

ABSTRAK

Electronic Medical Record (EMR) merupakan sebuah akses alat pendukung peningkatan pelayanan kesehatan yang digunakan di Rumah Sakit Khusus Mata Smec Medan. Tujuan dari penelitian ini adalah untuk melihat bagaimana Implementasi Peraturan Menteri Kesehatan Tentang Penggunaan Electronic Medical Record (EMR) dilihat dari perspektif George Edward III dan Parasuraman, dimana alat ukur yang dikemukakan oleh George Edward III antara lain ialah komunikasi, sumber daya, disposisi, dan struktur birokrasi. Sedangkan alat ukur yang dikemukakan oleh Parasuraman antara lain ialah bukti fisik, kehandalan, ketanggapan, jaminan, dan empati. Jenis penelitian yang digunakan adalah deskriptif kualitatif. Teknik pengumpulan data yang dilakukan adalah observasi, wawancara mendalam serta dokumentasi. Hasil penelitian menunjukkan bahwa implementasi penggunaan Electronic Medical Record(EMR) telah terbukti adanya peningkatan yang terjadi selama adanya peralihan sistem manual ke digital. Namun di sisi lain terdapat kendala infrastruktur TI yang belum bekerja secara optimal, peningkatan koordinasi antar tim, dan kurangnya rasa empati yang diberikan dalam memberikan pelayanan kepada pasien.

Kata Kunci: Rekam Medis Elektronik, Peningkatan Pelayanan

ABSTRACT

Electronic Medical Record (EMR) is an access tool to support the improvement of health services used at the Smec Medan Eye Specialist Hospital. The purpose of this study was to see how the Implementation of the Minister of Health Regulation on the Use of Electronic Medical Records (EMR) is seen from the perspective of George Edward III and Parasuraman, where the measuring instruments proposed by George Edward III include communication, resources, disposition, and bureaucratic structure. While the measuring instruments proposed by Parasuraman include physical evidence, reliability, responsiveness, assurance, and empathy. The type of research used is descriptive qualitative. The data collection techniques used are observation, in-depth interviews and documentation. The results of the study indicate that the implementation of the use of Electronic Medical Records (EMR) has proven to have an increase that occurred during the transition from manual to digital systems. However, on the other hand there are obstacles to IT infrastructure that has not worked optimally, increased coordination between teams, and empathy given in providing services to patients.

Keywords: Electronic Medical Record, Service Improvement