

Waktu Tunggu Proses Pendaftaran Rawat Jalan Terhadap Tingkat Kepuasan Pasien di Rumah Sakit: *Literature Review* (Waiting Time for Outpatient Registration Process on Patient Satisfaction Levels in Hospitals: *Literature Review*).

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ABSTRACT

The hospital as an institution providing health services must provide quality services. This will encourage efforts to improve the quality and efficiency of services in hospitals with the support of several related factors, one of which is the refreshment of medical records. One of the management of medical records is waiting time for outpatient registration. Several studies have stated that the waiting time for outpatient registration exceeds the existing minimum service standards, which is more than 60 minutes. The average waiting time for outpatient registration at the Indramayu District Hospital was 70.18 minutes and there was a relationship between waiting time for outpatient registration and patient satisfaction at the hospital. The purpose of this study is to analyze whether or not there is a relationship between waiting time for outpatient registration and the level of patient satisfaction in the hospital. The method used in this study is a literature review using articles published in 2010-2020 on 2 databases (Google Scholar & Crossref). The results showed that 11 out of 14 studies stated that there was a relationship between waiting time for outpatient registration and patient satisfaction. Overall, several factors that affect waiting time for outpatient registration are the reliability of officers related to patient care and also the discipline of doctors in punctuality, material resources (materials, equipment, facilities), medical record support facilities such as tracers and borrowing log books, as well as the availability of SOP that regulate patient service waiting times. Hospitals need to pay attention to these factors so that they can maintain service quality and the quality of hospital medical records.

Keywords : *Outpatient registration, Patient Satisfaction, Waiting time*