

***Evaluation of the Implementation of Outpatient Registration Electronic
Medical Records Using the PIECES Method at RSUD dr. Soedomo Trenggalek***

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ABSTRACT

dr. Soedomo Trenggalek Regional General Hospital has implemented an Electronic Medical Record (EMR) system called Medifirst for outpatient registration since September 2023. However, preliminary findings revealed several issues, including slow response time, metadata that did not comply with the Decree of the Minister of Health of the Republic of Indonesia Number HK.01.07/Menkes/1423/2022, and an increasing number of duplicate patient records. This study aimed to evaluate the implementation of the Medifirst EMR system in outpatient registration using the PIECES framework. A qualitative approach was employed through interviews, observations, documentation, and brainstorming with nine informants, including the outpatient registration coordinator, outpatient registration officers, the Head of the Information Technology Unit, and Information Technology staff. The findings showed that the performance, information, economic, control, and service aspects had not fully met users' needs, while the efficiency aspect was considered satisfactory. Identified problems included incomplete patient data, inconsistent response time, duplicate patient records, non-standard metadata, dependence on the stability of the Social Security Administering Agency (BPJS Health) bridging system, limited training and budget, weak account access control, inadequate security features, inconsistent data validation, and the absence of confirmation before data deletion. Recommended improvements include developing a duplicate registration detection feature, aligning metadata with national standards, upgrading network capacity, providing regular training and sufficient budgets, and strengthening account security policies. Overall, improvements in five of the six PIECES aspects are required to achieve a more effective and efficient outpatient registration system.

Keywords: *electronic medical record, evaluation, Medifirst, outpatient registration, PIECES*