

EFEKTIVITAS KOMUNIKASI INTERPERSONAL ANTARA PETUGAS PENDAFTARAN DAN PASIEN RAWAT JALAN DI RUMAH SAKIT BAPTIS KEDIRI

(Annisa Viratul Khoniyah¹, Taufiq Soeltanto²)

Sekolah Tinggi Ilmu Administrasi (STIA) Malang
Program Studi D3-Rekam Medis & Informasi Kesehatan
(Annisa viratul khoniyah)
email : chilakhoo@gmail.com

Abstract

Minister of Health Regulation (PMK) Number 11 of 2017, every hospital is obliged to strive to fulfill patient safety targets. Patient safety targets include achieving accurate patient identification, increasing effective communication, increasing the safety of drugs that need to be watched out for, ensuring the right location, correct patient surgical procedures, reducing the risk of infection related to risk reduction services, concepts and practices of reducing disaster risk through systematic efforts in analyze and reduce the factors that cause disasters. The definition of a medical record is a collection of facts about a person's life and history of illness, including the state of illness, current and past treatment written by health practitioners in their efforts to provide health services to patients.

Research Objectives: To determine the occurrence of effective communication between registration officers and outpatients at Baptism Hospital, Kediri and Hambata, which occurs during registration. Qualitative research methods are research that is intended to understand phenomena about anything experienced by the researcher, for example behavior, perception, motivation for action, etc. holistically with descriptions in the form of words and language.

Research Results The effectiveness of interpersonal communication between registration officers and outpatients at the Kediri Baptist Hospital has gone well, especially with the obstacles that occur when patients register. The Kediri Baptist Hospital has collaborated with the Putra Asih Foundation and Stikes for language barriers and deaf mite..

Suggestions: It would be best for all medical records officers at Babptis Hospital Kediri to have the educational qualifications listed in PMK 55 of 2013, and it would be better for Baptist Hospital Kediri to further improve the comfort of the outpatient registration room and improve good communication with greetings and smiles.

Keywords: Medical Records, communication effectiveness

Keywords: *Medical Records, communication effectiveness*