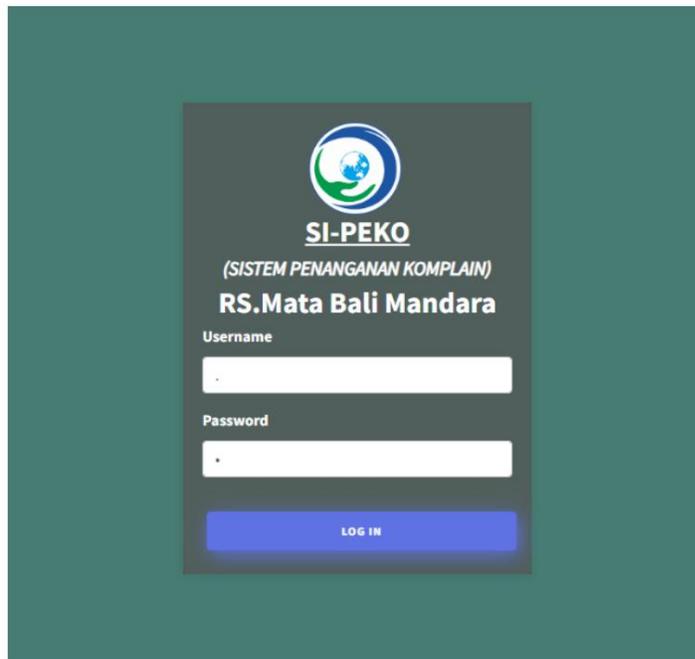


## MANUAL BOOK

## SILENCE

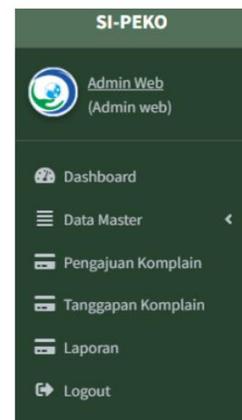
### A. Login Page



The login page displays the SI-PEKO logo at the top, followed by the text "(SISTEM PENANGANAN KOMPLAIN) RS.Mata Bali Mandara". Below this, there are two input fields: "Username" and "Password". A blue "LOG IN" button is positioned at the bottom of the form.

This login form is used to enter the interface page. For each operator or user has their own officer code and password. If the username and password are entered correctly, then the operator or user will be able to access the initial interface page of this program.

### B. Home Page



The dashboard display after successful login, here are several menus:

1. Dashboard menu -> there is a diagram to find out the number of complaint reports received and the number of complaint reports that have been verified.
2. Master Data Menu
  - Data Grade -> This button is used to change or add complaint categories.
  - Media Data -> This button is used to change or add complaint media.
  - Unit Data -> This button is used to change or add units related to the complaint.
  - User Data -> This button is used to change login data and access rights.
3. Submit Complaints -> This button is useful for inputting complaints from all media.
4. Complaint Response -> This button is useful for responding to incoming complaints.
5. Report -> This button is used to see how far the complaint has progressed.  
respond
6. Logout -> This button is used to exit the system.

### C. Data Grade Page

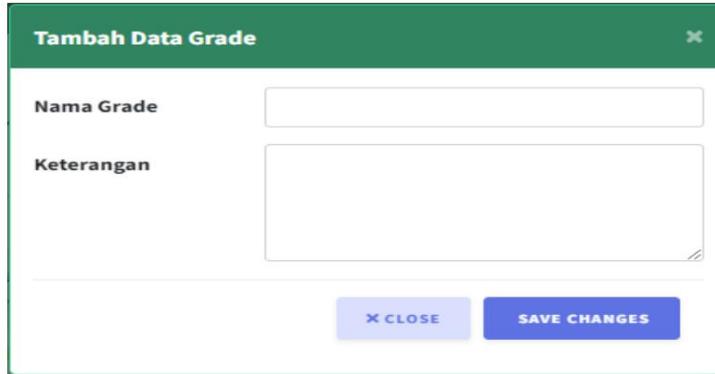
**Data Grade** TAMBAH

Show 10 Data Line Search:

Aksi	No	Grade	Keterangan
<a href="#">ACTION -</a>	1	Grade Merah	(ekstrim) ditanggapi dan ditindaklanjuti maksimal 1 kali 24 jam sejak keluhan disampaikan oleh pasien/keluarga/pengunjung. Kriteria cenderung berhubungan dengan polisi, pengadilan, kematian, mengancam sistem/kelangsungan organisasi, potensi kerugian materiil dan lain-lain
<a href="#">ACTION -</a>	2	Grade Kuning	(tinggi) ditanggapi dan ditindaklanjuti maksimal 3 hari sejak keluhan disampaikan oleh pasien/keluarga/pengunjung. Kriteria cenderung berhubungan dengan pemberitaan media, potensi kerugian immaterial dan lain-lain
<a href="#">ACTION -</a>	3	Grade Hijau	(rendah) ditanggapi dan ditindaklanjuti maksimal 7 hari sejak keluhan disampaikan oleh pasien/keluarga/pengunjung. Kriteria tidak menimbulkan kerugian berarti baik material maupun immaterial

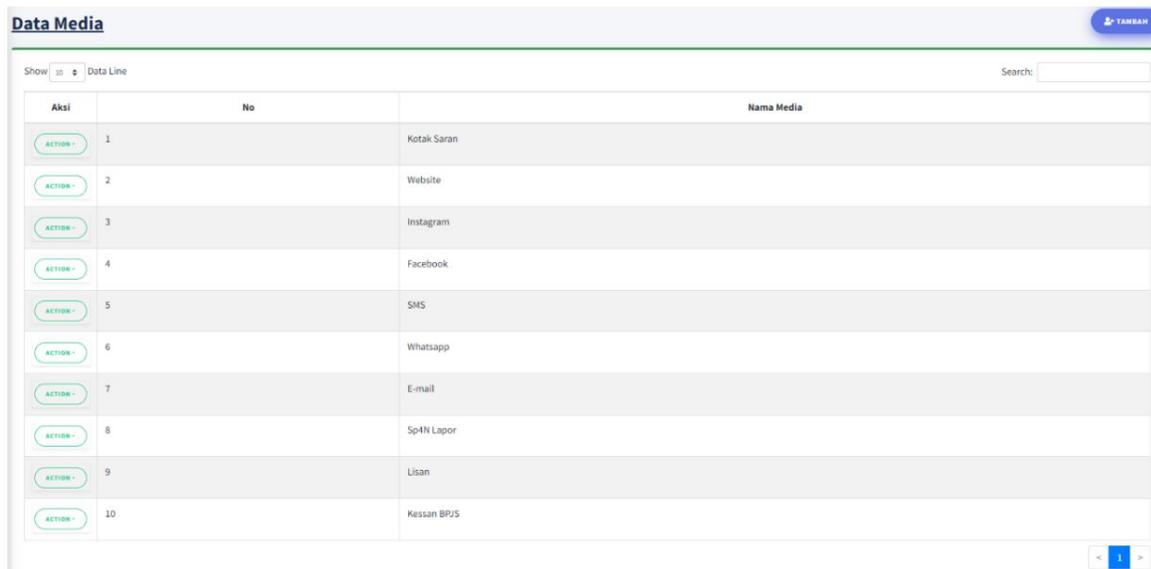
< 1 >

This page is used to change or add complaint categories. When you want to add a complaint category, click the Add button. If you want to change it, click the change button and if you want to deactivate it, click the cancel button.



After clicking the add button / change button, a form like the one above will appear, if you want to add user data, fill in all the forms above then click *save changes*. And if you want to change it, select which form you want to change then click *save changes*.

#### D. Media Data Page



Aksi	No	Nama Media
<a href="#">ACTION</a>	1	Kotak Saran
<a href="#">ACTION</a>	2	Website
<a href="#">ACTION</a>	3	Instagram
<a href="#">ACTION</a>	4	Facebook
<a href="#">ACTION</a>	5	SMS
<a href="#">ACTION</a>	6	Whatsapp
<a href="#">ACTION</a>	7	E-mail
<a href="#">ACTION</a>	8	Sp4N Laporan
<a href="#">ACTION</a>	9	Lisan
<a href="#">ACTION</a>	10	Kesisan BPJS

This page is used to change or add Complaint media. When you want to add a complaint category, click the Add button. If you want to change it, click the change button and if you want to deactivate it, click the cancel button.

## E. Unit Data Page

**Data Unit** + TAMBAH

Show 10 Data Line Search:

Aksi	No	Unit
<a href="#">ACTION -</a>	1	Loket Reguler/Admission
<a href="#">ACTION -</a>	2	Poliklinik Reguler
<a href="#">ACTION -</a>	3	Instalasi Rawat Inap dan Bedah
<a href="#">ACTION -</a>	4	Farmasi
<a href="#">ACTION -</a>	5	Instalasi Gawat Darurat (IGD)
<a href="#">ACTION -</a>	6	Instalasi Gizi
<a href="#">ACTION -</a>	7	Laboratorium
<a href="#">ACTION -</a>	8	Radiologi
<a href="#">ACTION -</a>	9	Rekam Medis
<a href="#">ACTION -</a>	10	Satpam

< 1 2 3 4 >

This page is used to change or add unit data. When you want to add complaint category click the Add button. If you want to change it, click the change button, and if you want to deactivate it, click the cancel button.

## F. User Data Page

Google recommends setting Chrome as default Set as default

**SI-PEKO** + TAMBAH

Admin Web (Admin web)

**Data User**

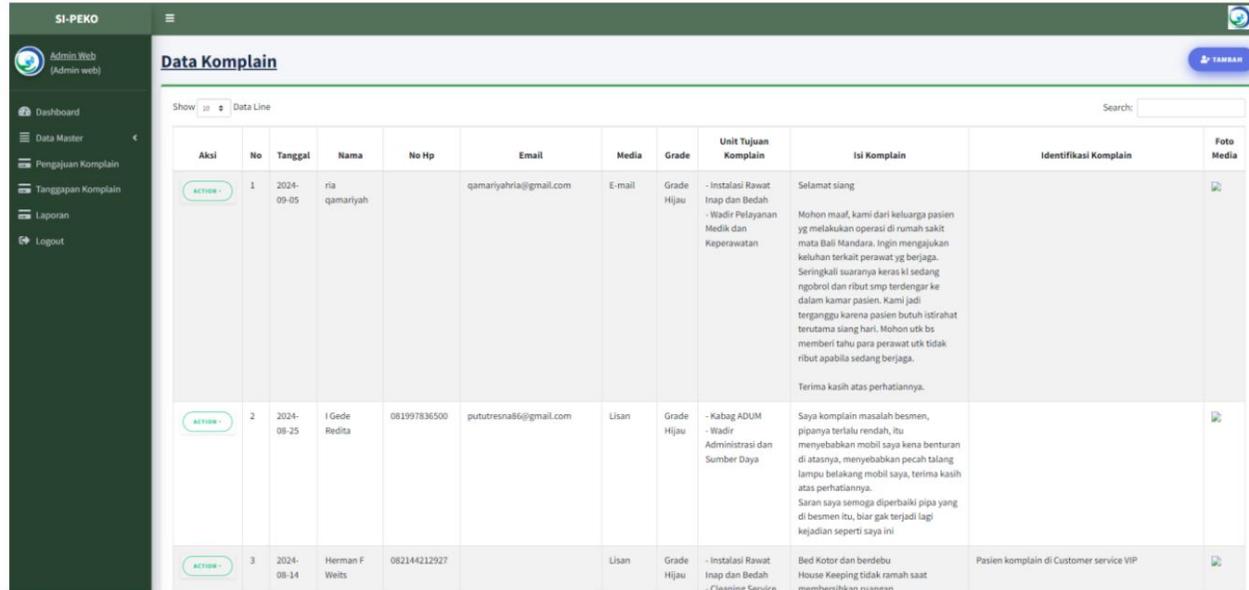
Show 10 Data Line Search:

Aksi	No	Nama User	Username	Password	Status	Unit
<a href="#">ACTION -</a>	1	Rekam Medis	rm	*****	User	Rekam Medis
<a href="#">ACTION -</a>	2	Loket Reguler	loket	*****	User	Loket Reguler/Admission
<a href="#">ACTION -</a>	3	Farmasi	farmasi	*****	User	Farmasi
<a href="#">ACTION -</a>	4	Poliklinik Reguler	poli	*****	User	Poliklinik Reguler
<a href="#">ACTION -</a>	5	Rawat Inap	ranap	*****	User	Instalasi Rawat Inap dan Bedah
<a href="#">ACTION -</a>	6	Instalasi Gawat Darurat	igd	*****	User	Instalasi Gawat Darurat (IGD)
<a href="#">ACTION -</a>	7	Gizi	gizi	*****	User	Instalasi Gizi
<a href="#">ACTION -</a>	8	Laboratorium	lab	*****	User	Laboratorium
<a href="#">ACTION -</a>	9	Radiologi	radiologi	*****	User	Radiologi
<a href="#">ACTION -</a>	10	Satpam	satpam	*****	User	Satpam

< 1 2 3 4 >

User Page to add or change login access rights for each ID when you want to add user data, click the Add button. If you want to change it, click the change button and if you want to deactivate it, click the cancel button.

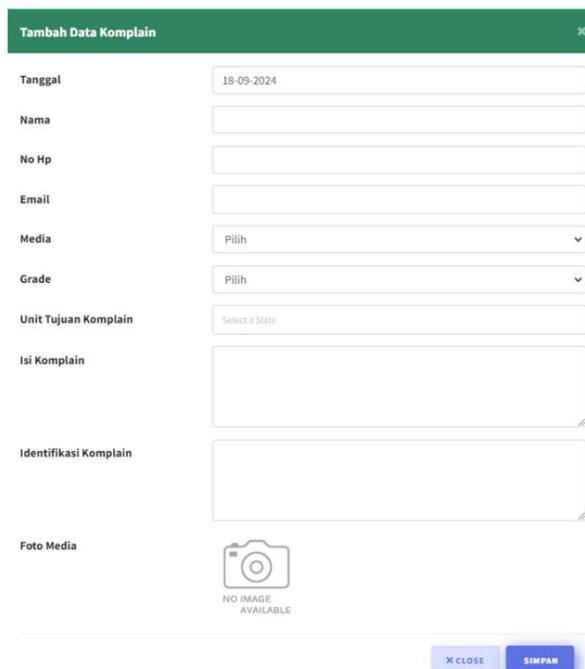
## G. Complaint Data Submission Page



The screenshot shows the 'Data Komplain' page in the SI-PEKO system. The page has a sidebar with navigation options: Dashboard, Data Master, Pengajuan Komplain, Tanggapan Komplain, Laporan, and Logout. The main content area displays a table of complaint data with columns for Aksi, No, Tanggal, Nama, No Hp, Email, Media, Grade, Unit Tujuan Komplain, Isi Komplain, Identifikasi Komplain, and Foto Media. There are three rows of data, each with an 'ACTION' button.

Aksi	No	Tanggal	Nama	No Hp	Email	Media	Grade	Unit Tujuan Komplain	Isi Komplain	Identifikasi Komplain	Foto Media
<a href="#">ACTION</a>	1	2024-09-05	ria qamariyah		qamariyahria@gmail.com	E-mail	Grade Hijau	- Instalasi Rawat Inap dan Bedah - Wadiv Pelayanan Medik dan Keperawatan	Selamat siang  Mohon maaf, kami dari keluarga pasien yg melakukan operasi di rumah sakit mata Bali Mandara. Ingin mengajukan keluhan terkait perawat yg berjaga. Seringkali suaranya keras kl sedang ngobrol dan ribut smpg mendengar ke dalam kamar pasien. Kami jadi terganggu karena pasien butuh istirahat terutama siang hari. Mohon utk bs memberi tahu para perawat utk tidak ribut apabila sedang berjaga.  Terima kasih atas perhatiannya.		
<a href="#">ACTION</a>	2	2024-08-25	I Gede Redita	081997836500	pututresna86@gmail.com	Lisan	Grade Hijau	- Kabag ADUM - Wadiv Administrasi dan Sumber Daya	Saya komplain masalah besmen, pipanya terlalu rendah, itu menyebabkan mobil saya kena benturan di atasnya, menyebabkan pecah talang lampu belakang mobil saya, terima kasih atas perhatiannya.  Saran saya semoga diperbaiki pipa yang di besmen itu, biar gak terjadi lagi kejadian seperti saya ini		
<a href="#">ACTION</a>	3	2024-08-14	Herman F Welts	082144212927		Lisan	Grade Hijau	- Instalasi Rawat Inap dan Bedah - Cleaning Service	Bed Kotor dan berdebu House Keeping tidak ramah saat membersihkan ruangan	Pasien komplain di Customer service VIP	

The Complaint Data Submission Page is a page that can be used by units to input and edit complaints or complaints that have been received through the complaint media regarding the services of the Bali Mandara Eye Hospital, Bali Province. If you want to change, click action then click change, then change the data you want to change, then click save.



The screenshot shows the 'Tambah Data Komplain' form. It has a green header with the title and a close button. The form contains several input fields: Tanggal (18-09-2024), Nama, No Hp, Email, Media (dropdown menu), Grade (dropdown menu), Unit Tujuan Komplain (dropdown menu), Isi Komplain (text area), Identifikasi Komplain (text area), and Foto Media (camera icon with 'NO IMAGE AVAILABLE' text). At the bottom, there are 'X CLOSE' and 'SIMPAN' buttons.

After clicking the add button / change button, a form like the one above will appear, then input the complaint data. Then click save.

## H. Complaint Response Page

The Complaint Response Page is a page used to follow up on complaints made by the complaint's target unit in the Corrective Action and Follow-up section. If the complaint cannot be resolved in the unit, the complaint will be followed up by the Head of the Work Team and Echelon III. in the TL Coordination section. If the complaint has been followed up, the Deputy Director verifies the follow-up and clicks finish if the complaint has been followed up.

## I. Report Page

No.	Tanggal Komplain	Nama	No Hp	Email	Isi Komplain	Grade Komplain	Media Komplain	Unit Tujuan Komplain	Penanganan / Tindakan korektif	Tindak Lanjut	Koordinasi TL	Verifikasi	Status
1	07-08-2024	Rai Padmi A.A	085735047342		Halo Selamat Pagi Saya mau complain tentang pelayanan di ruang I ritros retina, saya memang tidak daftar online, tetapi sebelumnya saya kesini setiap suruh berika pasif langsung di panggil sesuai urutan berikutnya. Setelah saya tanya ternyata no unit saya no 24 tetapi saya tanya pasien lain ternyata sama tidak daftar online belakangan datang, tetapi diulur dipanggil. Nama pengawanya jules, saya tanya baik jules sekali mungkin karena pagawanya beda ya. Kebutuhan saya no 24 tetapi saya sudah lama sekali menunggu panggilan. Dari jam 8 ke jam setengah 11 tidak ada respon apa? Apa karena pasien typo ya	Grade Hijau	Whatsapp	- Poliklinik Reguler - Customer Service - Wadit Pelayanan Medik dan Keperawatan	Customer Service: 07-08-2024 Customer Service sudah merespon keluhan pasien dengan meminta maaf. berterimakasih atas review yang diberikan dan akan menindak lanjut keluhan ke atasan	Poliklinik Reguler: 07-08-2024 Panggilan pasien di poliklinik berdasarkan nomor antrian/nomor unit. Poliklinik Reguler: 07-08-2024 Meninggikan kembali ke pengas/pesawat agar penanganan pasien sesuai no urut dan dashboard CRM sebagai panduan. Sosialisasi SS, lebih menekankan pencapaian edukasi dengan bahasa, intonasi dan gestur yang santun.	Wadit Pelayanan Medik dan Keperawatan: 14-08-2024 Stindak lanjut sudah sesuai	14-08-2024	Selesai

Report page, when you click the Report button on the menu options, a page like the one above will appear. On this page, you can select the month, year and unit, then click search, then the entire complaint report will appear according to the choices, both those that have been verified and those that have not been verified.