# LAMPIRAN

Lampiran 1 Sertifikat Etik Penelitian



**IDENTIFIKASI *WASTE***

Pemborosan (*waste*) adalah kumpulan beberapa aktivitas yang tidak memberi tambah (*added value*) kepada pelanggan dan organisasi dalam proses transformasi input menjadi output sepanjang value stream (proses untuk membuat, memproduksi dan menyerahkan produk baik barang atau jasa ke pasar). Macam-macam *waste* :

* + - 1. *Defect* (produk cacat)*,* adalah hasil produksi yang tidak sesuai dengan harapan. **Contoh :** kesalahan proses *billing,* kesalahan penulisan dosis obat, adanya obat atau alat yang hilang dari tempat seharusnya, Melakukan pemeriksaan kesesuaian farmasetik dan klinis, dan sebagainya.
      2. *Waiting* (menunggu)*,* adalah semua hal yang membuat aktivitas terhenti, baik pada mesin maupun pekerja sehingga menimbulkan pemborosan. **Contoh :** pasien menunggu antrian obat, proses pelayanan terlambat dimulai karena pegawai datang terlambat, menunggu proses administrasi yang berbelit, pegawai menunggu karena workload terlalu padat, dan lain sebagainya.
      3. *Unnecessary inventory* (persediaan yang tidak perlu)*,* adalah simpanan cadangan yang berlebih. **Contoh :** persediaan kadaluarsa yang harus dibuang misalnya obat-obatan yang kadaluarsa (expired), terlalu banyak mensubstitusi obat yang bukan karena dibutuhkan melainkan kemungkinan akan dibutuhkan, dan lain sebagainya.
      4. *Unappropriate processing* (proses yang tidak tepat)*,* adalah melakukan proses atau aktivitas yang tidak perlu**. Contoh :** pegawai harus membubuhkan cap waktu, tanggal berulang kali pada beberapa formulir namun data tersebut sebenarnya tidak digunakan, meminta pasien menginformasikan identitas berulang kali untuk memastikan ketepatan rekam medis/penerima resep, membubuhkan paraf berulang kali, melakukan entry data yang tidak menambah informasi penting bagi pasien (misal entry harga obat), pengisian format etiket yang kurang efisien, dan lain sebagainya.
      5. *Unnecessary motion* (gerakan yang tidak perlu)*,* adalah dapat berupa gerakan-gerakan yang berlebih atau tidak diperlukan. **Contoh :** akibat layout tidak efisien, pegawai harus berpindah-pindah untuk menyelesaikan pekerjaan ataupun mencari pasien atau persediaan obat, dan lain sebagainya.
      6. *Transportation* (transportasi), adalah perpindahan produk antar proses merupakan kegiatan yang tidak menambah nilai, dapat berupa pemborosan waktu karena jarak terlalu jauh. **Contoh :** pasien mondar mandir mengambil berkas, obat atau ketentuan lainnya yang letak pengambilannya berjauhan, pasien harus berulang kali memfotokopi berkas (contoh kartu identitas, jaminan, dan sebagainya) di tahapan yang berbeda, dan lain sebagainya.
      7. *Over production* (kelebihan produksi), adalah memproduksi melebihi dari yang dibutuhkan. **Contoh :** meng-*entry* informasi yang tidak dibutuhkan sehingga pasien diterima namun harus menunggu proses entry yang lebih lama untuk data yang tidak bermakna, dan lain sebagainya.

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**IDENTIFIKASI *WASTE***

**Keterangan :** Pemborosan (*waste*) dapat terjadi di setiap proses pelayanan di rawat jalan. Terdapat 7 (tujuh) jenis *waste*, namun peneliti hanya berfokus kepada waktu pelayanan dan tidak memperhatikan produk-poduk yang bersangkutan. Contohnya yaitu *wast*e yang merupakan kategori *waiting* adalah pasien menunggu antrian obat, proses pelayanan terlambat dimulai karena pegawai datang terlambat, dan sebagainya.

**Petunjuk pengisian :** identifikasi bentuk bentuk waste yang terjadi didalam setiap proses dan kelompokkan kedalam jenis *waste* yang sudah disediakan. Selain 4 (empat) jenis *waste* yang sudah ditentukan, tidak dimasukkan kedalam bentuk *waste* yang ingin di identifikasi.

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| **No** | **Jenis Aktivitas** | **Keterangan (kegiatan tersebut termasuk *waste*/tidak)** | **Kategori *Waste* (waiting, *Unappropriate processing, Unnecessary motion,***  ***Transportation*)** |
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| **No** | **Jenis Aktivitas** | **Keterangan (kegiatan tersebut termasuk *waste*/tidak)** | **Kategori *Waste* (waiting, *Unappropriate processing, Unnecessary motion,***  ***Transportation*)** |
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| **No** | **Jenis Aktivitas** | **Keterangan (kegiatan tersebut termasuk *waste*/tidak)** | **Kategori *Waste* (waiting, *Unappropriate processing, Unnecessary motion,***  ***Transportation*)** |
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Lampiran 3 rekapan hasil waktu tunggu di rawat jalan umum

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| **No** | **Kategori Pasien** | **Mengambil Nomor Antrian** | **Menunggu proses pendaftaran** | **Melakukan proses pendaftaran** | **Menunggu pemeriksaan Awal** | **Melakukan pemeriksaan awal** | **Menunggu panggilan dokter** | **Pemberian tindakan oleh dokter** | **Pemeriksaan tekanan bola mata** | **Pemberian Obat tetes mata** | **Menunggu Reaksi Obat tetes Mata** | **menunggu pemeriksaan dokter ke 2** | **Pemeriksaan dokter ke 2** | **Menunggu di Instalasi penunjang medis** | **Pemberian tindakan di Instalasi penunjang medis** | **Menunggu hasil penunjang medis** | **Menunggu sebelum proses konsultasi** | **Pemberian konsultasi** | **Menunggu kamar operasi** | **Masuk kamar operasi** | **Mengambil kacamata** | **Menunggu pembayaran obat** | **Proses pembayaran obat** | **Menunggu di apotek** | **Proses pemberian obat di apotek** | **Total per menit** |
| 1 | BPJS | 00:29:36 | 00:13:33 | 01:38:12 | 19:07:53 | 06:09:12 | 14:44:27 | 03:16:21 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 45:39:14 |
| 2 | BPJS | 01:25:17 | 35:03:17 | 03:53:15 | 12:05:56 | 07:12:04 | 10:10:54 | 03:41:23 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 145:32:06 |
| 3 | BPJS | 00:54:00 | 02:45:00 | 03:08:16 | 21:10:29 | 06:19:16 | 30:02:05 | 03:00:45 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 67:19:51 |
| 4 | BPJS | 00:02:09 | 00:59:12 | 00:30:54 | 39:10:27 | 02:53:24 | 60:56:43 | 04:04:17 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 108:37:06 |
| 5 | BPJS | 01:21:36 | 29:12:58 | 03:57:18 | 60:18:05 | 09:02:23 | 11:18:10 | 02:19:25 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 0:51:23 | 20:18:42 | 02:58:10 | 165:38:10 |
| 6 | BPJS | 00:22:48 | 10:29:24 | 07:16:39 | 45:19:30 | 06:14:14 | 08:32:45 | 01:21:37 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 22:43:29 | 03:13:24 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 7:34:07 | 29:46:20 | 03:22:23 | 146:16:40 |
| 7 | BPJS | 00:14:27 | 03:46:49 | 04:20:50 | 34:11:56 | 07:47:29 | 09:56:39 | 02:42:48 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 63:00:58 |
| 8 | BPJS | 00:20:15 | 30:12:39 | 04:01:21 | 48:28:34 | 11:05:32 | 60:16:58 | 03:12:58 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 03:12:58 | 25:12:29 | 01:22:59 | 187:26:43 |
| 9 | BPJS | 05:27:35 | 38:43:40 | 05:15:48 | 52:30:21 | 09:03:24 | 19:07:40 | 02:07:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 17:03:04 | 02:03:09 | 00:00:00 | 00:00:00 | 00:00:00 | 08:07:10 | 02:07:00 | 30:05:08 | 6:00:00 | 197:40:59 |
| 10 | BPJS | 01:23:43 | 00:57:45 | 01:40:11 | 33:55:14 | 05:17:40 | 06:02:12 | 01:21:02 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 36:53:42 | 01:36:19 | 00:00:00 | 00:00:00 | 00:00:00 | 03:30:46 | 00:00:00 | 13:46:05 | 02:22:00 | 108:46:39 |
| 11 | BPJS | 01:00:50 | 1:02:57 | 20:51:30 | 40:19:59 | 05:00:48 | 120:35:39 | 07:30:04 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 07:50:08 | 19:48:20 | 00:00:00 | 00:00:00 | 00:00:00 | 00:05:00 | 00:00:00 | 17:08:07 | 00:49:08 | 242:02:30 |
| 12 | BPJS | 00:57:09 | 24:59:19 | 05:05:30 | 43:03:39 | 06:55:33 | 120:28:01 | 02:27:03 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 05:34:37 | 01:52:34 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 18:42:11 | 00:26:56 | 254:32:32 |
| 13 | BPJS | 00:34:25 | 02:53:26 | 02:00:05 | 43:11:58 | 04:14:19 | 18:11:21 | 02:34:19 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 20:41:45 | 0:29:01 | 00:00:00 | 00:00:00 | 00:00:00 | 15:06:08 | 01:09:06 | 27:09:56 | 02:07:30 | 140:23:19 |
| 14 | BPJS | 01:01:30 | 17:06:39 | 02:59:07 | 29:45:35 | 14:58:08 | 47:52:08 | 01:01:06 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 19:50:38 | 02:35:12 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 137:10:03 |
| 15 | BPJS | 00:56:31 | 07:52:00 | 02:07:26 | 02:59:07 | 09:16:13 | 27:00:41 | 06:28:09 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 22:06:06 | 0:52:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 26:52:30 | 01:57:30 | 27:13:09 | 135:41:52 |
| 16 | BPJS | 00:40:09 | 0 | 15:01:00 | 04:48:02 | 04:31:17 | 10:01:03 | 02:01:40 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 41:02:01 | 01:59:09 | 00:00:00 | 00:00:00 | 00:00:00 | 02:46:00 | 0:15:04 | 08:12:00 | 01:00:06 | 92:17:31 |
| 17 | BPJS | 10:15:09 | 0 | 10:41:30 | 10:12:51 | 28:53:50 | 04:20:01 | 05:30:00 | 00:00:00 | 00:37:26 | 60:19:45 | 05:01:14 | 03:12:25 | 00:00:00 | 00:00:00 | 00:00:00 | 41:45:08 | 04:30:12 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 14:13:54 | 14:13:54 | 213:47:19 |
| 18 | BPJS | 05:18:34 | 0 | 18:20:28 | 25:59:13 | 08:20:52 | 10:03:06 | 03:45:08 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 60:24:13 | 05:14:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 137:25:34 |
| 19 | BPJS | 05:43:12 | 0 | 02:54:39 | 34:03:20 | 11:07:38 | 16:12:23 | 05:43:47 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 15:43:47 | 0:56:35 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 43:49:35 | 03:08:19 | 139:23:15 |
| 20 | BPJS | 60:13:35 | 0 | 19:38:39 | 50:16:43 | 11:54:42 | 60:19:07 | 06:41:25 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 06:00:57 | 01:01:19 | 00:00:00 | 38:54:43 | 01:49:37 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 256:50:47 |

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| **No** | **Kategori Pasien** | **Mengambil Nomor Antrian** | **Menunggu proses pendaftaran** | **Melakukan proses pendaftaran** | **Menunggu pemeriksaan Awal** | **Melakukan pemeriksaan awal** | **Menunggu panggilan dokter** | **Pemberian tindakan oleh dokter** | **Pemeriksaan tekanan bola mata** | **Pemberian Obat tetes mata** | **Menunggu Reaksi Obat tetes Mata** | **menunggu pemeriksaan dokter ke 2** | **Pemeriksaan dokter ke 2** | **Menunggu di Instalasi penunjang medis** | **Pemberian tindakan di Instalasi penunjang**  **medis** | **Menunggu hasil penunjang medis** | **Menunggu sebelum proses konsultasi/POLI 4** | **Pemberian konsultasi** | **Menunggu kamar operasi** | **Masuk kamar operasi** | **Mengambil kacamata** | **Menunggu pembayaran obat** | **pe** |
| 21 | BPJS | 00:28:03 | 0 | 00:28:03 | 60:02:16 | 14:04:33 | 51:14:15 | 01:54:16 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 05:43:43 | 01:12:58 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |  |
| 22 | BPJS | 00:36:07 | 0 | 03:12:07 | 57:15:36 | 02:03:20 | 60:02:05 | 05:51:19 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 08:50:31 | 00:43:15 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |  |
| 23 | BPJS | 11:03:07 | 0 | 21:04:13 | 31:57:06 | 03:38:06 | 18:31:29 | 01:18:37 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 11:06:56 | 00:59:09 | 00:00:00 | 00:00:00 | 00:00:00 | 12:01:35 |  |
| 24 | BPJS | 07:12:54 | 0 | 23:02:49 | 47:47:20 | 11:58:18 | 35:50:26 | 00:51:07 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 60:46:00 | 02:05:30 | 00:00:00 | 00:00:00 | 00:00:00 | 27:00:08 |  |
| 25 | UMUM | 00:13:18 | 08:20:23 | 03:46:15 | 33:13:37 | 15:02:01 | 22:16:16 | 02:08:55 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 07:49:06 |  |
| 26 | UMUM | 00:16:13 | 13:53:29 | 01:11:01 | 25:03:56 | 15:03:35 | 18:06:21 | 02:47:33 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 03:15:32 |  |
| 27 | UMUM | 00:33:04 | 12:41:09 | 01:51:01 | 21:34:11 | 09:38:45 | 22:14:21 | 06:11:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 06:37:24 |  |
| 28 | UMUM | 00:20:13 | 17:06:32 | 02:20:06 | 27:22:14 | 10:28:17 | 25:06:31 | 05:33:17 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 04:10:46 |  |
| 29 | UMUM | 00:26:23 | 19:35:22 | 00:45:07 | 33:21:55 | 16:08:48 | 10:21:53 | 02:10:06 | 00:00:00 | 34:02:56 | 00:00:00 | 02:12:08 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 05:08:32 |  |
| 30 | UMUM | 00:17:21 | 02:18:30 | 03:33:39 | 36:21:18 | 07:08:25 | 61:12:29 | 02:34:56 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 08:20:38 |  |
| 31 | UMUM | 01:24:38 | 07:42:58 | 04:36:13 | 16:25:54 | 10:00:52 | 41:17:06 | 03:45:58 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 06:31:31 |  |
| 32 | UMUM | 00:42:15 | 05:20:10 | 00:54:23 | 24:06:15 | 15:57:29 | 19:02:24 | 04:33:42 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 07:08:26 |  |
| 33 | UMUM | 00:43:05 | 06:19:32 | 00:51:21 | 36:13:17 | 18:58:13 | 43:53:07 | 04:15:38 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 13:50:07 |  |
| 34 | UMUM | 00:11:34 | 11:04:19 | 00:30:07 | 05:00:13 | 15:44:24 | 21:31:31 | 03:15:16 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 03:27:58 |  |
| 35 | UMUM | 00:12:01 | 07:46:51 | 01:25:10 | 27:16:40 | 10:36:56 | 23:59:12 | 02:13:16 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 05:21:51 |  |
| 36 | UMUM | 00:19:08 | 20:10:23 | 02:13:49 | 26:03:62 | 10:53:21 | 29:33:11 | 7:14:47 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 04:51:00 |  |
| 37 | UMUM | 01:24:38 | 02:45:29 | 04:25:00 | 41:10:09 | 12:06:18 | 46:18:29 |  | 00:00:00 | 49:54:12 | 00:00:00 | 01:25:18 | 01:35:57 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |  |
| 38 | UMUM | 01:24:56 | 14:23:12 | 05:03:04 | 36:15:32 | 12:58:20 | 02:54:31 | 02:14:52 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 03:47:23 | 01:02:45 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |  |
| 39 | UMUM | 00:30:30 | 11:08:07 | 00:51:30 | 20:31:10 | 21:34:18 | 22:01:10 | 01:59:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 02:49:49 |  |
| 40 | UMUM | 01:00:08 | 11:08:55 | 00:39:10 | 25:00:07 | 17:52:06 | 22:05:19 | 03:00:57 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 03:57:20 |  |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **No** | **Kategori Pasien** | **Mengambil Nomor Antrian** | **Menunggu proses pendaftaran** | **Melakukan proses pendaftaran** | **Menunggu pemeriksaan Awal** | **Melakukan pemeriksaan awal** | **Menunggu panggilan dokter** | **Pemberian tindakan oleh dokter** | **Pemeriksaan tekanan bola mata** | **Pemberian Obat tetes mata** | **Menunggu Reaksi Obat tetes Mata** | **menunggu pemeriksaan dokter ke 2** | **Pemeriksaan dokter ke 2** | **Menunggu di Instalasi penunjang medis** | **Pemberian tindakan di Instalasi penunjang**  **medis** | **Menunggu hasil penunjang medis** | **Menunggu sebelum proses konsultasi/POLI 4** | **Pemberian konsultasi** | **Menunggu kamar operasi** | **Masuk kamar operasi** | **Mengambil kacamata** | **Menunggu pembayaran obat** | **pe** |
| 41 | UMUM | 01:24:56 | 02:16:52 | 03:27:26 | 21:42:10 | 10:12:09 | 53:41:06 | 03:14:28 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 05:47:34 |  |
| 42 | UMUM | 00:30:17 | 25:13:21 | 01:17:57 | 41:53:18 | 14:47:48 | 24:03:42 | 05:32:56 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 05:04:58 |  |
| 43 | UMUM | 00:13:23 | 10:04:39 | 02:49:33 | 26:01:22 | 14:33:29 | 14:14:34 | 02:18:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 04:21:38 |  |
| 44 | UMUM | 00:31:42 | 11:42:08 | 03:08:02 | 17:17:43 | 17:09:01 | 25:09:31 | 06:31:07 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 10:24:43 |  |
| 45 | UMUM | 00:32:24 | 17:10:05 | 03:01:40 | 19:13:50 | 15:20:17 | 25:04:04 | 05:06:35 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 05:27:59 |  |
| 46 | UMUM | 01:12:34 | 03:21:39 | 03:10:58 | 54:06:15 | 06:02:14 | 35:41:23 | 08:19:56 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 14:06:34 |  |
| 47 | UMUM | 00:05:34 | 02:36:04 | 00:30:45 | 05:40:08 | 06:24:14 | 25:10:02 | 00:55:27 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |  |
| 48 | UMUM | 01:10:15 | 03:07:18 | 02:01:29 | 32:44:28 | 04:09:35 | 16:18:56 | 02:27:32 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |  |
| 49 | UMUM | 00:21:46 | 06:03:27 | 00:43:45 | 18:45:13 | 13:26:51 | 32:43:04 | 02:12:44 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 05:36:41 |  |
| 50 | UMUM | 00:02:08 | 10:52:09 | 01:03:23 | 13:32:57 | 19:29:26 | 14:58:22 | 02:21:09 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |  |
| 51 | UMUM | 00:03:48 | 10:33:48 | 00:38:02 | 17:05:31 | 25:14:58 | 11:13:48 | 01:51:02 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |  |
| 52 | UMUM | 00:12:45 | 08:30:17 | 01:33:46 | 20:05:12 | 16:49:24 | 34:21:33 | 01:23:12 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 08:46:00 |  |
| 53 | UMUM | 01:14:53 | 20:13:07 | 02:59:59 | 31:45:38 | 39:22:55 | 60:07:18 | 06:48:09 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 18:13:13 |  |
| 54 | UMUM | 01:22:20 | 04:12:10 | 03:58:41 | 17:15:56 | 43:20:28 | 02:54:31 | 02:01:32 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 03:47:23 | 04:15:10 | 00:00:00 | 00:00:00 | 00:00:00 | 34:08:55 |  |
| 55 | UMUM | 02:46:25 | 03:01:35 | 00:38:25 | 42:51:34 | 15:11:35 | 20:48:21 | 00:00:00 | 00:00:00 | 28:31:56 | 00:00:00 | 02:50:14 | 02:59:47 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |  |
| 56 | UMUM | 00:15:42 | 14:09:54 | 00:48:27 | 31:23:08 | 02:55:20 | 60:09:36 | 06:10:02 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 07:31:11 |  |
| 57 | UMUM | 01:33:27 | 02:18:05 | 01:11:37 | 16:10:15 | 11:17:29 | 57:31:31 | 02:11:29 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |  |
| 58 | UMUM | 01:23:01 | 05:16:22 | 03:47:48 | 07:20:38 | 08:32:29 | 32:08:57 | 04:32:18 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 09:36:32 |  |
| 59 | UMUM | 02:40:55 | 01:12:20 | 05:14:56 | 42:19:28 | 18:09:05 | 12:25:21 | 00:00:00 | 00:00:00 | 60:39:21 | 00:00:00 | 03:39:01 | 01:20:28 | 00:00:00 | 00:00:00 | 00:00:00 | 24:46:56 | 01:06:07 | 00:00:00 | 00:00:00 | 00:00:00 | 01:38:20 |  |
| 60 | UMUM | 00:22:06 | 01:22:54 | 00:32:34 | 32:11:06 | 05:39:42 | 31:02:12 | 02:13:05 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |  |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **No** | **Kategori Pasien** | **Mengambil Nomor Antrian** | **Menunggu proses pendaftaran** | **Melakukan proses pendaftaran** | **Menunggu pemeriksaan Awal** | **Melakukan pemeriksaan awal** | **Menunggu panggilan dokter** | **Pemberian tindakan oleh dokter** | **Pemeriksaan tekanan bola mata** | **Pemberian Obat tetes mata** | **Menunggu Reaksi Obat tetes Mata** | **menunggu pemeriksaan dokter ke 2** | **Pemeriksaan dokter ke 2** | **Menunggu di Instalasi penunjang medis** | **Pemberian tindakan di Instalasi penunjang**  **medis** | **Menunggu hasil penunjang medis** | **Menunggu sebelum proses konsultasi/POLI 4** | **Pemberian konsultasi** | **Menunggu kamar operasi** | **Masuk kamar operasi** | **Mengambil kacamata** | **Menunggu pembayaran obat** | **pe** |
| 61 | UMUM | 00:15:06 | 05:07:12 | 03:01:24 | 50:15:38 | 16:54:28 | 60:12:43 | 03:55:27 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |  |
| 62 | UMUM | 02:55:38 | 00:24:27 | 01:16:55 | 37:09:44 | 07:01:36 | 42:54:12 | 03:44:07 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 05:40:17 |  |
| 63 | UMUM | 01:18:28 | 07:12:38 | 04:01:54 | 18:08:17 | 05:12:08 | 50:18:56 | 04:37:26 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 13:59:11 |  |
| 64 | UMUM | 00:15:30 | 16:04:31 | 06:11:07 | 24:09:00 | 31:09:08 | 20:02:49 | 02:59:15 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 05:13:06 |  |
| 65 | UMUM | 00:12:56 | 22:10:16 | 04:03:27 | 12:26:08 | 29:28:52 | 26:05:22 | 01:33:12 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 13:22:56 | 07:23:12 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |  |
| 66 | UMUM | 00:25:41 | 03:31:24 | 00:53:10 | 20:15:56 | 11:09:32 | 60:28:08 | 02:41:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 04:05:20 |  |
| 67 | UMUM | 00:03:05 | 03:13:39 | 01:01:22 | 25:20:27 | 08:26:10 | 28:05:31 | 02:03:48 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |  |
| 68 | UMUM | 00:02:56 | 13:10:26 | 00:48:01 | 16:53:28 | 04:40:57 | 47:50:07 | 08:18:04 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 16:59:11 |  |
| 69 | UMUM | 00:30:42 | 06:43:12 | 07:54:11 | 15:32:09 | 09:39:19 | 25:00:14 | 03:13:38 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 15:12:36 |  |
| 70 | UMUM | 01:20:28 | 06:52:17 | 04:36:34 | 60:12:34 | 15:13:54 | 34:15:18 | 04:16:39 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |  |
| 71 | UMUM | 01:54:35 | 11:55:30 | 03:20:35 | 32:50:21 | 07:54:45 | 46:20:04 | 04:26:22 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 15:33:20 | 00:59:00 | 07:58:10 | 11:35:23 | 00:00:00 | 00:00:00 |  |
| 72 | UMUM | 00:56:06 | 01:30:05 | 01:00:01 | 16:08:00 | 20:18:39 | 05:10:43 | 04:44:06 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 05:06:50 |  |
| 73 | UMUM | 00:45:31 | 03:06:00 | 00:20:21 | 27:00:35 | 10:02:37 | 63:16:08 | 02:45:52 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |  |
| 74 | UMUM | 01:00:00 | 04:30:20 | 04:00:58 | 16:47:14 | 05:49:04 | 45:55:17 | 02:10:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |  |
| 75 | UMUM | 00:54:22 | 07:11:00 | 03:21:01 | 09:54:07 | 17:28:14 | 29:29:41 | 01:35:15 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 26:01:20 |  |
| 76 | UMUM | 01:33:27 | 02:18:05 | 00:25:26 | 08:46:53 | 05:45:15 | 75:37:32 | 01:32:47 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 14:12:07 | 00:38:22 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |  |
| 77 | UMUM | 01:01:30 | 02:30:07 | 05:59:08 | 12:40:05 | 17:19:22 | 41:12:29 | 05:03:04 | 00:00:00 | 02:25:09 | 61:00:58 | 00:00:00 | 01:19:15 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |  |
| 78 | UMUM | 01:02:19 | 06:49:06 | 01:18:36 | 07:55:00 | 06:41:35 | 15:33:08 | 01:12:28 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 05:30:21 |  |
| 79 | UMUM | 00:45:31 | 10:43:41 | 01:00:25 | 30:31:28 | 09:32:02 | 10:57:27 | 01:10:45 | 00:00:00 | 00:00:00 | 00:00:00 | 07:00:06 | 08:03:16 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |  |
| 80 | UMUM | 01:00:40 | 02:50:27 | 02:59:20 | 12:38:55 | 02:02:43 | 60:20:59 | 03:06:42 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |  |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **No** | **Kategori Pasien** | **Mengambil Nomor Antrian** | **Menunggu proses pendaftaran** | **Melakukan proses pendaftaran** | **Menunggu pemeriksaan Awal** | **Melakukan pemeriksaan awal** | **Menunggu panggilan dokter** | **Pemberian tindakan oleh dokter** | **Pemeriksaan tekanan bola mata** | **Pemberian Obat tetes mata** | **Menunggu Reaksi Obat tetes Mata** | **menunggu pemeriksaan dokter ke 2** | **Pemeriksaan dokter ke 2** | **Menunggu di Instalasi penunjang medis** | **Pemberian tindakan di Instalasi penunjang**  **medis** | **Menunggu hasil penunjang medis** | **Menunggu sebelum proses konsultasi/POLI 4** | **Pemberian konsultasi** | **Menunggu kamar operasi** | **Masuk kamar operasi** | **Mengambil kacamata** | **Menunggu pembayaran obat** | **Proses pembayaran obat** | **Menunggu di apotek** | **Proses pemberian obat di apotek** | **Total per menit** |
| 81 | UMUM | 01:20:27 | 04:51:28 | 06:00:09 | 10:36:06 | 15:03:01 | 20:03:00 | 01:41:06 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 07:46:06 | 02:34:50 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 03:47:07 | 20:29:10 | 05:48:29 | 100:00:59 |
| 82 | UMUM | 01:21:30 | 03:25:07 | 00:13:05 | 08:23:13 | 12:33:27 | 44:24:15 | 03:32:05 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 73:52:42 |
| 83 | UMUM | 01:50:21 | 03:18:20 | 01:11:01 | 11:05:22 | 06:59:31 | 59:14:44 | 06:20:48 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 90:00:07 |
| 84 | UMUM | 00:46:13 | 04:57:54 | 01:14:07 | 16:23:22 | 18:25:14 | 26:55:08 | 02:26:08 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 03:10:18 | 48:49:23 | 04:36:10 | 127:43:57 |
| 85 | UMUM | 00:33:29 | 01:01:00 | 01:00:50 | 30:07:16 | 08:18:26 | 63:34:31 | 12:10:20 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 29:00:39 | 11:55:07 | 26:07:06 | 00:59:06 | 184:47:50 |
| 86 | UMUM | 00:10:07 | 0 | 00:33:22 | 00:22:50 | 06:55:16 | 64:48:36 | 03:39:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 07:48:09 | 00:33:57 | 08:20:56 | 02:03:05 | 119:15:18 |
| 87 | UMUM | 00:10:30 | 06:39:49 | 01:07:30 | 27:09:00 | 06:04:14 | 46:44:40 | 01:00:18 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 44:01:28 | 00:11:15 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 02:27:03 | 00:00:00 | 00:00:00 | 135:35:47 |
| 88 | UMUM | 00:58:23 | 06:00:27 | 02:36:18 | 04:27:42 | 08:13:04 | 66:33:50 | 01:04:29 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 89:54:13 |
| 89 | UMUM | 00:57:10 | 00:59:23 | 01:21:05 | 15:01:30 | 19:34:31 | 19:38:43 | 03:41:12 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 61:13:34 |
| 90 | UMUM | 00:57:43 | 02:10:17 | 00:15:04 | 40:19:03 | 14:11:28 | 21:41:51 | 09:26:47 | 00:00:00 | 00:00:00 | 00:00:00 | 04:36:27 | 05:33:42 | 14:25:25 | 1:07:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 01:18:36 | 00:13:52 | 00:00:00 | 00:00:00 | 116:17:15 |
| 91 | UMUM | 00:57:30 | 01:04:50 | 00:59:05 | 15:01:06 | 20:04:30 | 10:38:08 | 00:59:02 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 03:00:08 | 08:00:07 | 30:05:05 | 02:00:03 | 92:49:34 |
| 92 | UMUM | 49:20:02 | 01:02:19 | 00:21:56 | 14:21:07 | 25:14:46 | 52:27:04 | 17:40:36 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 08:41:11 | 07:34:03 | 03:36:10 | 180:19:14 |
| 93 | UMUM | 39:13:32 | 0 | 03:32:08 | 41:26:38 | 24:10:05 | 44:21:17 |  | 00:00:00 | 02:49:24 | 46:53:55 | 29:05:10 | 06:42:03 | 09:15:19 | 01:15:25 | 02:19:22 | 35:12:35 | 02:15:21 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 03:19:09 | 00:00:00 | 00:00:00 | 291:51:23 |
| 94 | UMUM | 07:12:01 | 0 | 00:52:09 | 13:27:12 | 12:49:43 | 47:26:12 | 02:28:30 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 30:21:07 | 01:44:31 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 116:21:25 |
| 95 | UMUM | 00:58:09 | 0 | 04:00:07 | 30:24:02 | 29:24:05 | 10:46:35 | 05:45:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 81:17:58 |
| 96 | UMUM | 19:01:00 | 0 | 00:57:12 | 16:05:07 | 02:28:38 | 23:26:35 | 00:45:29 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 07:24:53 | 11:14:04 | 00:00:00 | 00:00:00 | 00:00:00 | 10:13:46 | 00:41:37 | 23:38:11 | 01:36:05 | 117:32:37 |
| 97 | UMUM | 17:46:20 | 0 | 00:58:28 | 21:12:32 | 15:37:17 | 60:15:03 | 13:34:27 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 06:21:49 | 00:33:35 | 17:04:02 | 01:35:44 | 154:59:17 |
| 98 | UMUM | 09:52:30 | 0 | 01:02:31 | 12:46:07 | 17:22:40 | 50:49:02 | 08:30:35 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 37:00:54 | 04:00:31 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 141:24:50 |
| 99 | UMUM | 01:28:07 | 0 | 00:55:15 | 06:44:03 | 06:08:55 | 02:20:01 | 03:39:03 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 21:15:24 |

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|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **No** | **Kategori Pasien** | **Mengambil Nomor Antrian** | **Menunggu proses pendaftaran** | **Melakukan proses pendaftaran** | **Menunggu pemeriksaan Awal** | **Melakukan pemeriksaan awal** | **Menunggu panggilan dokter** | **Pemberian tindakan oleh dokter** | **Pemeriksaan tekanan bola mata** | **Pemberian Obat tetes mata** | **Menunggu Reaksi Obat tetes Mata** | **menunggu pemeriksaan dokter ke 2** | **Pemeriksaan dokter ke 2** | **Menunggu di Instalasi penunjang medis** | **Pemberian tindakan di Instalasi penunjang**  **medis** | **Menunggu hasil penunjang medis** | **Menunggu sebelum proses konsultasi/POLI 4** | **Pemberian konsultasi** | **Menunggu kamar operasi** | **Masuk kamar operasi** | **Mengambil kacamata** | **Menunggu pembayaran obat** | **Proses pembayaran obat** | **Menunggu di apotek** | **Proses pemberian obat di apotek** | **Total per menit** |
| 100 | UMUM | 13:15:39 | 0 | 00:33:07 | 21:32:30 | 13:18:13 | 34:46:26 | 01:55:49 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 85:21:44 |
| 101 | UMUM | 06:15:00 | 0 | 01:00:00 | 09:44:09 | 06:43:30 | 12:08:09 | 00:12:08 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 09:12:05 | 00:24:05 | 00:00:00 | 00:00:00 | 00:00:00 | 03:23:04 | 01:26:02 | 00:00:00 | 00:00:00 | 50:28:12 |
| 102 | UMUM | 01:06:57 | 0 | 07:00:50 | 38:02:10 | 26:37:47 | 18:59:36 | 30:41:07 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 20:03:46 | 01:47:04 | 37:08:50 | 04:59:45 | 186:27:52 |
| 103 | UMUM | 00:23:09 | 0 | 04:01:00 | 35:01:03 | 28:13:24 | 60:00:03 | 05:15:57 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 132:54:36 |
| 104 | UMUM | 06:04:51 | 0 | 01:00:42 | 11:07:13 | 19:49:59 | 20:23:39 | 05:06:37 | 00:00:00 | 00:00:00 | 00:00:00 | 09:30:08 | 06:31:11 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 79:34:20 |
| 105 | UMUM | 03:41:20 | 0 | 00:48:09 | 07:56:03 | 10:47:09 | 43:19:02 | 07:18:34 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 12:04:38 | 01:20:41 | 27:09:04 | 00:44:43 | 115:09:23 |
| 106 | UMUM | 29:02:35 | 0 | 01:22:39 | 64:39:37 | 10:20:41 | 03:13:35 | 00:00:00 | 00:00:00 | 01:05:20 | 60:07:57 | 13:21:49 | 02:43:13 | 00:00:00 | 00:00:00 | 00:00:00 | 31:32:43 | 01:37:06 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 219:07:15 |
| 107 | UMUM | 05:16:08 | 0 | 06:09:18 | 26:33:21 | 08:25:31 | 36:55:23 | 10:05:03 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:57:19 | 32:09:48 | 06:06:36 | 132:38:27 |
| 108 | UMUM | 02:25:19 | 0 | 03:10:34 | 32:17:32 | 11:30:28 | 32:08:22 | 01:18:00 | 04:18:34 | 02:03:02 | 36:17:46 | 04:43:56 | 02:10:50 | 02:54:32 | 00:57:07 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:35:18 | 40:40:02 | 05:55:56 | 183:27:18 |
| 109 | UMUM | 27:46:34 | 0 | 01:32:49 | 34:08:08 | 13:00:27 | 79:19:37 | 06:00:01 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 161:47:36 |
| 110 | UMUM | 18:49:53 | 0 | 02:01:30 | 36:35:08 | 13:33:52 | 01:30:00 | 05:59:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 12:01:05 | 02:00:50 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 92:31:18 |
| 111 | UMUM | 04:13:10 | 0 | 01:48:09 | 06:49:01 | 19:19:25 | 47:29:28 | 02:09:34 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 05:33:15 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 87:22:02 |
| 112 | UMUM | 24:08:50 | 0 | 01:24:01 | 61:04:33 | 06:40:05 | 18:43:08 | 01:12:23 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 03:45:56 | 01:28:01 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 01:28:01 | 24:40:49 | 03:14:09 | 147:49:56 |
| 113 | UMUM | 05:34:40 | 0 | 04:07:05 | 13:09:14 | 03:03:06 | 89:32:15 | 03:00:01 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 16:07:05 | 01:01:05 | 16:50:32 | 02:04:43 | 154:29:46 |
| 114 | UMUM | 07:15:02 | 0 | 02:17:10 | 18:07:00 | 14:49:50 | 29:30:25 | 05:29:17 | 00:00:00 | 03:22:17 | 30:15:10 | 32:22:49 | 16:34:55 | 00:00:00 | 09:09:15 | 00:00:00 | 48:52:31 | 06:20:55 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 224:26:36 |
| 115 | UMUM | 11:48:24 | 0 | 01:24:33 | 23:16:13 | 26:03:29 | 28:29:38 | 60:23:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 04:59:39 | 01:22:00 | 19:58:20 | 00:59:38 | 178:44:54 |
| 116 | UMUM | 00:47:00 | 0 | 06:02:15 | 35:05:21 | 03:54:29 | 20:30:14 | 02:35:16 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 14:48:00 | 00:45:09 | 10:07:00 | 00:30:00 | 95:04:44 |
| 117 | UMUM | 03:42:29 | 0 | 04:42:07 | 17:34:06 | 12:11:07 | 04:34:31 | 00:00:00 | 00:00:00 | 02:26:18 | 29:31:37 | 11:56:36 | 01:39:35 | 00:00:00 | 00:00:00 | 00:00:00 | 24:13:57 | 01:22:06 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 04:56:10 | 00:00:00 | 00:00:00 | 118:50:39 |
| 118 | UMUM | 12:06:41 | 0 | 01:22:21 | 15:55:48 | 08:20:04 | 19:13:37 | 03:02:40 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 60:01:11 |

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|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **No** | **Kategori Pasien** | **Mengambil Nomor Antrian** | **Menunggu proses pendaftaran** | **Melakukan proses pendaftaran** | **Menunggu pemeriksaan Awal** | **Melakukan pemeriksaan awal** | **Menunggu panggilan dokter** | **Pemberian tindakan oleh dokter** | **Pemeriksaan tekanan bola mata** | **Pemberian Obat tetes mata** | **Menunggu Reaksi Obat tetes Mata** | **menunggu pemeriksaan dokter ke 2** | **Pemeriksaan dokter ke 2** | **Menunggu di Instalasi penunjang medis** | **Pemberian tindakan di Instalasi penunjang**  **medis** | **Menunggu hasil penunjang medis** | **Menunggu sebelum proses konsultasi/POLI 4** | **Pemberian konsultasi** | **Menunggu kamar operasi** | **Masuk kamar operasi** | **Mengambil kacamata** | **Menunggu pembayaran obat** | **p** |
| 119 | UMUM | 21:57:30 | 0 | 02:32:11 | 46:02:44 | 11:22:15 | 31:44:35 | 01:29:28 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 |  |
| 120 | UMUM | 12:23:09 | 0 | 02:19:34 | 40:30:07 | 08:49:27 | 35:44:07 | 05:58:02 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 10:49:26 |  |
| 121 | UMUM | 04:21:30 | 0 | 01:14:41 | 07:54:28 | 16:46:34 | 39:03:10 | 01:47:25 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 00:00:00 | 05:17:13 |  |

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Lampiran 4 rekapan hasil waktu tunggu di rawat jalan khusus

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **No** | **Mengambil nomor antrian** | **Menunggu registrasi** | **Registrasi/pembayaran** | **Menunggu** | **Pemeriksaan awal** | **Menunggu pemeriksaan dokter** | **Pemeriksaan dokter** | **Menyerahkan Resep** | **Menunggu** | **Membayar obat** | **Menunggu** | **Mengambil obat** | **Total** |
| 1 | 0:43:05 | 40:35:12 | 4:14:47 | 3:07:46 | 16:52:17 | 30:30:07 | 5:30:07 | 0:20:22 | 8:15:58 | 1:07:39 | 8:10:12 | 0:56:38 | 120:24:10 |
| 2 | 0:43:46 | 43:17:51 | 13:19:21 | 9:48:29 | 21:39:57 | 7:06:56 | 1:58:21 | 0:16:02 | 0:13:01 | 1:57:19 | 7:15:37 | 2:10:18 | 109:46:58 |
| 3 | 1:17:41 | 13:19:04 | 3:23:16 | 28:59:10 | 8:14:59 | 10:29:31 | 2:33:53 | 0:29:02 | 5:12:29 | 1:38:41 | 1:19:30 | 1:23:23 | 78:20:39 |
| 4 | 0:05:28 | 7:53:26 | 1:06:48 | 27:47:27 | 5:27:37 | 5:17:58 | 27:46:00 | 1:44:24 | 5:11:39 | 1:44:31 | 1:07:08 | 2:34:08 | 87:46:34 |
| 5 | 1:49:56 | 8:22:02 | 1:16:11 | 4:19:51 | 21:54:02 | 11:49:07 | 7:02:02 | 0:50:17 | 7:14:52 | 1:50:10 | 1:17:52 | 1:21:51 | 69:08:13 |
| 6 | 0:19:50 | 9:15:17 | 1:06:17 | 18:37:56 | 7:15:42 | 31:26:22 | 4:52:12 | 0:57:21 | 7:48:23 | 3:23:23 | 1:43:10 | 1:56:11 | 88:42:04 |
| 7 | 0:09:01 | 1:24:14 | 4:30:49 | 23:31:39 | 13:40:39 | 14:02:10 | 6:27:01 | 0:18:40 | 5:21:01 | 0:59:12 | 0:20:57 | 1:48:06 | 72:33:29 |
| 8 | 0:16:11 | 11:27:20 | 1:35:07 | 23:44:15 | 14:25:50 | 60:59:17 | 4:52:23 | 0:22:06 | 18:41:09 | 1:22:06 | 0:16:05 | 1:05:01 | 139:06:50 |
| 9 | 0:08:22 | 25:27:29 | 4:10:18 | 19:32:58 | 16:32:17 | 33:02:13 | 9:52:08 | 0:40:15 | 4:52:11 | 1:18:03 | 1:05:21 | 0:58:07 | 117:39:42 |
| 10 | 0:20:21 | 3:16:01 | 3:31:15 | 11:47:09 | 7:53:13 | 4:54:06 | 14:31:58 | 1:19:34 | 9:56:30 | 1:02:13 | 0:25:14 | 1:10:06 | 60:07:40 |
| 11 | 0:31:38 | 15:08:16 | 4:23:17 | 7:25:04 | 30:04:08 | 40:20:21 | 4:57:17 | 1:03:49 | 1:42:15 | 1:54:04 | 0:49:52 | 1:07:32 | 109:27:33 |
| 12 | 0:15:06 | 3:19:15 | 2:44:19 | 1:53:06 | 13:18:12 | 8:42:06 | 4:53:03 | 0:11:45 | 0:06:11 | 1:46:57 | 3:32:52 | 1:55:23 | 42:38:15 |
| 13 | 0:33:11 | 1:55:06 | 8:17:54 | 0:53:07 | 6:54:12 | 11:07:15 | 2:18:04 | 0:21:33 | 3:57:50 | 1:43:11 | 1:22:06 | 1:17:32 | 40:41:01 |
| 14 | 0:13:01 | 1:58:06 | 2:21:50 | 1:30:11 | 1:21:53 | 4:13:11 | 4:05:03 | 0:21:42 | 3:16:41 | 1:55:13 | 1:10:02 | 1:52:14 | 24:19:07 |
| 15 | 0:17:51 | 1:08:06 | 6:11:33 | 25:03:81 | 6:15:19 | 4:12:53 | 8:12:07 | 1:07:11 | 8:01:19 | 3:15:17 | 0:54:31 | 1:15:05 | 40:51:12 |
| 16 | 0:17:56 | 1:51:56 | 2:16:12 | 1:58:26 | 8:19:18 | 15:41:53 | 16:19:09 | 0:19:15 | 15:46:12 | 1:48:31 | 0:32:07 | 1:41:52 | 66:52:47 |
| 17 | 0:14:17 | 16:20:19 | 5:44:07 | 23:02:17 | 9:05:33 | 46:20:16 | 6:10:52 | 1:03:21 | 7:18:07 | 2:41:55 | 1:31:05 | 1:29:03 | 121:01:12 |

Lampiran 5 Uji valid dan reabilitas kuesioner

1. Kuesioner pasien

**Reliability Statistics**

|  |  |
| --- | --- |
| Cronbach's Alpha | N of Items |
| .732 | 4 |

**Item-Total Statistics**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Scale Mean if Item Deleted | Scale Variance if Item  Deleted | Corrected Item-Total  Correlation | Cronbach's Alpha if Item  Deleted |
| kesediaan alur pelayanan | 9.03 | 1.206 | .424 | .726 |
| petugas dalam memberi tahu runtutan pel | 9.10 | 1.334 | .466 | .708 |
| petugas menanyakan  runtutan jika belum mengerti | 8.90 | .852 | .732 | .526 |
| keseluruan alur dapat  dipahami | 8.87 | 1.085 | .510 | .680 |

**Correlations**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | | Sistem bag pendaftar  an | sistem penunjan g medis | sistem apotek/far masi | sistem bag pembayar  an | TOTAL SUPPOR T  PROSES |
| Sistem bag pendaftaran | Pearson Correlation | 1 | .323 | .452\* | .641\*\* | .827\*\* |
| Sig. (2-tailed) |  | .081 | .012 | .000 | .000 |
|  | N | 30 | 30 | 30 | 30 | 30 |
| sistem penunjang medis | Pearson  Correlation | .323 | 1 | .138 | .311 | .643\*\* |
| Sig. (2-tailed) | .081 |  | .466 | .094 | .000 |
|  | N | 30 | 30 | 30 | 30 | 30 |
| sistem apotek/farmasi | Pearson  Correlation | .452\* | .138 | 1 | .375\* | .653\*\* |
| Sig. (2-tailed) | .012 | .466 |  | .041 | .000 |
|  | N | 30 | 30 | 30 | 30 | 30 |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| sistem bag pembayaran | Pearson Correlation | .641\*\* | .311 | .375\* | 1 | .786\*\* |
| Sig. (2-tailed) | .000 | .094 | .041 |  | .000 |
|  | N | 30 | 30 | 30 | 30 | 30 |
| TOTAL SUPPORT  PROSES | Pearson  Correlation | .827\*\* | .643\*\* | .653\*\* | .786\*\* | 1 |
| Sig. (2-tailed) | .000 | .000 | .000 | .000 |  |
|  | N | 30 | 30 | 30 | 30 | 30 |

\*. Correlation is significant at the 0.05 level (2-tailed).

\*\*. Correlation is significant at the 0.01 level (2-tailed).

**Reliability**

**Case Processing Summary**

|  |  |  |  |
| --- | --- | --- | --- |
|  | | N | % |
|  | Valid | 30 | 100.0 |
| Cases | Excludeda | 0 | .0 |
|  | Total | 30 | 100.0 |

a. Listwise deletion based on all variables in the procedure.

**Reliability Statistics**

|  |  |
| --- | --- |
| Cronbach's Alpha | N of Items |
| .696 | 4 |

**Item-Total Statistics**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected  Item-Total Correlation | Cronbach's  Alpha if Item Deleted |
| Sistem bag pendaftaran | 5.23 | .875 | .645 | .520 |
| sistem penunjang medis | 5.33 | 1.057 | .319 | .743 |
| sistem apotek/farmasi | 5.17 | 1.109 | .402 | .678 |
| sistem bag pembayaran | 5.17 | .971 | .602 | .561 |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | | Kelengkap an kursi ruang  tunggu | kebersihan surang tunggu | Fasilitas ruang tunggu | Seluruh fasilitas dapat  berfungsi | TOTAL KELENG KAPAN R  TUNGGU |
| Kelengkapan kursi ruang tunggu | Pearson Correlation | 1 | .234 | .463\*\* | .225 | .756\*\* |
| Sig. (2-tailed) |  | .213 | .010 | .232 | .000 |
|  | N | 30 | 30 | 30 | 30 | 30 |
| kebersihan surang tunggu | Pearson  Correlation | .234 | 1 | .509\*\* | .000 | .603\*\* |
| Sig. (2-tailed) | .213 |  | .004 | 1.000 | .000 |
|  | N | 30 | 30 | 30 | 30 | 30 |
| Fasilitas ruang tunggu | Pearson  Correlation | .463\*\* | .509\*\* | 1 | .448\* | .853\*\* |
| Sig. (2-tailed) | .010 | .004 |  | .013 | .000 |
|  | N | 30 | 30 | 30 | 30 | 30 |
| Seluruh fasilitas dapat berfungsi | Pearson  Correlation | .225 | .000 | .448\* | 1 | .561\*\* |
| Sig. (2-tailed) | .232 | 1.000 | .013 |  | .001 |
|  | N | 30 | 30 | 30 | 30 | 30 |
| TOTAL KELENGKAPAN  R TUNGGU | Pearson  Correlation | .756\*\* | .603\*\* | .853\*\* | .561\*\* | 1 |
| Sig. (2-tailed) | .000 | .000 | .000 | .001 |  |
|  | N | 30 | 30 | 30 | 30 | 30 |

\*\*. Correlation is significant at the 0.01 level (2-tailed).

\*. Correlation is significant at the 0.05 level (2-tailed).

**Reliability Reliability Statistics**

|  |  |
| --- | --- |
| Cronbach's Alpha | N of Items |
| .640 | 4 |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Scale Mean if Item Deleted | Scale Variance if Item Deleted | Corrected Item-  Total Correlation | Cronbach's  Alpha if Item Deleted |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Kelengkapan kursi ruang tunggu | 8.77 | 1.151 | .419 | .593 |
| kebersihan surang tunggu | 8.27 | 1.582 | .331 | .628 |
| Fasilitas ruang tunggu | 8.30 | 1.183 | .700 | .367 |
| Seluruh fasilitas dapat  berfungsi | 8.17 | 1.661 | .294 | .648 |