

HEALTH LOGISTICS MANAGEMENT IN SIMPANG TUNTUNGAN CLINIC

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ABSTRAK

Manajemen logistik di bidang kesehatan merupakan suatu sistem kompleks yang mencakup serangkaian proses terpadu, meliputi perencanaan, penganggaran, pembelian, penyimpanan, distribusi, penanganan, dan pengendalian. Setiap komponen dalam sistem ini berkaitan erat satu sama lain, dimana efektifitas keseluruhan sistem bergantung pada koordinasi yang baik antar berbagai tahapan. Penelitian ini dilakukan dengan tujuan untuk mengetahui dan menganalisis penerapan sistem manajemen logistik yang diterapkan di Klinik Simpang Tuntungan. Dalam pelaksanaannya penelitian ini menggunakan pendekatan deskriptif kualitatif, dengan lokasi penelitian berpusat di Klinik Simpang Tuntungan Medan. Metodologi pengumpulan data meliputi observasi langsung, wawancara mendalam yang didokumentasikan melalui rekaman audio, dan pengumpulan dokumentasi, dengan menerapkan teknik target sampling dalam pemilihan partisipan. Temuan penelitian menunjukkan bahwa penerapan sistem manajemen logistik yang efektif di Klinik Simpang Tuntungan berperan penting dalam menjamin dan menjaga kualitas pelayanan kesehatan yang optimal. Hal ini menegaskan pentingnya manajemen logistik terstruktur dalam konteks pelayanan kesehatan.

Kata kunci : klinik, manajemen logistik, pelayanan kesehatan

ABSTRACT

Logistics management in the health sector is a complex system that includes a series of integrated processes, including planning, budgeting, purchasing, storage, distribution, handling, and control. Each component in this system is closely related to each other, where the effectiveness of the entire system depends on proper coordination between the various stages. This study was conducted with the aim of exploring and analyzing the implementation of the logistics management system applied at the Simpang Tuntungan Clinic. In its implementation, this study adopted a qualitative descriptive approach, with the research location centered at the Simpang Tuntungan Clinic, Medan. The data collection methodology included direct observation, in-depth interviews documented through audio recordings, and documentation collection, by implementing target sampling techniques in selecting participants. The research findings indicate that the implementation of an effective logistics management system at the Simpang Tuntungan Clinic plays a vital role in ensuring and maintaining optimal health service quality. This confirms the significance of structured logistics management in the context of health services.

Keywords : logistics management, clinic, health services

INTRODUCTION

The definition of a clinic according to the Indonesian Minister of Health Regulation No. 9 of 2014, a clinic is one of the health service facilities that has been organized with several types of health workers needed to fulfill and provide basic or specialist medical services to the community with medical personnel as its leaders. With the existence of a clinic, various types of treatment are provided that are relatively easier for the community to visit. Medical personnel who work in a clinic do not only come from one type of health worker, but from several types of health workers according to the parties who work together to carry out the specified functions. Clinic health services are organized in a promotive, preventive, curative,

and rehabilitative manner by providing benefits in improving public health. Based on Permenkes No. 9 of 2014, clinics have various obligations that must be fulfilled in providing health services to the community. Clinics are responsible for providing accurate information about available services and providing effective, safe, quality, and non-discriminatory services by prioritizing patient interests according to applicable standards. In emergency situations, clinics are required to provide services without considering financial aspects or asking for an advance payment (Septiani & Ramadhika, 2024).

Administrative and procedural aspects are also important concerns, where clinics must obtain approval for medical procedures before implementation, manage medical records properly, and implement a referral system appropriately. Clinics have the right to refuse patient requests that conflict with professional standards, ethics, and legal regulations, while still respecting and protecting patient rights and providing clear, honest, and correct information regarding patient rights and obligations (Septiani & Ramadhika, 2024). In terms of operations, clinics are required to carry out quality and cost control according to regulations, prepare and implement standard operating procedures, and manage clinic waste according to legal provisions. Furthermore, clinics must carry out their social functions by supporting government programs in the health sector, preparing and implementing internal regulations, and designating the entire clinic environment as a smoke-free area (Septiani & Ramadhika, 2024).

Clinics act as health care facilities that provide basic or specialist medical services for individual patient care. As a smaller health care unit compared to a hospital, clinics have a more specific and limited focus on medical services. In the health care system, clinics can be classified into two categories based on their organizers, namely government clinics and private clinics. Government clinics are operated by various government institutions, including the central government, local governments, government agencies, the National Police, and the National Armed Forces. Meanwhile, private clinics are managed by the non-government sector, either by individuals, business entities, or legal entities (Eriany et al., 2023).

In clinical operations, logistics management is a fundamental component that ensures smoothness and compliance with established service standards. Effectiveness and efficiency in logistics management have a significant impact on various aspects of health services, including medical, economic, and social dimensions. Most crucially, ineffectiveness in logistics management can have serious implications for patient safety. To mitigate these risks, the implementation of a comprehensive and systematic logistics management system is a must. This includes a series of stages that must be executed carefully and precisely, with continuous monitoring to ensure that each process runs according to established protocols (San et al., 2020). This approach not only ensures the availability of the required resources, but also ensures optimal quality of health services and maintained patient safety.

Logistics management is a comprehensive process that includes aspects of planning, implementation, and control of various logistics activities. This process starts from the procurement stage, continues to storage, disposal, to distribution which aims to meet the needs of customers or the community (Afiya et al., 2022). All of these stages are closely related in supporting the smooth running of logistics services in various work units that require them. In the context of health facilities such as clinics, although medical logistics including medicines and medical devices are vital components in providing health services to patients, non-medical logistics aspects also play an equally important role. Non-medical logistics function as supporting equipment that enhances and completes medical services, especially in matters relating to administrative services and operational activities. This component not only supports the interests of patients but also facilitates the activities of employees in carrying out their duties and responsibilities effectively.

Logistics management can be defined as a discipline that combines elements of art and science in managing and controlling the flow of various resources, including goods, energy,

information, and other resources to achieve predetermined goals. In its implementation, logistics management requires careful attention to various critical aspects, including accuracy in the dimensions of time, quantity, and specifications, as well as optimization in the use of capital, pricing, and quality control (Azizah et al., 2024). The logistics management cycle consists of various interrelated and inseparable components, so it requires systematic and planned coordination to achieve optimal results. When there is a disruption in one stage, this can create a chain effect that affects the next stage, which can ultimately cause instability in the provision of logistics and have an impact on the economic aspects of health services. Health care institutions that do not yet have an effective logistics management system will face difficulties in achieving the performance targets that have been set. Ineffectiveness in logistics management can result in a decrease in the overall quality of health services, which ultimately contributes to a decrease in the level of patient satisfaction as recipients of services. This shows how important efficient and effective logistics management is in ensuring the sustainability of quality health services (Afida & Adriansyah, 2023).

In designing an effective logistics plan, it is important to consider various interrelated internal and external factors. On the one hand, internal factors include various aspects within the clinic itself, such as organizational structure, human resources, and the availability of funds. On the other hand, external factors include influences originating from outside the clinic, such as applicable government policies, current economic conditions, and relationships with suppliers (Winahyu & Paramarta, 2025).

Based on the Regulation of the Minister of Health of the Republic of Indonesia Number 9 of 2014, a clinic is a health service facility that operates 24 hours to serve the health needs of the community. This health service can be accessed by the community whenever needed. In its implementation, clinics are required to provide adequate medical personnel, including doctors and other health workers in sufficient numbers. Fulfilling the number of health workers according to this standard is important to prevent unwanted incidents. To overcome the challenges of 24-hour operations, clinics implement a shift shift system as a solution to maintain the quality of service and patient safety. One example of a health facility that implements this system is the Simpang Tuntungan Clinic, which is ready to serve the community all day long.

Simpang Tuntungan Clinic is a clinic that is one of the health services located in the Tuntungan area, Medan, which collaborates with pharmacies to fulfill its functions properly. Service activities at this clinic include various services such as outpatients, polyclinics, BPJS patients, and so on. Given the number of people who seek treatment at the clinic every day is not small, logistics management has an important and large role in ensuring the success and smoothness of every activity that provides support for the function of the clinic. Based on the description, the purpose of this study is to determine "Logistics Management at the Simpang Tuntungan Clinic."

METHOD

In this study, the type of research used is descriptive qualitative which was implemented at the Simpang Tuntungan Clinic, Medan. The activities carried out in this study were conducting various activities such as observation, in-depth interviews supported by voice recordings and documentation with *purposive sampling* techniques. In the study, the clinic owner who is a dentist at the clinic was chosen as a resource person to provide answers to questions needed by the researcher. The data used are primary data taken from various activities, namely in-depth interviews and secondary data taken from several references, literature studies, and laws and regulations.

RESULTS

Based on the results of in-depth interviews conducted regarding logistics management at the Simpang Tuntungan Clinic, several main points were found as follows:

Planning at Simpang Tuntungan Clinic

The findings from the interviews regarding logistics management planning at Simpang Tuntungan Clinic are presented as follows:

How is the logistics planning at Simpang Tuntungan Clinic?

"We at Simpang Tuntungan Clinic always refer to the standards set by the Health Office in managing logistics planning. This clinic already has the main facilities, such as a waiting room, examination room, procedure room, dental polyclinic, and KIA room, all of which are equipped with medical equipment as needed. Each room also has a list of equipment inventory to facilitate the checking process. If there are any equipment or medicines that are out of stock or missing, we immediately report it to the management so that a reorder can be made."

How is the system for recording and reporting drug stocks implemented in the clinic? What methods are used to estimate the need for drugs and medical devices in a certain period and how are these methods implemented?

"In this clinic, recording and reporting are done through a system called My Kasir. This system records complete information, such as the type of medicine, date of admission, and expiration date. To ensure data accuracy, pharmacists and their assistants routinely check every week."

Who is responsible for checking the expiration date of medicines every month?

"Those responsible for checking the expiration date of drugs in this clinic are the pharmacist and his assistant, but this task is more often done by the assistant."

What are the strategies to reduce errors in stock management?

"There was an error from the supplier in sending the goods. To prevent a similar thing from happening again, if possible, as a clinic owner, I prefer to come directly to the place to buy the medicine."

Based on the information provided by the informant, it can be concluded that the logistics planning at Simpang Tuntungan Clinic is in accordance with the Health Service standards, with complete facilities and medical equipment that is adjusted to the needs. The clinic uses the "Smart Cashier" system for recording drug stock, which is routinely checked every week by the pharmacist and his assistant, with expiration date checks more often carried out by the assistant. To avoid errors in stock management, the clinic owner sometimes buys drugs directly from the supplier.

Budgeting for Logistics Management at Simpang Tuntungan Clinic

The findings from the interviews regarding logistics management budgeting at Simpang Tuntungan Clinic are presented as follows:

Where does the existing logistics budget come from?

"The budget source at Simpang Tuntungan Clinic comes from patient payments, both using BPJS and non-BPJS. Therefore, we always try to provide the best service so that patients feel satisfied and can increase the clinic's income. We prioritize quality service to increase patient satisfaction, because in my opinion, patient satisfaction will have a direct impact on increasing

the clinic's profits. We allocate some of these profits to improve facilities and fulfill the clinic's needs."

What are the main factors to consider when preparing a logistics budget for health services?

"The factors we consider in procuring drugs are based on the needs and desires of patients. We record the drugs that are most often purchased by patients. The drugs that are most frequently purchased are the ones we usually provide more of and allocate the budget for."

Who prepares the budget at Simpang Tuntungan Clinic?

"I do the budgeting in this clinic myself based on monthly evaluations. In addition, for BPJS credentialing, we carry it out every year in September according to the requirements set by BPJS."

Based on the interview results, it is known that the main source of the clinic's budget comes from patient payments, both those using BPJS and those who pay in general. The informant said that quality service is the main priority in an effort to increase patient satisfaction. According to him, patient satisfaction will affect the increase in clinic profits. Part of the profit is used to improve facilities and meet clinic needs. Budgeting is carried out directly by the clinic leader based on the results of monthly evaluations. The informant also revealed that BPJS credentialing is carried out every year in September in accordance with the requirements set by BPJS.

Procurement of Logistics Management at Simpang Tuntungan Clinic

The findings from the interviews regarding the procurement of logistics management at Simpang Tuntungan Clinic are presented as follows:

What are the stages in the procurement logistics cycle?

"The first step we take is to check the system to see the data of the items that need to be purchased and the quantity. After that, we budget and order the items to the supplier. We order medicines according to the type that the patient really needs."

How does planning affect procurement effectiveness in the logistics cycle?

"Planning greatly influences the effectiveness of procurement. If planning is not done well, then procurement will definitely not run smoothly. Therefore, we always ensure that planning is done well and communication runs smoothly, to avoid unwanted things."

How is procurement management at Simpang Tuntungan Clinic?

"In the process of procuring medical equipment at Simpang Tuntungan Clinic, we always consider budget and quality aspects in a balanced manner. For drug inventory management, we conduct daily monitoring managed by specially appointed officers. In addition, we have also established partnerships with pharmacies that can deliver drugs on the same day when stocks start to run low."

What are the criteria for selecting suppliers in procuring drug stock at Simpang Tuntungan Clinic and how many drug suppliers are there?

"We choose suppliers based on the availability of the type of medicine needed, because each supplier usually has different product specializations. There are about 6 suppliers located on Jalan Asia, but I cannot mention in detail who they are."

Has there ever been an error in the procurement of goods at the Simpang Tuntungan Clinic?

"There was an error in the delivery from the supplier, but we were able to resolve the problem quickly. Usually, if a problem like that occurs, I as the clinic owner will immediately go to the supplier's location to resolve it."

The logistics cycle of procurement of goods at Simpang Tuntungan Clinic begins with checking stock data through the system, followed by budgeting and ordering according to patient needs. Careful planning is the key to smooth procurement, so effective communication is always prioritized. Inventory management is carried out with daily monitoring by special officers, while cooperation with pharmacies ensures fast delivery when stocks run low. Supplier selection is based on the availability of drug types, with a total of around six suppliers located on Jalan Asia. Although there have been errors in delivery, the clinic owner immediately handled the problem by visiting the supplier's location directly.

Drug Storage at Simpang Tuntungan Clinic

The findings from the interviews regarding drug storage at Simpang Tuntungan Clinic are presented as follows:

How does Simpang Tuntungan Clinic store medical and non-medical items?

"Therefore, the items stored here do not match their type and content. For example, some drugs must be stored in the refrigerator to maintain their quality. Limited over-the-counter drugs are stored in the front and limited drugs with red labels behind the narcotics cabinet. To facilitate distribution, we also store drugs that are adjusted by name and type."

Does Simpang Tuntungan Clinic use the FEFO/FIFO method?

"To manage the stock of medicines at Simpang Tuntungan Clinic, we use the FEFO (First Expired First Out) system, where medicines with the closest date are placed at the front and distributed first. This is done to optimize the use of medicines and reduce the possibility of loss".

How to ensure that stored items are not expired or damaged, especially those related to sensitive medicines and medical equipment?

"Pharmacists and pharmacist assistants always ensure and check medicines and other medical equipment. As a clinic owner, I also often check, but the one who does it most often is the pharmacist assistant. Items will be immediately removed from storage and discarded if there are problems, damage, or expired items."

What is the most important thing to consider when choosing a storage location?

"One of our main considerations when storing goods is security, because all the goods and medicines we store are restricted. Therefore, we must thoroughly review the location to ensure that it is safe and meets our logistics standards."

The conclusion of the storage process of medical and non-medical goods at the Simpang Tuntungan Clinic is that storage is carried out by considering the nature and contents of the goods. Medicines that require a special temperature are stored in the refrigerator, and medicines containing narcotics are stored in a special cabinet. To facilitate distribution, medicines are grouped by type and name. The clinic has implemented a Priority Expired Drug Distribution (FEFO) system to ensure that medicines that are approaching their expiration date are distributed first. The monitoring process is carried out periodically by pharmacists and assistant pharmacists to ensure that the products are not expired or damaged. Any items that are not in

accordance will be immediately removed and discarded. Maintaining product safety and quality plays an important role in choosing a storage location.

Distribution of Medicines at Simpang Tuntungan Clinic

The findings from the interviews regarding drug distribution at the Simpang Tuntungan Clinic are presented as follows:

How is the distribution of medicines at Simpang Tuntungan Clinic?

“ Drug distribution at Simpang Tuntungan Clinic is handled by pharmacists using an integrated system to ensure patient needs are met on time. And directly by the pharmacist assistant. Your medical equipment will be packed and shipped safely to prevent damage. We place great importance on sales management to ensure optimal service”.

The conclusion that can be drawn from the statement above is that the distribution of drugs and medical devices at the Simpang Tuntungan Clinic is carried out by pharmacists and pharmacist assistants using an integrated system so that patient needs can be met in a timely manner. This means that there is. Medical devices are sent in proper packaging to prevent damage and proper shipping management is emphasized to ensure optimal service.

Medical Waste Removal at Simpang Tuntungan Clinic

The findings from the interviews regarding the elimination of medical waste at Simpang Tuntungan Clinic are presented as follows:

How is the medical waste disposal system at Simpang Tuntungan Clinic?

“ Items that do not match the order are immediately returned to the supplier.” To maintain efficient logistics management, expired or damaged medicines are immediately removed from the inventory. To dispose of expired medicines and other medical waste, we work with a third-party provider who picks them up every three months and reports them periodically to the health service every year.”

In conclusion, out-of-stock items are returned to suppliers and expired or damaged medications are removed from the warehouse to maintain efficiency. Medical waste disposal is carried out through a partnership with a third party and is reported annually to the Health Service.

Logistics Management Control at Simpang Tuntungan Clinic

Interview findings regarding logistics management control at Simpang Tuntungan Clinic are presented below:

How can effective control prevent delays in the delivery of goods?

"We always contact the supplier and determine the delivery schedule for the goods to the clinic. We set the time so that there are no delays. If there is a delay, they will definitely inform us"

What are effective ways to control and reduce damage to goods during the shipping process?

"The supplier usually packs the goods well to reduce damage to the goods we ordered. If I come directly to the supplier's place and pick up the goods, I will usually put them in my car properly and arrange them so that there is no damage during the trip"

How to control stock in the warehouse so that it remains optimal and not excessive?

"As I said earlier, every week we always check our system. What items are about to run out and have just come in. If the item is about to run out, we immediately order it from the

supplier so that we don't have to wait long and don't run out of stock. If the items in the warehouse are still full, maybe we will buy in small quantities. We also usually set a large quantity to be purchased according to consumer needs."

In conclusion, as a preventive measure against late delivery of goods, Simpang Tuntungan Clinic routinely communicates with suppliers and sets a structured delivery schedule. To minimize the risk of damage during the delivery process, goods are well packaged by suppliers and given special attention during direct collection. Meanwhile, to ensure optimal stock availability, routine checks are carried out every week, ordering goods before they run out, and purchasing in quantities according to needs to avoid excess stock.

DISCUSSION

Logistics Management Planning at Simpang Tuntungan Clinic

Planning guidelines need to take into account budget availability, prioritization, remaining stock, usage data from previous periods, order lead times, and development plans (Holo et al., 2024). Planning is carried out to prevent drug shortages by using accountable methods and predetermined planning bases such as consumption, epidemiology adjusted to the existing budget. Planning guidelines must consider several things, including the available budget, priority setting, remaining stock, usage data from previous periods, lead times when ordering, and development plans (Safitri et al., 2025). Drug logistics management at Simpang Tuntungan Clinic involves several parties, including the person in charge of drugs, officers in charge of reporting data to BPJS, and special personnel who carry out regular drug checks every week. This system is designed to ensure optimal drug availability to support health services in accordance with the standards set by the Health Office. Yunari research revealed that the availability of adequate facilities and infrastructure has a significant impact on patient satisfaction levels, so that good logistics management is an important factor in improving the quality of services in health facilities.

Logistics planning in health facilities is designed by integrating various mandatory spaces, such as waiting rooms, examination rooms, action rooms, dental clinics, and KIA rooms, each of which is equipped with medical equipment according to its function. To ensure the availability and completeness of equipment, an inventory system is implemented that simplifies the checking process, so that any shortages can be immediately reported and reordered. The implementation of an inventory management system has proven to be more effective in increasing operational efficiency than manual recording methods (Mascarenhas et al., 2020). In addition, the Simpang Tuntungan Clinic optimizes the management of medical devices and medicines by collaborating with pharmacies to ensure the fulfillment of pharmaceutical needs on an ongoing basis. Recording and reporting of drugs is still done manually. The main obstacle in this process is the non-compliance of drug managers in calculating stock, as well as the difference between the physical amount of drugs and the records on the stock card which are completed without tracing the source of the error. Drug management control is carried out at the planning stage by implementing a stock buffer. Drug recording and reporting are carried out using stock cards and are updated once a month (Trianasari et al., 2024).

Budgeting for Logistics Management at Simpang Tuntungan Clinic

Budgeting is an integral part of the logistics management cycle and is closely related to the planning process carried out. This activity includes various efforts to detail the needs in more detail using currency values and estimates of the total costs required. Simpang Tuntungan Clinic earns its main income from BPJS patients and general patients, where part of the profit is allocated for improving facilities and meeting the operational needs of the clinic. The clinic

also routinely evaluates the budget every month and carries out BPJS credentialing every September to ensure that the services provided remain in accordance with the established standards. Based on in-depth interviews conducted by Ramzi et al. (2023), it was found that all informants confirmed the availability of a budget for drug logistics that had been systematically prepared. However, in practice, the budget allocation is not always in line with real needs in the field. Although there are conditions where drug needs have not been fully met, there are also situations where drug stocks do not decrease or remain available, which can be observed from the number of patients who need the drug.

Triansyah & Wahyudiyono, (2024) revealed that the budget submission process at the pharmacy installation is carried out every month for the procurement of drugs and Disposable Medical Goods (BMHP). In its implementation, there are two main problems related to the budget, namely at the submission and implementation stages. Constraints in budget submission occur due to funding restrictions set by management with various considerations. Meanwhile, at the implementation stage, there is often a shortage of funds even though it has exceeded the budget limit that has been determined for logistics management. This is due to the increasing number of patients compared to the previous month and the increasing medical needs of specialists.

Procurement and Storage of Logistics at Simpang Tuntungan Clinic

Storage and procurement activities always pay attention to aspects of logistics quality by considering the budget that has been made and agreed upon. The process begins with the submission of logistics goods, such as: medicines and other medical devices in each clinic unit that are needed. Then, continued with a market survey and making a budget plan. This is done by the procurement team to see what items are most needed by patients and adjust them to the available budget. The goal is to minimize losses due to unuse due to expiration. The budget that has been prepared will be submitted to the clinic owner. After being submitted, the clinic owner will approve if it is appropriate. This condition is the same as the storage and submission phase at the hospital which will later be submitted to the local government so that it can get funding assistance in meeting the required logistics needs (Wahyuddin et al., 2024) . Drug procurement at the Simpang Tuntungan Clinic is based on the types of drugs that are in high demand and needed by patients.

Drug storage is one of the important stages of logistics management to pay attention to. The reason is, this stage can affect the success of the clinic's operational activities. Every health care facility, such as a clinic, requires precision and accuracy in storing goods to ensure that the quality and quality of logistics are maintained. Especially in storing medicines so as not to reduce their quality. Later it will affect the health condition of patients who consume the drug (Safitri et al., 2025). Medicines are stored in two places, first in the pharmacy cabinet which is also adjacent to the clinic as the main collection point and second in the emergency storage area of the clinic as a precaution, in case of shortages and running out of the necessary medicines. Storage of medicines is done by looking at the type of medicine and the name of the medicine. After that, the medicine will be placed alphabetically from the name of the medicine. The arrangement is made with two types, some have been opened and some have not been opened. This is because there are some patients who only need a few tablets. Some of the medicines that are stored are placed in regular cabinets and some are placed in refrigerators to maintain their stability. For other medical devices, other than medicines, they are stored in special cabinets or emergency trolleys. Storage of medicines is carried out in the clinic which is the responsibility of the pharmacist and his assistant.

Storage is carried out using the FEFO system, namely First Expired First Out. This system is carried out by removing drugs that are approaching their expiration date and placing them in the front display case. Drugs that have reached their expiration date will be removed from the

storage cabinet to avoid distributing the drugs to patients. After being removed, the drugs are disposed of and transported by a third party along with other medical waste. Transportation is carried out every three months and then reported to the Health Service periodically. The method of storing drugs is in accordance with research conducted by San et al. (2020) regarding the management of pharmaceutical logistics at the Pharmacy Installation of the Faisal Islamic Hospital, Makassar. The study stated that the arrangement of drugs carried out was adjusted according to the alphabet, drug class, form of supply, and temperature/stability to facilitate accessibility and identification. Monitoring is also routinely carried out to ensure the quality and safety of drugs. Drugs that have expired or are considered damaged will be collected every 3-5 years and handed over to the Hospital Pharmacy Warehouse officers.

Distribution of Medicines at Simpang Tuntungan Clinic

Distribution is part of product distribution to customers. Distribution is important because it ensures success in delivering customer goods in this case patients. Distribution is carried out with an integrated system to ensure that customer needs can be met properly. The packaging aspect is very important to prevent damage at the distribution stage (Tasriani & Febria, 2022). Logistics distribution at Simpang Tuntungan Clinic is the responsibility of the pharmacist and his assistant. This is done with the support of an integrated system to ensure patient needs. Distribution is equipped with a good packaging process to prevent damage to goods and emphasize optimal service. This condition provides a sense of satisfaction by customers in receiving the goods they need. Research conducted by Nurlaela et al. (2022) explains that the distribution of drugs must be carried out based on established and agreed procedures. After the drug is received, it is then stored in a warehouse or storage area at a health care facility. Drug distribution is carried out using the amprah system every month, maintaining the supply of drugs according to the needs of health care facilities.

Medical Waste Removal at Simpang Tuntungan Clinic

The elimination of logistics management at Simpang Tuntungan Clinic is an activity carried out to free and eliminate goods in accordance with the provisions of applicable laws and regulations. This process is carried out strictly in order to maintain efficient and effective logistics management. Goods received, but not in accordance with the desired order will be returned directly to the supplier, while expired and damaged medicines will be removed from the inventory records. The process of eliminating drugs that are no longer used is carried out in cooperation with third parties which will eventually be reported to the Health Service periodically.

The deletion carried out by the clinic is based on laws and regulations. This is in line with research conducted by Widodo (2022) regarding pharmaceutical logistics management at Bhakti Asih Brebes General Hospital during the COVID-19 pandemic. Drug deletion is carried out with guidelines, namely the Regulation of the Minister of Health Number 72 of 2016 concerning Pharmaceutical Service Standards in Hospitals. Where in the study, the process of deleting damaged or expired drugs will be carried out periodically. The goal is to ensure the quality of the drugs needed by patients. Not only that, the hospital uses an accurate information system to support the success of logistics management. This is in accordance with what was done by the Simpang Tuntungan Clinic which implemented a good information system supported by the use of a smart cashier application to support drug data collection and delete types of drugs that are no longer used.

Logistics Management Control at Simpang Tuntungan Clinic

The control carried out by the clinic aims to monitor and evaluate the entire logistics management process. Each stage of logistics management will be monitored so that the

supporting factors for success and failure in supporting the clinic's vision and mission are obtained. The monitoring stage will be carried out by each worker supervised by the clinic owner who also works as a dentist at the clinic. After monitoring is carried out, it will be noted what needs to be controlled to avoid similar errors. Changes will be made to address weaknesses that occur at the logistics management stage. Controls implemented at the Simpang Tuntungan Clinic, such as monitoring the expiration date of drugs carried out by pharmacists and their assistants, verification of medical devices every five years, and adjustments to the receipt of logistics obtained from suppliers. Checking of drugs to anticipate shortages and price fluctuations is carried out by the clinic by monitoring the smart cashier application system. This monitoring is carried out once a week and will then be submitted to the clinic owner what needs must be met in ensuring the success of logistics management at Simpang Tuntungan.

CONCLUSION

In the management of logistics in the clinic has been implemented and applied systematically with seven main components, such as planning, procurement, budgeting, storage, distribution, deletion, and control. With the existence of an effective and efficient logistics system management system can provide support for the use of smart cashier applications to monitor stock, the application of the FEFO method in the storage system and cooperate well with suppliers. Although there are still operational constraints found in several things such as errors in sending goods, but this can be handled quickly and precisely through action, namely direct coordination between the clinic and the supplier. This can minimize the occurrence of unwanted things by the clinic and the supplier.

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