

# DAMPAK KETIDAKLENGKAPAN BERKAS REKAM MEDIS RAWAT INAP KASUS *COVID-19* TERHADAP PELAYANAN DI RUMAH SAKIT CONDONG CATUR YOGYAKARTA

Oleh:

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## INTISARI

**Latar Belakang:** Rekam medis yang terisi dengan baik dan lengkap mempunyai banyak kegunaan yaitu mencakup aspek *administration, legal, finance, reseacrh, education dan dokumentation* (ALFRED). Oleh karena itu, ketidaklengkapan rekam medis akan memberikan dampak bagi pelayanan di rumah sakit.

**Tujuan Penelitian:** Mengetahui manfaat rekam medis dari pengguna di RSCC. Mengetahui jenis formulir rekam medis yang digunakan untuk klaim pasien *covid-19* di RSCC. Mengetahui dampak ketidaklengkapan rekam medis rawat inap kasus *covid-19* dari aspek *Administration, Legal, Finance, Research, Education, Documentation* (ALFRED) di RSCC.

**Metode Penelitian:** Penelitian ini menggunakan metode deskriptif kualitatif dengan rancangan studi kasus. Informan pada penelitian ini berjumlah 11 orang yang terdiri dari 1 petugas rekam medis, 1 petugas distribusi, 1 petugas klaim *covid-19*, 1 dokter verifikasi klaim, 1 kepala bagian pelayanan medik, 1 kepala bagian penunjang medik, 1 kepala IGD, 1 kepala rawat jalan, 2 kepala bangsal dan 1 kepala sie keperawatan. Objek penelitian ini menggunakan 8 rekam medis rawat inap pasien *Covid-19* periode Januari-Maret 2021 di RSCC. Validasi data dilakukan oleh kepala rekam medis RSCC sebagai triangulasi.

**Hasil Penelitian:** Manfaat rekam medis bagi pelayan kesehatan di RSCC adalah mengetahui kegiatan pelayan kesehatan dalam mengobati pasien, klaim BPJS/asuransi dan memprediksikan pendapatan rumah sakit, sumber untuk pengambilan data untuk penelitian, bahan pelajaran tentang kegiatan pelayanan di rumah sakit, riwayat pengobatan pasien dan pembuatan laporan rumah sakit. Dalam melakukan pengklaiman pasien *Covid-19*, RSCC menggunakan resume medis, *screening covid-19*, hasil laboratorium, surat keterangan isolasi, lembar CPPT, resep obat, dan lembar persetujuan rawat inap. Ketidaklengkapan rekam medis dari aspek administrasi menyebabkan terhambatnya proses administrasi, aspek keuangan menyebabkan klaim akan *dispute*, dan aspek dokumentasi menyebabkan terhambatnya proses pembuatan laporan rumah sakit.

**Kesimpulan:** Ketidaklengkapan rekam medis di RSCC memberikan dampak terhadap aspek administrasi, aspek keuangan, dan aspek dokumentasi.

**Kata Kunci:** ketidaklengkapan rekam medis, dampak ketidaklengkapan rekam medis, *Covid-19*, rekam medis *Covid-19*.

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# **THE IMPACT OF INCOMPLETE MEDICAL RECORD FILES FOR INPATIENT COVID-19 CASES TOWARDS SERVICES AT CONDONG CATUR HOSPITAL YOGYAKARTA**

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## **ABSTRACT**

**Background:** A well-written and complete medical record have many uses, including aspects of administration, legal, finance, research, education and documentation (ALFRED). Therefore, incomplete medical records will have an impact on hospital services.

**Research Objectives:** To find out the benefits of medical records from users in RSCC and to know the type of medical record form to claim Covid-19 patients at RSCC. Also, to find out the impact of incomplete inpatient medical records for Covid-19 cases from the aspects of ALFRED at RSCC.

**Research Methods:** This study used a qualitative descriptive method with a case study design. The informants in this study are 11 people. The object of this study used 8 inpatient medical records of Covid-19 patients in the period January-March 2021 at RSCC. In addition, the head of RSCC medical record carried out data validation as triangulation.

**Research Results:** The benefits of medical records for health care workers at the RSCC are knowing the activities of health care providers in treating patients, BPJS/insurance claims and predicting hospital income, as a source of data for research, learning materials about service activities in hospitals, to know about patient medical history and hospital reports. In claiming Covid-19 patients, the RSCC uses medical resumes, Covid-19 screening, laboratory results, isolation certificates, CPPT sheets, medical prescriptions, and inpatient approval sheets. However, the incompleteness of medical records from the administrative aspect causes delays in the administrative process, the financial aspect causes claims to be disputed, and the documentation aspect causes delays in the making of hospital reports.

**Conclusion:** Incompleteness of medical records at RSCC have impacts on administrative aspects, financial aspects, and documentation aspects.

**Keywords:** incompleteness of medical records, the impact of incomplete medical records, Covid-19, Covid-19 medical records.

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