

LITERATURE REVIEW : PENYEBAB KETERLAMBATAN WAKTU PENYEDIAAN REKAM MEDIS PELAYANAN RAWAT JALAN DI RUMAH SAKIT

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INTISARI

Latar Belakang : Rekam medis adalah dokumen yang berisi catatan dan laporan terkait catatan dan laporan pribadi pasien, pemeriksaan, pengobatan, dan pelayanan lain. Salah satu indikator mutu rekam medis rawat jalan adalah waktu tunggu penyediaan rekam medis di rawat jalan. Penyediaan rekam medis ditentukan sejak pasien mulai menyelesaikan pendaftaran sampai dengan tersedianya rekam medis di klinik. Jika rekam medis cepat datang ke klinik, maka pemberian pelayanan juga cepat.

Tujuan Penelitian : Untuk mengetahui penyebab keterlambatan waktu penyediaan rekam medis pelayanan rawat jalan di rumah sakit.

Metode Penelitian : Penelitian ini menggunakan metode secara *literature review* dengan mereview empat jurnal Nasional dan 1 jurnal Internasional.

Hasil : Berdasarkan hasil analisis dari 4 jurnal Nasional dan 1 jurnal Internasional diketahui bahwa terdapat 5 Rumah Sakit mengalami permasalahan dalam faktor *man* yaitu kualifikasi pendidikan petugas yang bukan lulusan rekam medis, kurangnya kedisiplinan petugas, dan belum terdapat pelatihan. 4 Rumah Sakit mengalami permasalahan dalam faktor *money* yaitu belum terdapat anggaran dana khusus untuk kebutuhan rekam medis. 5 Rumah Sakit mengalami permasalahan dalam faktor *machine* yaitu kurangnya rak penyimpanan, kumpuler eror, dan kurangnya *trolley* untuk mengantarkan berkas ke poli. 5 Rumah Sakit mengalami permasalahan dalam faktor *method* yaitu belum ada SOP. 4 Rumah Sakit mengalami permasalahan dalam faktor *material* yaitu menggunakan map tipis, mudah sobek, map plastik berbahan biasa sehingga menyebabkan rekam medis terselip dan *misfile*.

Kesimpulan : Hasil *review* dari kelima jurnal menunjukkan bahwa banyak Rumah Sakit yang mengalami permasalahan pada faktor *man* (manusia) yaitu kualifikasi pendidikan bukan lulusan rekam medis, kurangnya kedisiplinan, dan belum ada pelatihan, *money* (uang) yaitu penyediaan anggaran dana belum ada, faktor *machine* (alat) yaitu kurangnya rak penyimpanan, kumpuler eror, dan kurangnya *trolley*. faktor *method* (cara) yaitu belum terdapat evaluasi SOP, dan faktor *material* (bahan) yaitu kondisi map tipis, mudah sobek, map berbahan plastik.

Kata Kunci : Penyediaan Rekam Medis, Rawat Jalan, Rumah Sakit.

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LITERATURE REVIEW : CAUSES OF DELAY TIME FOR THE PROVISION OF MEDICAL RECORD OUTPATIENT IN THE HOSPITAL

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ABSTRACT

Background : Medical records are documents that contain notes and reports regarding patient personal records and reports, examinations, treatment, and other services. One indicator of the quality of outpatient medical records is the waiting time for the provision of outpatient medical records. Provision of medical records is determined from the time the patient begins to complete registration until the availability of medical records at the clinic. If the medical record comes quickly to the clinic, then the service delivery is also fast.

Objective: This study aims to determine the cause of the delay in the provision of medical records for outpatient services in hospital.

Method : This study uses a literature review method by reviewing four National journals and one International journal.

Results : Based on the results of the analysis of 4 National journals and 1 International journal, it is known that there are 5 Hospitals experiencing problems in the man factor, is the educational qualifications of officers who are not medical record graduates, lack of officer discipline, and not training. 4 Hospitals are experiencing problems in the money factor, is there is no special budget for medical record needs. 5 Hospital experienced problems in the machine factor, is the lack of storage racks, computer errors, and the lack of trolleys to deliver files to the polyclinic. 5 Hospital are experiencing problems in the method factor, is there is not SOP. 4 Hospitals experience problems in material factors, is using thin folders, easily torn, plastic folders made of ordinary materials, causing tucked medical records and misfile.

Conclusion : The results of a review of the five journals show that many hospitals have problems with the man (human) factor, namely educational qualifications that are not medical record graduates, lack of discipline, and no training, money (money), namely the provision of budget funds, does not yet exist, machine factor (tools).) namely lack of storage racks, computer errors, and lack of trolleys. the method factor (method) is that there is no SOP evaluation, and the material factor (material) is the condition of the folder is thin, easy to tear, the folder is made of plastic.

Keyword: Provision of Medical Record, Outpatient, Hospital.

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