

ABSTRACT

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Title : **The Interactional Communication Model of Batu Bersurat Puskesmas (Center for Society's Health) in Providing Service to Patients in Kecamatan XIII Koto Kampar Kabupaten Kampar**

Model is a systematic and abstract description in which it describes the certain potentials related to several aspects of a process. The Puskesmas has a communication model. The health service is any effort done individually or communally in an organization to keep and improve the health. The Puskesmas is the central element in the health development in the kecamatan to provide the best service for people. Method used in this research is descriptive-qualitative method, describing and explaining the phenomena in words. Data is collected from observation, interview, and documentation. The sources of data are from interviewing the head of the Puskesmas, its public sub-section head, and its staffs of service and facility network. This research finds that The Interactional Communication Model of Batu Bersurat Puskesmas (Center for Society's Health) in Providing Service to Patients in Kecamatan XIII Koto Kampar Kabupaten Kampar is as follows.; the first is out-patient service. It is done through interaction between the Puskesmas and patients in the form of instruction and suggestions about the medical treatment. The second is in-patient service. It is a treatment process by professional staffs in which they stay in a room of the Puskesmas to get supervision and control maximally. The third is reference service. It is an interaction between the Puskesmas and reference places, interaction between a doctor and nurse, interaction between a doctor and patient, an interaction between a nurse and patient and an interaction between the Puskesmas and family or patient. This theiss concludes that Communication Model of Batu Bersurat Puskesmas (Center for Society's Health) in Providing Service to Patients in Kecamatan XIII Koto Kampar Kabupaten Kampar is interactional.

Keywords : **Communication Model, Puskesmas, Health Service**