

Evaluation of Waiting Time for Drug Prescription Services at the Pharmacy Installation of Bhakti Medika Clinic

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A B S T R A C T

Background: Waiting time is a key indicator for assessing the quality of pharmaceutical services in hospitals. It is defined as the duration from the moment a patient submits a prescription to the pharmacist until the medication is dispensed. According to the Decree of the Minister of Health of the Republic of Indonesia Number 4 of 2019 on Minimum Hospital Service Standards, the expected waiting time is 15–30 minutes for non-compounded prescriptions and 30–60 minutes for compounded prescriptions. **Objective:** The purpose of this study was to evaluate the average prescription service waiting time for outpatients at the Pharmacy Installation of Bhakti Medika Clinic. **Research Object:** Prescriptions received during the service period were used as research samples. **Method:** This was a descriptive observational study. The data were collected through direct observation, recorded systematically, and further analyzed using Microsoft Excel. **Results:** The findings indicated that the mean waiting time for compounded prescriptions was 21.6 minutes, while non-compounded prescriptions had an average waiting time of 15.6 minutes. **Conclusion:** The results demonstrated that the average prescription waiting time at Bhakti Medika Clinic Pharmacy Installation complied with the Minimum Service Standards (MSS) as regulated in the Minister of Health Regulation No. 72 of 2016. Both compounded and non-compounded prescriptions were dispensed within the required timeframe, suggesting that the clinic's pharmacy services operate efficiently and align with national standards for pharmaceutical care.

INTRODUCTION

The issue of the length of waiting time in drug prescription services at Pharmaceutical Installations is increasingly in the spotlight in the health world. Inefficient waiting times can have a negative impact, both on patient satisfaction and on the quality of health services. The results of previous studies show that delays in prescribing can cause dissatisfaction in patients and even interfere with the effectiveness of treatment. (Hasanah & Firdausi, 2019).

A number of studies have proven that the length of waiting time for prescription services that exceed the standard can have an impact on decreased patient satisfaction. For example, the average waiting time for concocted drugs and finished drugs in some hospitals is still not in accordance with the minimum service standards set by the Ministry of Health. (Hidayah et al., 2021); (Kurniawati et al., 2016). Provisions regarding the waiting time for drug services are regulated in the Regulation of the Minister of Health of the Republic of Indonesia Number 73 of 2016 concerning Minimum Service Standards for Hospitals. In the regulation, it is explained that the waiting time is differentiated based on the type of recipe, namely non-concocted recipes with a maximum time limit of 30 minutes and concocted recipes with a maximum time limit of 60 minutes.

Many studies show that the longer the wait time, the lower the patient satisfaction rate (Ihsan et al., 2018); (Maharani & Mutmainah, 2022); (Fatrida & Saputra, 2019). These findings confirm that patients carry certain expectations regarding the duration of service. If these expectations are not met, then a sense of dissatisfaction arises. On that basis, hospitals and clinics must make waiting time one of the important benchmarks in improving service performance. In the healthcare sphere, efficient management of waiting times not only increases patient satisfaction, but also supports the achievement of more optimal health outcomes. Studies have also shown that satisfaction with wait times is closely related to patient adherence to treatment as well as therapy success. (Wijayanti et al., 2023); (Fatrida & Saputra, 2019). Therefore, efforts to improve the quality of health services should focus on better management of waiting times. Meanwhile, the existence of pharmaceutical services in clinics is an

essential means for the public to obtain medicines. (Mustiqawati, E., Alami, R., & Yolandari, 2023). Clinic services cover various aspects, including registration, examination and treatment. The waiting time in clinic services not only includes the waiting time for registration, but also the waiting time to get medical treatment.

Research shows that long wait times in clinics can be caused by a variety of factors, including a lack of human resources and inefficient management (Torry et al., 2016); (Purnomo et al., 2021). Some of the factors that affect the waiting time for prescription services in hospitals include receipt of prescriptions, provision of etiquette, preparation of drugs and delivery of drugs. These factors greatly affect patient satisfaction with pharmaceutical services (A. Astuti et al., 2022). Evaluation of prescription services indicates that intervention measures, such as setting target waiting times and utilizing patient feedback, contribute significantly to speeding up service and increasing satisfaction. Work discipline and efficient division of tasks also play a significant role in determining the length of the waiting time. Basically, the waiting time standards set by the Ministry of Health can be met if management is carried out properly and the influencing factors are optimally considered.

METHOD

The research design used was descriptive observational with *a cross-sectional method*. In this study, measurements were carried out at one point in time through direct observation and recording of prescription waiting time on the form that has been provided. The subjects of observation include the waiting time for outpatient prescription services at the Clinical Pharmacy Installation. The time for this research will be carried out in June-July 2025. The research site is at the Bhakti Medika Clinic in Baubau City with a population of $\pm$ 390 prescriptions/month 198 prescriptions. The instrument in this study uses a stopwatch as a tool to calculate time, pens, data collection sheets (LPD) (*attached*) and uses microsoft excel as an instrument to analyze the data obtained. The data collection technique is by using observation and documentation. Based on the research instruments that have been prepared, it is then analyzed using descriptive analysis. By using the formula :

$$X = \frac{\sum x i}{N}$$

Information:

X = average wait time

$\sum x i$ = total amount of data

N = large number of samples (Naim et al., 2024).

RESULTS & DISCUSSION

1. Percentage of Prescription Quantity

No.	Recipe Type	Number of Samples	Percentage
1.	Concoction	88	44,5%
2.	Non Compound	110	55,5%
	Total	198 Recipes	100%

Source: Data processed, 2025

Based on the results of the study, the number of samples obtained was 198 recipes, consisting of 110 non-concocted recipes (55.5%) and 88 concocted recipes (44.5%).

2. Average Wait Time for Prescription Service

No.	Recipe Type	Number of Samples	Total waiting time	Average wait time
1.	Concoction	88	1895 minutes	21.6 minutes
2.	Non Compound	110	1708 minutes	15.6 minutes
	Total	198 Recipes	3,603 minutes	18.2 minutes

Source: Data processed, 2025

This study found that concocted recipes, with a total of 88 recipes, had an average waiting time of 21.6 minutes, while non-concocted recipes, with a total of 110 recipes, had an average waiting time of 15.6 minutes.

3. Number of prescriptions that don't qualify for lead time

No.	Recipe Type	Sum
1	Concoction	0 recipes
2	Non Compound	5 recipes
	Total	5 Recipes

Prescription services at the Bhakti Medika Clinic Pharmacy Installation are an important indicator of the quality of pharmaceutical services and have referred to Permenkes RI No. 73 of 2016 About the standard waiting time for drugs, which is ≤ 30 minutes for non-concocted prescriptions and ≤ 60 minutes for concocted prescriptions. The recipe service process includes receipt of prescriptions, screening, dispensing, price calculation, as well as the administration of drugs and information on their use, where each stage has an important role in the speed and security of the service. The results of the study on 198 recipe samples (110 non-concoction and 88 concoction) shows that the service in general is still in accordance with the set standards. However, there are several factors that can extend the waiting time, including; The patient is not present at the time of payment or collection of the medication. Lack of patient cash thus delaying the payment process. Unavailability of drugs in pharmaceutical installations. The unavailability of the necessary drugs can cause delays in the service process, as pharmacists have to look for alternatives or wait for the arrival of the drug in question (Nasution et al., 2021). Drug vacancies during service can prolong waiting times, so it is important for Pharmaceutical Installations to have an efficient inventory management system in place (Hidayah et al., 2021). Recipes are unclear or incomplete. Request for a reduction in the amount of medication by the patient. These obstacles cause non-technical and administrative delays. Therefore, improvement efforts are needed, such as patient education about service flows, optimization of the queue system, good management of drug supplies, and the use of information technology. Improved patient satisfaction can be achieved by reducing wait times through various strategies. For example, the implementation of an electronic prescribing system can help speed up the prescription service process and reduce the likelihood of errors (Rahayuningtyas et al., 2023). In addition, education to patients about the medication taking process and the use of technology in services can improve their understanding and reduce anxiety while waiting (Prayitno, Lukman & Suharmiati, 2018) (N. K. Astuti & Kundarto, 2018) Overall, prescription services at Bhakti Medika Clinic still meets the waiting time standards of the Minister of Health of the Republic of Indonesia No. 73 of 2016 so as to support the quality of pharmaceutical services that are fast, precise, safe, and oriented towards patient satisfaction.

COVER

This study revealed that the average waiting time for prescription services at the Bhakti Medika Clinic Pharmacy Installation is in accordance with the Minimum Service Standards (SPM) stipulated in Permenkes No. 72 of 2016, which is < 60 minutes for concocted prescriptions and < 30 minutes for non-concocted prescriptions. The average waiting time obtained was 21.6 minutes for concocted recipes and 15.6 minutes for non-concocted recipes. It is recommended in future studies that the number of prescription samples be regulated more proportionally based on the type of prescription, conduct an in-depth analysis of factors that affect lead times, and consider the length of the data collection period to produce a more representative picture of prescription distribution. The calculation in this study has not separated the waiting time based on each stage of the dispensing process. Therefore, future research should measure the waiting time at each stage of service in more detail, so that the efficiency of prescription services can be identified more accurately.

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