

**EVALUATION OF THE SUITABILITY OF WAITING TIME FOR  
PRESCRIPTION SERVICES AT THE OUTPATIENT PHARMACY  
INSTALLATION OF PKU MUHAMMADIYAH SUKOHARJO HOSPITAL**

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**ABSTRACT**

**Background;** *Fast and efficient pharmaceutical services are one of the hospital service quality indicators, especially in the aspect of waiting time for prescription services, based on a preliminary study, found that 6 out of 10 patients complained that the waiting time for drug services tended to be long. A total of 4 patients found that the waiting time for prescription services exceeded 60 minutes. **The objectives of the research;** Evaluate the conformity of prescription service waiting times at the Outpatient Pharmacy Installation of PKU Muhammadiyah Sukoharjo Hospital based on the standards of the Indonesian Ministry of Health Regulation No. 72 of 2016, which stipulates  $\leq 30$  minutes for non-compounded drugs and  $\leq 60$  minutes for compounded drugs. **Methods;** This is a descriptive quantitative study with an observational approach. A total of 100 prescriptions were selected using purposive sampling, consisting of 50 non-compounded and 50 compounded prescriptions. Data were collected through direct observation using a Prescription Waiting Time Data Collection Sheet and analyzed using Microsoft Excel. **Results;** Showed that the average waiting time for non-compounded prescriptions was 16.0 minutes and for compounded prescriptions was 36.1 minutes. All samples (100%) met the Ministry of Health's standard waiting time. **Summary;** In conclusion, the prescription services at the outpatient pharmacy of PKU Muhammadiyah Sukoharjo Hospital are efficient and in accordance with the established standards.*

**Keywords:** *compounded drugs, non-compounded drugs, pharmacy installation, prescription service, waiting time.*