

# Factors That Affect Waiting Time Polyclinic Hospital: Literature Review

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## ABSTRACT

Identifying the factors that influence wait times in healthcare facilities, such as the number of healthcare professionals, availability of facilities, queue management, and the severity of patient conditions. This study employs a literature review approach. The methods used in data source retrieval for this literature review include searching databases such as EBSCO, ProQuest, and Google Scholar. The data obtained consists of 20 different journals related to healthcare wait times. Factors affecting wait times for prescription services at hospital clinics include various aspects from the initial stage of prescription reception, accuracy in label assignment, to the complexity of compounding prescriptions. Additionally, poorly coordinated staff shift changes, limitations in facilities and infrastructure, and inadequate staff numbers and competencies also contribute to longer wait times.

**Keywords:** *Factors, Clinic, Hospital*

## INTRODUCTION

Patient waiting time is a critical indicator of the quality of health services in hospitals,

including at the Polytechnic Hospital. Prolonged waiting times are often a major complaint among patients, which can negatively impact their satisfaction and trust in the healthcare services provided. According to Abdelfattah et al. (2021), extended waiting times can lead to patient dissatisfaction, ultimately reducing the perceived quality of service and patient loyalty.

Therefore, understanding the factors that influence waiting times at the Polytechnic Hospital is crucial for improving the efficiency of healthcare services. Several studies have identified factors that contribute to waiting times at healthcare facilities, including the number of medical personnel, availability of facilities, queue management, and the severity of the patient's condition. For example, research by Gupta & Denton (2022) indicates that a shortage of medical personnel and inadequate infrastructure can prolong patient waiting times.

Additionally, inefficient scheduling and triage systems are often key causes of service delays in polyclinics. Beyond internal factors, external factors such as health policies and hospital management also play a significant role in influencing patient waiting times. Ineffective policies in

resource management and work hour arrangements can increase the workload of medical personnel, ultimately leading to longer patient waiting times (Rahim et al., 2020). Consequently, developing a comprehensive management strategy to address these issues is essential for enhancing service quality at the Polytechnic Hospital. Moreover, information technology plays a pivotal role in reducing patient waiting times.

The implementation of an integrated hospital management information system (SIMRS) can expedite administrative processes and improve service efficiency. Research by Zhang et al. (2021) demonstrates that the adoption of SIMRS-based technology can reduce waiting times by up to 20%, highlighting the importance of investing in information technology as a strategic measure to enhance waiting time management at the Polytechnic Hospital. Socio-economic and demographic factors of patients visiting the Polytechnic Hospital also influence waiting times.

Research by Li et al. (2020) reveals that patients from lower socio-economic backgrounds tend to experience longer waiting times compared to those from higher socio-economic groups. This disparity may be attributed to several factors, including limited access to information and the inability to schedule appointments in advance. Therefore, it is important to consider socio-economic aspects when designing policies and systems aimed at reducing waiting time disparities among different patient groups.

The training and competence of medical personnel in managing patients are also crucial factors affecting waiting times. Medical personnel who are highly competent and trained in time management and patient handling can expedite the service process. According to Smith & Jones (2021), continuous training for medical personnel in patient management and the use of health technology can reduce waiting times by up to 15%. Thus, investing in the development of medical personnel's competencies through ongoing training and education is key to improving service efficiency at the Polytechnic Hospital. To enhance service quality and reduce patient waiting times, collaborative efforts between hospital management, medical personnel, and adequate technological support are necessary. This literature review will explore the various factors affecting waiting times at the Polytechnic Hospital and provide strategic recommendations to optimize healthcare services.

## **MATERIALS & METHODS**

This study uses a literature review with the method used in searching for data sources in this Literature Review, namely by searching databases consisting of EBSCO, ProQuest, and Google Scholar. Journals from these databases are selected based on inclusion criteria. Journal searches are carried out through three databases, namely EBSCO, ProQuest, and Google Scholar. This journal search was conducted in 2015-2024. In conducting a journal search, the keywords used are "Factors That Influence the Waiting Time of the Hospital Polytechnic".

## **RESULT**

**Table 1. Search Results**

No	Author Name	Year	Journal Name	Title Study	Summary of Research Results
1.	Tisa Amalia, Dicky Kurnia Ramadhan	2021	Proceedings of the UNIMUS National Seminar	Waiting Time Evaluation Service Outpatient Prescription Based on PMK Number 129 of 2008 at Hospital X	Average time Wait service recipe patient take care the road to Hospital 'X' is full standard minimum service that has been determined by the Ministry of Health, but For suitability time Wait service recipe Not yet fulfil standard minimum service

					that has been determined by the Ministry of Health, and the factors that influence time Wait service recipe drug that is moment reception recipe, time giving label , when workmanship recipe concoction , when handover , when shift change and facilities and infrastructure
2.	Ice Rohmania Zein, Ahfil Miracle	2024	Journal Scientific Imelda's Health Recorder and Information	Review of Factors Affecting Waiting Time Service Registration Outpatients at DKT Hospital Sidoarjo	influential factors share time Wait service record medical take care road to the registration of DKT Sidoarjo Hospital that is education and number officerbecause officer registration double task in the filing, assembling, and distribution sections .
3.	Ayu Izzatin Haifa1, Miss Resni	2022	Journal Inkofar	Waiting Time Analysis Service Outpatient Prescription In Installation Hospital Pharmacy X	Factor affecting time Wait mentioned, including type prescription, number of drug items per prescription, polyclinic schedule road, source Power humans, facilities and infrastructure, and availability medicine. In case This, the poly has time Wait highest For non-compound drugs is poly lung (73 minutes), while drug concoction is a children's polyclinic (85 minutes ).
4	Nur Wafiq Azizah, Reny Haryani , Desy Maniarti Gusmali , Aprilya Sri Rachmayanti , Nahrul Hasan	2023	Journal Pharmaceutical and Health Sciences	Waiting Time Analysis Service Non- Concoction Prescriptions for Organizing Body Patients Guarantee Social (BPJS) at Harapan Bunda Hospital (RSHB) Batam City	Average time service recipe is 49.11 minutes which means RSHB Pharmacy in Batam City has not yet fulfill the SPM RSHB Batam City.
5	Rachel Ivonieta Insani, Ayun Sriatmi, Eka Yunila Fatmawati	2020	Journal scientific student	Aspects Dimensions of Waiting Time That Influence Satisfaction BPJS Outpatient Patients at the Eye Polyclinic of William Booth Hospital Semarang	Study show level satisfaction BPJS patients amounted to 72.6%, aspects cognitive (pvalue 0.001) with OR value = 9.605, and aspects affection (p-value 0.002) with OR value = 8.038. Conclusion: Yes significant difference between aspect cognitive and aspects affection with patient satisfaction. Aspect cognitive become the most dominant variable influence satisfaction patient
6	The story of the founder of the University of	2020	Journal Management Health services	Waiting Time Analysis Service Polyclinic at	Study This find that management bad queues and limitations amount power

	California, Berkeley, and the founder of the University of California, Berkeley.			Yogyakarta City Hospital	medical cause improvement time Wait patients in the polyclinic.
7	Suyanto Baratenowuliy, Fitria Sriatianingsih	2020	Journal Indonesian Health Administration	Factors Affecting Waiting Time at the Arjawinangun Cirebon Regional Hospital Polyclinic	This study find that lack of power medical and facilities cause improvement time Wait patients at the Arjawinangun Regional Hospital polyclinic in Cirebon.
8	Sulastri Sulastri, Milda Rianty The story	2023	Indonesian Journal of Health Science	Waiting Time Analysis Service Recipe Executive Outpatients at the Pharmacy of Installation of Hospital X in Tangerang Period September- November 2022	Average time Wait September 10 minutes 42 seconds (non -mixed) 17 minutes 24 seconds (mixed) October 10 minutes 42 seconds (non -mixed) 19 minutes 57 seconds (mixed) November 11 minutes 40 seconds (non -mixed) 23 minutes 27 seconds (mixed). Standard set achievement is 100% standard The minimum service set at the Executive Pharmacy Installation of X Hospital in Tangerang is a maximum of 10 minutes non-mixed recipe maximum 20 minutes recipe concoction .
9	Christine Nathalia, Reswara Sanjaya Purwadhi, Reswara Sanjaya Rian Andriani, Reswara Sanjaya	2024	Journal Hospital Management	The Influence of Service Quality and Waiting Time Regarding Satisfaction Level Patients in the Surgical Outpatient Installation of Hermina Arcamanik General Hospital, Bandung	Variables quality service and time Wait in a way simultaneously have influence positive and significant to satisfaction patients undergoing treatment to Outpatient Surgery Installation of Hermina Arcamanik Bandung General Hospital. Quality of service and time Wait in a way simultaneously give influence positive to satisfaction patient.
10	Irene M. Sumayku , Karel Pandelaki , Grace D. Kandou, Paula G. Wahongan , Jeini E. Nelwan	2023	e- Clinic	Analysis of Related Factors with Waiting Time Service at the Outpatient Polyclinic of Sentra Medika Hospital, Minahasa North	There is connection between knowledge patients ( $p=0.031$ ) and services administration ( $p=0.015$ ) with time Wait However No there is connection between means infrastructure ( $p=0.793$ ) with time wait. Knowledge patients and services administration relate with time Wait in the polyclinic take care road to the Central Medika Hospital, Regency Minahasa.
11	Vincent Tetty, Andrea Theofirida Bone	2020	Journal Nursing Longevity	Related Factors with Long Waiting Time Patient BPJS at General Polyclinic,	Average 64.3% agree If service administration become factors that greatly influence time wait, Average 57.9% said agree If source

				Treatment Unit Hospital Road X	Power human being who gives services in the care unit road Already give good service and influence time wait they, while Still there are 30.2% who answered No agree, an average of 44.9% answered No agree For statement related means pre facilities available in the care unit road However Still there are 23.4% who answered agree.
12	Olivia Phrystika Timporok , Ns Mulyadi, Reginus Malara	2015	Journal UNSRAT Nursing	Factors Affecting Waiting Time Patients in Installation Emergency Medical Prof. Dr. RD Kandou Manado General Hospital	Show existence connection administration, facilities infrastructure, manpower health, family with time Wait patients in the Emergency Room of Prof. Dr. RD Kandou Manado General Hospital. Suggestions to improve quality services at the Medical Emergency Room of Prof. Dr. RD Kandou Manado Hospital so that can give more service quality for patient.
13	Torry Torry, Mulyatim Koeswo , Sujianto Sujianto	2016	Journal Medical Brawijaya	Factors Affecting Waiting Time Health Services in relation with Satisfaction Clinic Outpatients disease in Dr. Iskak Tulungagung Regional Hospital	Analysis results regression multiple show that satisfaction patient influenced by time wait for the real one felt patients, and speed service received patients (P<0.05). In conclusion, the factors main one that extends time Wait service and lowering satisfaction patient, is not enough optimal timetable doctor on duty .
14	Rada Febria Kurniawati, Oktavy Budi Kusumawardhani	2023	Proceedings of the National Health Information Seminar	Factors That Influence Officer In Waiting Time Service Patients In Hospital	Factor affecting officer in service time Wait patient in care road is lack of human resources, search document record medical Still inefficiency, disruption to the internet network, computer errors, and poor service Still use offline or manual registration so affect the length of time Wait service. In order to be able to reach standard time Wait service take care road in RSUD Regency Karanganyar , required addition the number of human resources according to with need as well as supported with discipline , completeness facilities and infrastructure , SOP, and provision service professional
15	Suspenti Dewi, Rizanda Machmud, Yuniar Lestari	2019	Andalas Health Journal	Analysis of Outpatient Waiting Time at Dr Achmad Darwis Suliki	Waiting time take care road at dr. Achmad Darwis Suliki Regional Hospital 2019 not yet in accordance standard. It is

				Regional General Hospital Year 2019	recommended that the parties House Sick can minimize time Wait take care road with addition officers, prepare SOPs, carry out monitoring and evaluation, complete means infrastructure .
16	Denisa Dwi Lestari, Siti Khodijah Parinduri , Ratih Fatimah	2020	Journal Public Health Student	Waiting Time Relationship Outpatient Services for Satisfaction Patients In Polyclinic Specialist Internal Medicine of Bogor City Hospital 2018-2019	Waiting time No standard or > 60 minutes (94.9%) and standard or < 60 minutes (5.1 %). overall level satisfaction patient as many as 39.0% stated satisfied and 61.0% stated not enough satisfied. Research This show existence connection between time Wait service to satisfaction patient take care road Polyclinic Specialist Internal Medicine of Bogor City Hospital, with p value < 0.05 and r = 0.290.
17	Muthiah Rissa Pratiwi, Fakhrudin Nasrul Sani	2017	PROFESSION	Waiting Time Relationship Service Regarding Satisfaction Level Patients In Polyclinic Obstetrics and Gynecology Surakarta City Regional Hospital	Waiting time short service very needed in service For create patient satisfaction to services at the Hospital. For officers health expected more commitment and discipline time in give Service and compliance with the schedule that has been set.
18	Muh. Chandra Alim, Indar Indar, Harniati Harni	2023	Nurses Journal	Factors that Influence Health Services at the Clinic Angry Polewali Mandar	There is influence between facility health P Value 0.00 (<0.05), there is influence quality service health P Value 0.00 (<0.05) 0.00 and there is connection communication P Value 0.00 (<0.05) with utilization Clinic Angry Subdistrict Polewali. Recommended for party management Clinic Angry can more increase availability facilities / equipment that can support giving service to patient, improve quality services provided to patient and can repair and increase method good communication to patient so that patient feel officer have a sense of caring to the disease suffered patient.
19	Public Hospital, Atik Nurwahyuni	2022	Journal Indonesian Scientific	Factors Affecting Outpatient Waiting Time (WTRJ) at Hospital A	Lack of discipline doctor in start timetable practice, doctor Still schedule operation simultaneously with timetable practice in polyclinic, schedule practice changing doctors, patients coming more beginning

					a few hours from timetable practice doctor, quota limited service. WTRJ has not in accordance with Standard Minimum Service, must done review to timetable practice doctor, improve discipline doctor as well as direct patient for register online so that No queue too long.
20	Beautiful Latitude Purnamasari, Megawaty, Febbyasi	2023	UPH Pelita Harapan	Waiting Time Analysis Service Recipe Outpatient Polyclinic Patients Executive at Private Hospital X, Tangerang City	Factor affecting time Wait that is lack of amount Human Resources (HR), experience work, facilities and infrastructure, number of drug items and types recipe as well as delay start of practice hours doctor.

This study evaluated the waiting time for prescription services at Hospital 'X', focusing on the suitability of the waiting time to the minimum service standards set by the Ministry of Health. The results of the study showed that the average waiting time for prescription services at this hospital had met the set standards. However, when reviewed further, there were several aspects, especially in the suitability of the waiting time for compounded and non-compounded prescriptions, that still needed more attention in order to fully meet the standards.

The waiting time for prescription services was influenced by various stages in the prescription management process, starting from receiving the prescription, labeling, processing the compounded prescription, to handing over the medicine to the patient. Receiving a prescription is a very crucial initial stage because any delay or ambiguity at this stage can impact the overall waiting time. Delays in this process are often caused by a lack of effective communication between pharmacists and medical personnel, as well as the absence of an efficient prescription acceptance system.

Labeling of drugs also plays an important role in determining the waiting time. This process requires high precision, especially in ensuring that the information on the label matches the prescription given by the

doctor. Errors in writing or labeling can increase waiting times because they require correction or repetition. This factor becomes more significant when the number of prescriptions to be processed increases, such as during peak patient visit times.

Compound prescription processing is often the main factor that increases waiting times. Compared to non-compound prescriptions, compounded prescriptions take longer because they involve a more complex processing process, including mixing drug ingredients in precise doses. Any delay or error in this process not only increases waiting times but also has the potential to reduce the quality of service and patient satisfaction.

Shift changes for pharmacy staff are often a source of inefficiency in prescription services. Incomplete handovers between old and new shift staff can cause confusion and delays in the service process. Poor coordination in these shift changes often results in longer waiting times, especially during peak hours when the number of patients increases.

Limited facilities and infrastructure are also significant obstacles to accelerating waiting times for prescription services. Lack of adequate workspace, suboptimal equipment, and information systems that are not yet well integrated can slow down the service process. In addition, these limitations can

also cause fatigue among officers, which ultimately has a negative impact on the quality of service provided.

The education and number of officers on duty in the registration and prescription service sections significantly impact waiting times. Officers with higher levels of education are typically more efficient in managing administrative and prescription processes. However, a limited number of officers often results in them juggling multiple tasks—such as filing, assembling, and distributing prescriptions—thereby extending patient waiting times. This situation underscores the importance of both increasing the number of officers and enhancing their competence to reduce waiting times.

The type of prescription and the number of drug items per prescription are also crucial in determining waiting times. Prescriptions with numerous items or those requiring special preparations take longer to complete compared to regular prescriptions. This issue is further exacerbated during peak times, when a high volume of patients can create bottlenecks in service.

Drug availability in the hospital pharmacy is another critical factor affecting waiting times. If a prescribed drug is out of stock, the pharmacist must either seek alternative medications or contact the doctor for a prescription change, which increases waiting times. This highlights the need for effective drug inventory management to ensure the smooth operation of the prescription service process and minimize waiting times.

The study revealed that the pulmonary polyclinic had the longest waiting time for non-prepared drugs, averaging 73 minutes, while the pediatric polyclinic had the longest waiting time for preparatory drugs, averaging 85 minutes. These findings indicate a need to review the prescription management processes in these polyclinics, focusing on identifying and addressing obstacles to implement effective improvement strategies.

At the RSHB Pharmacy in Batam City, the average prescription service time was 49.11 minutes, which does not meet the established minimum service standards. This situation necessitates a comprehensive evaluation of the prescription service process and the implementation of solutions to enhance efficiency, such as increasing human resources, providing additional training, or optimizing facilities and infrastructure.

Patient satisfaction among BPJS patients was recorded at 72.6%. Cognitive and affective aspects significantly influence patients' perceptions of service quality. Patients who feel understood and well-cared for are generally more satisfied, even if waiting times are within acceptable limits. Therefore, improving waiting times should be accompanied by enhancing interaction and communication between officers and patients.

Issues such as poor queue management and a limited number of medical personnel are common in many hospitals, including RSUD Arjawinangun Cirebon. Increasing the number of medical personnel and improving queue management efficiency are crucial steps to reducing waiting times and improving service quality, aligning with the minimum service standards set by the Ministry of Health.

At RS X Tangerang, although the average waiting time for non-compound prescriptions was below the maximum standard from September to November, waiting times for compounded prescriptions frequently exceeded 20 minutes. This condition highlights the need for targeted improvements in handling compounded prescriptions, such as increasing the number of trained personnel and optimizing work processes.

Research at Hermina Arcamanik General Hospital Bandung indicates that service quality and waiting times significantly affect patient satisfaction. By enhancing service quality and reducing waiting times, hospitals can substantially increase patient satisfaction, thereby strengthening the



hospital's reputation and boosting patient trust.

At Sentra Medika Hospital in North Minahasa Regency, it was found that patient knowledge about the service process and efficiency in administrative services were closely related to perceived waiting times. Consequently, improving patient education and administrative service quality are key strategies to reduce waiting times and enhance patient satisfaction.

## **CONCLUSION**

Factors affecting the waiting time for prescription services in hospital polyclinics include various aspects ranging from the initial stage of receiving a prescription, accuracy in providing labels, to the complexity of processing prescriptions. In addition, poorly coordinated shift changes of officers, limited facilities and infrastructure, and inadequate numbers and competencies of officers also increase waiting times. Factors such as the type of prescription, number of drug items, drug availability, and queue management also play an important role, all of which can have an impact on patient satisfaction. Comprehensive improvement efforts, including increasing process efficiency and adding resources, are needed to meet the minimum service standards set by the Ministry of Health and improve the overall quality of hospital services.

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