

**INSTITUT TEKNOLOGI DAN KESEHATAN MAHARDIKA
FAKULTAS KESEHATAN
PROGRAM STUDI REKAM MEDIS DAN INFORMASI KESEHATAN**

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Lala Rizqi Amalia¹, Dede Setiawan², Faizal Ragil Putranto³

**TINJAUAN KUALITAS SISTEM REKAM MEDIS ELEKTRONIK DI INSTALASI
RAWAT JALAN DI RUMAH SAKIT PERTAMINA CIREBON**

Xvii + 85 halaman + 5 tabel + 1 bagan + 12 lampiran

ABSTRAK

Penelitian ini meninjau kualitas sistem Rekam Medis Elektronik (RME) di Instalasi Rawat Jalan Rumah Sakit Pertamina Cirebon. Meskipun RME telah diimplementasikan, masih terdapat permasalahan internal (misalnya, error sistem) dan eksternal (masalah dari pusat sistem). Tujuan penelitian ini adalah mengamati kualitas sistem RME di rumah sakit tersebut.

Penelitian ini menggunakan metode deskriptif kualitatif dengan pendekatan observasional. Data dikumpulkan melalui observasi langsung menggunakan lembar checklist yang menilai empat dimensi kualitas sistem RME: keadaan (reliabilitas), kemudahan penggunaan (usability), kecepatan respon (response time), dan keamanan (security).

Hasil observasi menunjukkan bahwa secara umum kualitas sistem RME di Rumah Sakit Pertamina Cirebon cukup baik. Keempat dimensi kualitas sistem menunjukkan hasil yang sesuai, meskipun terdapat beberapa catatan, seperti masalah koneksi jaringan dan error sistem. Sistem RME mendukung pengisian data elektronik untuk semua jenis pemeriksaan dan pengobatan, dan terdapat dukungan teknis yang memadai.

Sistem RME di Rumah Sakit Pertamina Cirebon telah terimplementasi dengan baik, namun perlu ditingkatkan dalam hal stabilitas sistem dan kecepatan koneksi jaringan untuk memaksimalkan efisiensi dan produktivitas. Rumah sakit disarankan untuk melakukan evaluasi berkala dan pemeliharaan sistem secara rutin serta meningkatkan kapasitas infrastruktur teknologi informasi.

Kata Kunci : Kualitas Sistem, Rekam Medis Elektronik

Daftar Pustaka : 35 (2020-2025)

**MAHARDIKA INSTITUTE OF TECHNOLOGY AND HEALTH
FACULTY OF HEALTH
STUDY PROGRAM OF MEDICAL RECORD AND HEALTH INFORMATION**

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Lala Rizqi Amalia¹, Dede Setiawan², Faizal Ragil Putranto³

***QUALITY REVIEW OF ELECTRONIC MEDICAL RECORD SYSTEM IN
OUTPATIENT INSTALLATIONS AT PERTAMINA CIREBON HOSPITAL***

Xvii + 85 pages + 5 tables + 1 chart + 12 attachments

ABSTRACT

This research reviews the quality of the Electronic Medical Record (EMR) system in the outpatient installation of Pertamina Cirebon Hospital. Although the EMR has been implemented, there are still internal problems (e.g., system errors) and external problems (issues from the central system). The aim of this research is to observe the quality of the EMR system at the hospital.

This research uses a descriptive qualitative method with an observational approach. Data was collected through direct observation using a checklist that assesses four dimensions of EMR system quality: condition (reliability), ease of use (usability), response time, and security.

Observation results show that the overall quality of the EMR system at Pertamina Cirebon Hospital is quite good. The four dimensions of the system show satisfactory results, although there are some notes, such as network connection problems and system errors. The EMR system supports electronic data entry for all types of examinations and treatments, and adequate technical support is available.

The EMR system at Pertamina Cirebon Hospital has been implemented well, but improvements are needed in terms of system stability and network connection speed to maximize efficiency and productivity. The hospital is advised to conduct regular system evaluations and maintenance, as well as improve its information technology infrastructure capacity.

Keyword : *System Quality, Elektronik Medical Record*

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