

# Time Management at Dentist Irma Anindyta's Clinic during the Covid-19 Pandemic

Ifah Masrifah<sup>1</sup>, Aprimelia Christy Dameria Siahaan<sup>2</sup>

Program Studi Manajemen / Fakultas Ekonomi dan Bisnis

Universitas Panca Sakti Bekasi, Bekasi

ifahmasrifah189@gmail.com/ lia.siahaan89@gmail.com

**Abstract.** The COVID-19 pandemic has caused many dental practices to close or just treat patients for *emergency* measures because the dentist's actions are at great risk against the spread of the COVID-19 virus, which is much related to the production of aerosols and droplets, while the community's need for health services and dental care periodically is still very high. After the government implements a new normal life or adaptation of new habits known as the New Normal era. The problem that emerged was in the New Normal era, the dental practice was required to perform changes and tightens the rules, and limits practice hours in Health services by implementing health protocols in a disciplined manner during the Covid-19 Pandemic. The purpose of this study is to examine changes in time management on clocks private practice dentists. Irma Anindyta during the Covid-19 Pandemic. The method used in this research is qualitative with the descriptive of an analytical method. It was concluded that time management in dental practice there is a significant change because of the government policies in the implementation of *lockdown* / PSBB, WFH (*Work from Home*), and *social distancing* during the Covid-19 pandemic.

**Keywords:** *time management, dentist practice, health protocol*

## 1. INTRODUCTION

The government implemented a public activity quarantine (lockdown) starting March 20, 2020, to contain the spread of the new Corona Virus (Covid-19). "Learning policy from home, work from home, and worship at home need to be intensified to reduce the spread of Covid-19," said President Joko Widodo. (Kompas, March 6, 2020). This policy was taken in a pandemic emergency Covid-19 whose number of cases continues to grow. To reduce the potential for the spread of Covid-19 the policy is right, even though it is on its way to create new problems for the community, both students, workers/employees, and all the people because all activities must be carried out at home, known as Work from Home (WFH), and implement *social distancing*.<sup>2</sup>

After two months of the PSBB policy in several regions in Indonesia, the Government starts doing the new normal policy. According to the Chairman of the Task Force Expert Team Wiki Adisasmita's Acceleration of Handling Covid-19, the new normal is a changed behavior to continue carrying out normal activities but with added Implement health protocols to prevent the spread of Covid-19. All activities, whether economic, religious, or social, have begun to prepare for the new normal conditions to stay productive. (<https://www.djkn.kemenu.go.id/> June 22, 2020).

The COVID-19 pandemic has caused many dental practices to close or only treat patients for *emergency* actions-, because of the dentist's actions and dental nurses are professions that are very risky for the spread of the virus COVID-19 is related to the production of aerosols and droplets that resulting from the patient's actions<sup>3</sup>, while the community's need for services health and regular dental care are still very high. In connection with the needs of the community, dentist Irma Anindyta's private clinic opened clinic teeth by adjusting the government's New Normal policy (Kepmenkes RI Number HK.01.07/MENKES/382/2020 dated June 19, 2020) which is to apply life new normal or adaptation of new habits especially changes in time management accompanied by the application of health protocols in dental procedures in doing the practice.

Dentists need to improve the quality of services for convenience at times patient visits during the Covid-19 Pandemic, especially with problems patient complaints about dental services, one of which was related to time. Some cases that often occur are related to time management is a matter of time discipline of non-medical medical personnel, okay doctors, nurses, other supporting clinic staff such as radiographers, laboratory assistants, admins, as well as patients. Time disciplines include delays in practical services as well as inefficiency in the management of patient queuing systems. The consequence of being late is the patient has to wait and this will have a broad impact, namely disappointed patients, patients don't come back to our clinic even what can harm us is a risk of contracting Covid-19. <sup>1</sup>

Based on previous research conducted by Mita Juliawati (2015) which entitled *The Importance of Time Management to Support a Successful Dentistry Practice* shows that all medical and non-medical personnel need to support the implementation of excellent service in dental practice, namely services that prioritize quality, in this case, time management and aims to achieve patient satisfaction whose ultimate goal is loyal patients and return for treatment to our clinic.

Based on this description, it is necessary to conduct a study on *Management Time at the Private Practice of Dentist Irma Anindyta during the Covid-19 Pandemic*. In making changes to time management, it must be based on the policy of the New Normal period is accompanied by the application of health protocols in dentistry in practice.

## **2. LITERATURE REVIEW**

### *1.1 Time Management*

Time management is an important component for service delivery dental and oral health that supports service quality. The definition is careful planning and preparation of schedules for each job that will be done. Proper time management will result in excellent service effectively and efficiently. Finkbeiner and Finkbeiner also state that with strong time management in dental and oral health services efficient use of time will be obtained. <sup>1</sup>

Another definition of time management is the process of planning and organizing how much time is spent on certain activities to increase effectiveness, efficiency, and productivity. <sup>1</sup>

### *2.2 Dentist's Private Practice*

The dentist is a doctor who specializes in the study of health and medical sciences diseases of the teeth and mouth. A dentist has competence or expertise in diagnosing, treating, and providing education about the prevention of various dental, gum, and oral health problems.

Private dentist practice in carrying out a role in the field of service delivery dental & oral health, in this case, dentist practice, service facilities the dental practice of primary health care closest to the community, private clinics need to be managed optimally, and in this case, a good business management system so that the purpose of dental and oral health services achieved. To achieve this goal, according to Willan in Aditama states: it is necessary to apply management functions which include planning, organizing, directing, coordinating, and controlling resources; this includes time management arrangements. <sup>1</sup>

### *2.3 Covid-19 Pandemic*

A Covid-19 pandemic is an event that spreads the 2019 Corona Virus Disease (Bahasa Indonesia) the UK: *Coronavirus disease 2019*, abbreviated as **Covid-19** ) worldwide for all Countries. This disease is caused by a new type of coronavirus called SARS-CoV-2.

The Covid-19 outbreak was first detected in Wuhan City, Hubei, China on January 1 December 2019, and declared a pandemic by the World Health Organization (WHO) on March 11, 2020. The SARS-CoV-2 virus is thought to spread between people mainly through droplets respiratory *droplets* produced during coughing. This spark can also be generated from sneezing and normal breathing.

### 3. RESEARCH METHODS/METHODOLOGY

The method used in this research is qualitative method descriptive analysis. The data obtained are in-depth interviews with dentists, medical and non-medical personnel. Secondary data are patient visit documents and hours Dentist Irma Anindyta's private practice clinic for ten months before implementation of the New Normal and ten months after the implementation of the New Normal.

The research location is where Dentist Irma Anindyta's private practice is located the address is at Kalibata City Apartment Tower Cendana AL 06, JL. Raya Kalibata No.1 RT.03 RW.09, Rawajati Village, Pancoran District, South Jakarta 12750, which was established in May 17, 2015.

Primary and secondary data are as follows:

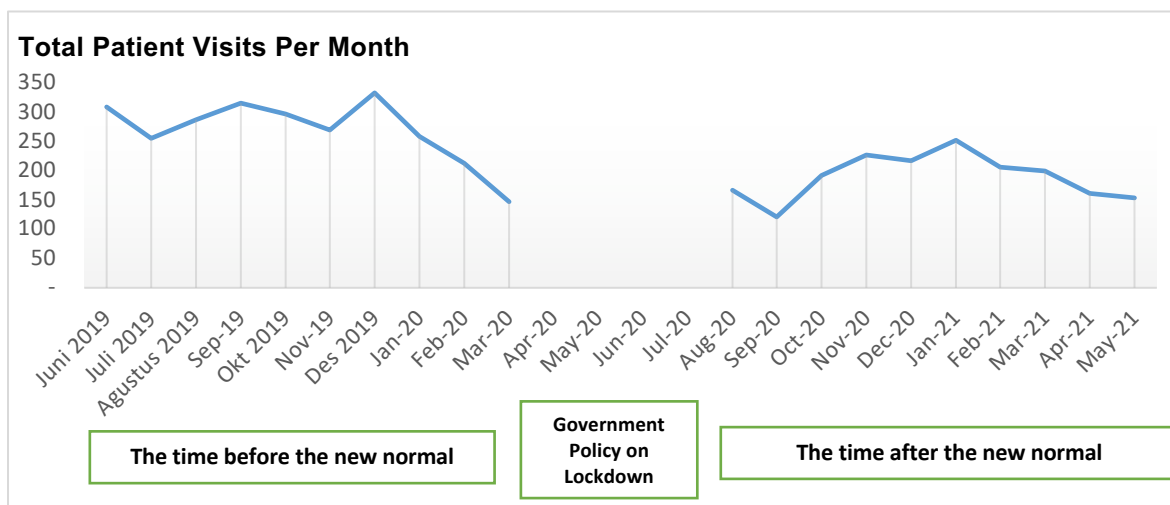
**Table 1. List of Clinic Operating Hours**

Operational schedule	The time before the new normal	The time after the new normal	Description
Morning shift	11.00-17.00	11.00-16.00	schedule for Dentist and Medical personnel
Day shift	17.00-21.00	16.00-20.00	schedule for Dentist and Medical personnel
Middle shift	14.00-21.00	-	schedule for Non-medical personnel

**Table 2. List of Medical and non-medical team**

Medical and non-medical team	The time before the new normal	The time after the new normal
Dentist	2 person	4 person
Medical personnel	3 person	2 person
Non-medical personnel	1 person	1 person

**Table 3 Total patient visits for 10 months before and after the New Normal**



## 4. RESULTS AND DISCUSSION

### 4.1 RESULTS

Time management is careful planning and scheduling for each job to be performed inefficient use of time. The application of time management in Dentist Irma Anindyta's Private Practice, namely

scheduling of practicing dentists, scheduling of registered patients. Based on the results of in-depth interviews with Doctors, Medical Personnel, Non-Personnel Doctors, and Patients at the Irma Anindyta Dentist's Private Practice clinic, namely in table 1 and table 2 the management has made a schedule for dentists who practice there three shifts with 2 dentists, 3 medical personnel, and 1 non-medical staff in the period before the new normal era and after the new normal the scheduling was made to 2 shifts with 4 dentists, 2 medical personnel, and 1 non-medical staff. After era new normal there is a reduction in 1 medical personnel and the addition of dentists 2 people due to efficiency in dentist practice hours.

Based on table 1, the schedule for patient visits has been scheduled and In practice, the patient always requests a visit schedule to avoid an accumulation of patients, except emergency patients. You are welcome to come without doing request a visit schedule.

### 4.2 DISCUSSION

Based on the results of research on time management in Doctor's private practice Gigi Irma Anindyta during the Covid-19 pandemic, obtained in Table 3 informs that this downward graph shows patient visits before the new policy normal patient visits are still many who come and after the implementation of the policy new normal patient visits are reduced, the causative factors are:

1. Anxiety or fear for people to have their teeth checked during a pandemic Covid-19.
2. Dentist Irma Anindyta's private practice clinic changed the visit schedule and schedule working hours of all medical and non-medical personnel according to government policy implementation of WFH (*Work from Home*).
3. Limiting patients and shortening the visit time for *social enforcement distancing*.
4. All medical and non-medical personnel during practice hours and working hours are obligatory implementing the health protocol is uncomfortable for medical personnel when using PPE (Personal Protective Equipment) level 3 when working on patients, they too feel burdened when working on patients during the Covid-19 pandemic, and time work per patient also becomes longer this is because every patient change it takes time to sterilize tools and rooms and replace PPE for Doctors tooth.

## 5. CONCLUSION

Time management in the private practice of dentists has changed significantly because of the existence of government policies in the implementation of the New normal with the implementation of WFH (*Work from Home*), *social distancing*, and health protocols during this Covid-19 pandemic. This was done to reduce the spread of the Covid-19 virus.

At the Dentist Irma Anindyta Private Practice clinic, she has excellent time management mature in each job to use time efficiently.

## REFERENCES

### Journal article, one author

Juliawati, M. (2015). Pentingnya manajemen waktu untuk menunjang keberhasilan Pratik dokter gigi: Makassar Dent J 2015;4(5):143-147. ISSN:2089-8134.

Muslim, M. (2020). Manajemen Stress pada Masa Pandemi Covid-19. *Esensi : Jurnal Manajemen Bisnis Vol 23 No 2/2020*.

### Journal article, two authors

Hervina, & Nasutianto, H. (2020). Perubahan Manajemen Pasien dan Pemilihan Tindakan Kedokteran Gigi di Masa Pandemi Covid-19. *Prosiding Webinar Nasional Peran Perempuan/Ibu dalam Pemberdayaan Remaja di masa Pandemi Covid-19. Universitas Denpasar*.

### Journal article, three authors

Ulfa, L., Muchlis, N., & Sundari. (2021). Pengaruh Beban Kerja Dokter Gigi Terhadap Tingkat Kepuasan Kerja dan Kinerja Saat Pandemi Covid di Klinik Kima Farm Kota Makassar. *Journal of Muslim Community Health (JMCH)*, Vol.2 No.3, Juni-September 2021.

### Books, in print

Finkbeiner, BL., Finkbeiner, CA., (2016). *Practice management for the dental team* (8<sup>th</sup> ed.): St. Louis: Elsevier; p.23-5.

Amtha, R., Gunardi, I., Dewanto, I., Widyarman, SA., Theodorea, FC., (2020). Panduan Dokter GIGI dalam Era New Normal. Cetakan Pertama, Juli 2020. Penerbit Pengurus Besar Persatuan Dokter Gigi Indonesia.

Putri, PH., (2020). Pedoman Standar Perlindungan Dokter di Era Covid-19. Tim Mltigasi Dokter dalam Pandemi Covid-19 PB IDI.

Keputusan Menteri Kesehatan Republik Indonesia Nomor Hk.01.07/Menkes/382/2020 Tentang Protokol Kesehatan Bagi Masyarakat Di Tempat Dan Fasilitas Umum Dalam Rangka Pencegahan Dan Pengendalian *Corona Virus Disease* 2019 (COVID-19), tanggal 19 Juni 2020.

### Website

[https://id.wikipedia.org/wiki/Pandemi\\_Covid-19](https://id.wikipedia.org/wiki/Pandemi_Covid-19)

<https://www.djkn.kemenu.go.id/kpknl-palangkaraya/baca-artikel/13208/Beradaptasi-dengan-Tatanan-Normal-Baru-New-Normal.html>

<https://www.alodokter.com/mengenal-dokter-gigi-dan-kapan-saatnya-memeriksakan-gigi#:~:text=Dokter%20gigi%20adalah%20seorang%20dokter,gigi%2C%20gusi%2C%20dan%20mulut.>

Project management institute. a guide to the project management body of knowledge-time management: 2004. Available at [https://en.wikipedia.org/wiki/Time\\_management](https://en.wikipedia.org/wiki/Time_management)