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**EFEKTIVITAS REKAM MEDIS ELEKTRONIK PELAYANAN  
PENDAFTARAN INSTALASI RAWAT JALAN DI RUMAH SAKIT UMUM  
DAERAH WALED**

xix + 107 halaman + 1 Tabel + 1 bagan + 15 lampiran

**ABSTRAK**

Penerapan RME di Indonesia diatur oleh Peraturan Menteri Kesehatan Nomor 24 Tahun 2002, yang mengharuskan semua fasilitas kesehatan untuk menerapkannya paling lambat pada tanggal 31 Desember 2023. Namun, pengamatan di RSUD Waled menunjukkan bahwa masih ada hambatan dalam Pendaftaran Pasien, seperti antrian yang panjang dan keterlambatan dalam pemanggilan.

Penelitian ini bertujuan untuk mengetahui efektivitas penggunaan Rekam Medis Elektronik (RME) pada pelayanan pendaftaran instalasi rawat jalan di Rumah Sakit Umum Daerah (RSUD) Waled. Pendekatan penelitian yang digunakan adalah deskriptif kuantitatif dengan teknik pengumpulan data melalui observasi langsung terhadap proses pendaftaran pasien di Klinik Dalam.

Alat ukur yang digunakan adalah stopwatch dan lembar observasi terhadap waktu pelayanan pendaftaran pasien. Sampel dalam penelitian ini sebanyak 90 responden yang diambil menggunakan teknik purposive sampling, dengan standar waktu pelayanan pendaftaran berdasarkan SOP rumah sakit yaitu maksimal 10 menit.

Hasil penelitian menunjukkan bahwa dari 90 responden, sebanyak 62 responden mendapatkan pelayanan yang efektif karena waktu pelayanan  $\leq 10$  menit, sedangkan 28 responden dinyatakan tidak efektif karena waktu pelayanan  $> 10$  menit. Hal ini menunjukkan bahwa penerapan RME cukup efektif dalam mempercepat proses pendaftaran pasien rawat jalan.

Kesimpulannya, penggunaan RME di RSUD Waled telah mendukung efektivitas pelayanan pendaftaran, Namun, masih terdapat kendala teknis seperti antrian panjang dan gangguan jaringan. Disarankan kepada pihak rumah sakit untuk memperkuat sistem jaringan dan agar pelayanan pendaftaran berjalan lebih efisien dan sepenuhnya sesuai SOP.

Kata kunci: Efektivitas, Rekam Medis Elektronik, Waktu pelayanan, Pendaftaran, Instalasi Rawat Jalan.

Daftar Pustaka: 28 (2011-2025)

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**EFFECTIVENESS OF ELECTRONIC MEDICAL RECORDS FOR  
OUTPATIENT REGISTRATION SERVICES AT WALED REGIONAL  
GENERAL HOSPITAL**

*xix + 107 pages + 1 table + 1 chart + 15 attachments*

**ABSTRACT**

*The implementation of RME in Indonesia is regulated by the Regulation of the Minister of Health Number 24 of 2002, which requires all health facilities to implement it no later than December 31, 2023. However, observations at the Waled Hospital show that there are still obstacles in Patient Registration, such as long queues and delays in summons.*

*This study aims to determine the effectiveness of the use of Electronic Medical Records (EMR) in outpatient registration services at Waled Regional General Hospital (RSUD). The research approach used was descriptive quantitative, with data collection through direct observation.*

*The measuring instruments used were a stopwatch and an observation sheet for patient registration service times. The sample in this study consisted of 90 respondents, selected using a purposive sampling technique, with the standard registration service time based on hospital SOPs of 10 minutes maximum.*

*Research results show that out of 90 respondents, as many as 62 respondents received effective service because the service time was  $\leq 10$  minutes, while 28 respondents were declared ineffective because the service time was  $> 10$  minutes. This shows that the implementation of RME is quite effective in speeding up the outpatient registration process.*

*In conclusion, the use of RME at the Waled Hospital has supported the effectiveness of the registration service, however, there are still technical obstacles such as long queues and network disruptions. It is recommended to the hospital to strengthen the network system and so that the registration service runs more efficiently and fully in accordance with the SOP.*

*Keywords: Effectiveness, Electronic Medical Records, Service Time, Registration, Outpatient Services.*

*Refereces: 28 (2011-2025)*