

**LAPORAN TENTANG ISI KOTAK SARAN
PERIODE DESEMBER 2018**

Kepada Yth. : Direktur RSUD Cilacap
 Dari : Ka. Subbag. Peningkatan SDM, Hukum & Humas
 Perihal : Penyampaian Saran & Kritik dari Pengguna Jasa RSUD Cilacap
 Sumber : Surat dalam Kotak Saran di Area RSUD Cilacap periode Desember 2018

Dengan ini kami laporkan rekapitulasi penyampaian Saran & Kritik dari Pengguna Jasa RSUD Cilacap, sebagai berikut : (Fotocopy terlampir)

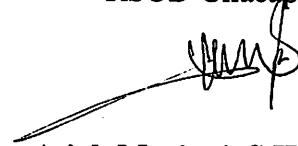
NO	BULAN	LOKASI KOTAK SARAN	ISI / SARAN	PENANGGUNG JAWAB KABAG/KABID
1.	Desember 04/12/2018	Ruang Tunggu Rawat Jalan	Tolong untuk pengurus RS Umum Tolong untuk laborat pengecekan laborat kenapa BPJS ga bisa tes tokso itu sebenarnya kenapa percuma kita punya BPJS kalo ga bisa buat tes tokso Kami ini orang ga mampu Pa/Tbu kasihani rakyat kecil. Kami ingin punya anak tolong kebijaksanaan pemerintah. Terimakasih	Kabid Pelayanan Penunjang Medis
2.	Desember 04/12/2018	Ruang Tunggu Rawat Jalan	Monday 3rd Dec'18 Sami Rashidi 13.10 pm 094083 Clinic Saraf Kartu Identitas Berobat <u>Re : Unprofession Advice/conduct</u> 1/2 On the 1st of December we saw dr. Hanandyasto, SpS for chronic neck and right side back pain. He reavested we have a radiology for which we had to pay Rp.308.000 Today on 3rd December we visited dr.Pramujianta who immediately said the radiology cannot show anything, and was not even interested to look at it and explain the observations. I demand to know why the radiology was therefore reavested and who will return our money for an examination that was not necessary.	Pelayanan

			<p>Please reply as soon as possible by e-mail or telephone number as below : <u>mr.sami.rashidi@gmail.com</u> WhatsApp +6591666008</p> <p>We had also aeeived at the clinic on the first day at 8.15 and had to wait until 12.30 to receive the radiology which we finally received at 1 pm.</p> <p>Today we arrived at 7.30 am and the doctor did not arrive until 11.00 am, but to the , we finally saw him at 1.00 pm, when finally saw him at 1.00 pm, when he gave us hardly any attention and wanted to presen be more medicine</p>	
3.	Desember 04/12/2018	Ruang Tunggu Rawat Jalan	<p>Monday 3rd Dec'18 Sami Rashidi 13.10 pm 094083 Clinic Saraf Kartu Identitas Berobat</p> <div style="border: 1px solid black; width: 40px; height: 20px; margin: 0 auto; text-align: center; line-height: 20px;">2/2</div> <p><u>Cont/unprofessional Advice/conduct</u></p> <p>Furthermore, apart from being hold the doctor (Pramujianta) would arrive at 10.30, 11.00 pm passed and then he finally arrived. We had already been called in for the o.p test at 9.30. Finally dr.Pramujianta was extremely unhelpful and refused to explain the radiology result which we had paid for (although unnecessarily).</p> <p>I look forward to a prompt and professional response in either English or Bahasa Indonesia at your eavliest convenience.</p> <p>Yours sincerely, SAMI RASHIDI</p>	Kabid Pelayanan Medis
4.	Desember 10/12/2018	Farmasi Rawat Inap	<p>Perawat laki-laki yang botak memakai jam tangan strap orange di bangsal Flamboyan sangat tidak ramah dan ketus. Mohon diberikan evaluasi dan perbaikan pelayanan. Terimakasih.</p>	Kabid Pelayanan Keperawatan
5.	Desember 11/12/2018	Poli Bedah	<p>PRO : RSUD CILACAP !! Mohon ruang tunggu rawat jalan sound system/speaker jangan terlalu low (bass), dengan kondisi ruang yang ada kualitas suara cenderung reverb.</p>	Kabag Umum

			Alangkah baiknya agak dibuat midle suaranya. Pada tiap-tiap poli agar penyampaian/panggilan pasien terdengar jelas. E.Y PRATINIYATA 085 2381 9193	
--	--	--	---	--

Cilacap, Desember 2018

Yang Melapor
Ka.Subbag. Peningkatan SDM, Hukum & Humas
RSUD Cilacap



Atiah Mariani, S.H. MH
NIP. 19680121 198803 2 003

013 04/12/18
Evany Purwati Lestari

Tolong untuk Pengurus RS. umum

Tolong untuk laborat

Pengecekan laborat

Kenapa BPJS ga bisa tes lokso

Itu sebenarnya kenapa

Percuma kita punya BPJS

Kalo ga bisa buat tes lokso

Kami ini orang ga mampu

Pa/Ibu Kasiani Rakyat

Kecil.

Kami ingin punya anak

Tolong Kebijakan

Pemerintah

Terima Kasih

Monday 3rd Dec '18
13:10pm.
Clinic Saraf

Sami Rashidi
094083
Kartu Identitas
Berobat.

Re: Unprofession Advice/Conduct 1/2

On the 1st of December we saw Dr. Hanandusro sps for chronic neck and right side back pain. He requested we have a radiologi for which we had to pay 308,000 Rp.

Today on 3rd December we visited Dr Pramujanta who immediately said the radiology cannot show anything, and was not even interested to look at it and explain the observations.

I demand to know why the radiology was therefore requested and who will return our money for an examination that was not necessary.

Please reply as soon as possible
by e-mail or telephone number
as below:

(02) 04/12/18
emad@dc

Mr. Sami. Rashidi@gmail.com

WhatsApp # ~~488~~

+65 91666 008

We ~~had~~ also arrived at the
clinic on the first day at 8:15,
and had to wait until 12:30 to
receive the radiology which we
finally received at 1pm.

Today we arrived at 7:30am, and
the doctor did not arrive until
11:00am, but due to the queue,
we finally saw him at 1:00pm,
when he gave us hardly any
attention and wanted to prescribe more medicine.

Monday 3rd Dec '18
13:10pm
Clinic Saragt

Sami Rashidi
094083
Kartu Identitas
Berobat

Cont/unprofessional
advice/conduct.

2
1
2

Furthermore, apart from being told the doctor (Pramujanta) would arrive at 10:30, 11:00pm passed and then he finally arrived. We had already been called in for the b.p. test at 9:30.

Finally Dr. Pramujanta was extremely unhelpful and refused to explain the radiology result which we had paid for (although unnecessarily).

I look forward to a prompt
and professional response in
either English or Bahasa
Indonesia at your earliest
convenience.

Yours sincerely,

SAMIZ RASHIDI

10/10/2020

Perawat laki-laki yg botak memakai
jam tangan strap orange
di bangsal Flamboyan sangat tidak
Ramah dan ketus.

Mohon diberikan evaluasi dan
diperbaiki pelayanan. Terima kasih.

031

10/12/18

Agrik

Rumit lang

PRO : RSUD CLACAP!!

Mohon R. TUNGGU RAWAT JALAN
SOUND SYSTEM / SPEAKER JANGAN
TERLAWI LOW (BASS), DENGAN KONDISI
RUANG YG ADA KUALITAS SUARA CENDERUNG
= REVERB.

ALANGKAH BAIKNYA AGAR DI BUAT MIDLE
SUARANYA. PADA TIAP² POLI.
AGAR PENYAMPAHAN / PATUGILAN PASIEN
TERDENGAR JELAS

⑥ 11/12/08
Poli Bedah

F.Y. PRATINIYATA.
0852.2381-9193