidakjelasan informasi di Klinik Pratama Poltekkes Kemenkes Yogyakarta.

Tujuan: Mendesain dan Merancang Standar Prosedur Operasional (SPO) Pendaftaran Pasien di Klinik Pratama Poltekkes Kemenkes Yogyakarta menggunakan metode tahapan pengembangan Borg and Gall, dengan mengadopsi 5 tahapan awalnya saja.

Metode: Penelitian ini menghasilkan 5 Standar Prosedur Operasional (SPO) dan melakukan uji coba di Klinik Pratama Poltekkes Kemenkes Yogyakarta dengan subjek 2 petugas pendaftaran dan objek Standar Prosedur Operasional (SPO) Pendaftaran Pasien di Klinik Pratama Poltekkes Kemenkes Yogyakarta dan hasil uji coba rancangan SPO tersebut. Penelitian ini disajikan secara deskriptif kualitatif dengan 3 informan yaitu dua petugas pendaftaran di penelitian ini dan satu kepala klinik sebagai triangulasi.

Hasil : Standar Prosedur Operasional (SPO) yang telah dicoba selama 12 hari di Klinik Pratama Poltekkes Kemenkes Yogyakarta ini berjalan dengan baik, dapat diterima dan dicerna baik oleh petugas.

Kesimpulan : Berdasarkan hasil dari diterapkannya Standar Prosedur Operasional ini dapat diketahui bahwa pengadaan Standar Prosedur Operasional mempermudah petugas dalam melakukan kegiatan pendaftaran.

Kata Kunci: Standar Prosedur Operasional (SPO), Pendaftaran, Klinik Pratama.

DESIGN OF STANDARD OPERATIONAL PROCEDURES (SPO) IMPLEMENTATION OF PATIENT REGISTRATION ACTIVITIES AT PRATAMA CLINIC POLTEKKES KEMENKES YOGYAKARTA

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ABSTRACT

Background: *Pratama Clinic of the Yogyakarta Ministry of Health Poltekkes, especially the Patient Registration Unit, still does not have Standard Operational Procedures (SPO) for patient registration. The absence of Standard Operating Procedures (SPO) for patient registration will have an impact on patient registration services such as chaos in patient queues, long waiting times, and unclear information.*

Objective: *Designing and Designing Standard Operating Procedures (SPO) for Patient Registration at the Primary Clinic of the Yogyakarta Ministry of Health Polytechnic using the Borg and Gall development stage method, by adopting only the initial 5 stages.*

Method: *This writing resulted in 5 Standard Operating Procedures (SPO) and conducted trials at the Primary Clinic of the Yogyakarta Ministry of Health Polytechnic, with qualitative descriptive presentations and 3 informants, namely two registration officers and one clinic head as triangulation.*

Results: *The Standard Operating Procedure (SPO), which has been tried for 12 days at the Primary Clinic of the Yogyakarta Ministry of Health Polytechnic, went well, was acceptable and well understood by officers.*

Conclusion: *Based on the results of the implementation of this Standard Operating Procedure, it can be seen that the provision of Standard Operating Procedures makes it easier for officers to carry out registration activities..*

Keywords: *Standard Operating Procedure (SPO), Registration, Primary Clinic.*