

**STANDAR PELAYANAN MINIMAL WAKTU PENYEDIAAN DOKUMEN
REKAM MEDIS PELAYANAN RAWAT JALAN DI RUMAH SAKIT
TK. II 04. 05. 01 DR. SOEDJONO MAGELANG TAHUN 2018**

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INTISARI

Latar Belakang : Standar pelayanan minimal rumah sakit harus dijalankan dengan memberikan pelayanan yang baik kepada pasien, salah satunya dalam waktu penyediaan dokumen rekam medis. Berdasarkan studi pendahuluan di Rumah Sakit TK. II 04.05.01 Dr. Soedjono Magelang dengan jumlah sampel 60 dokumen rekam medis rawat jalan baru dan lama. Waktu penyediaan dokumen rekam medis rawat jalan lama masih mengalami keterlambatan ≥ 10 menit sebesar 50%, sedangkan kebijakan yang ditetapkan di rumah sakit yaitu ≤ 10 menit.

Tujuan : Mengetahui pelaksanaan standar pelayanan minimal waktu penyediaan dokumen rekam medis rawat jalan

Metode : Jenis penelitian deskriptif kualitatif. Rancangan penelitian studi kasus. Pengumpulan data dengan observasi, wawancara, dan studi dokumentasi. Subjek penelitian petugas pendaftaran, petugas filing dan kepala rekam medis. Objek penelitian dokumen rekam medis.

Hasil : Waktu penyediaan dokumen rekam medis rawat jalan yang memenuhi ≤ 10 menit sebesar 32% (32 dokumen rekam medis dari 100) dan yang tidak memenuhi ≤ 10 menit sebesar 68% (68 dokumen rekam medis dari 100). Keterlambatan disebabkan kurangnya sumber daya manusia bagian filing, jarak antar ruang filing dan klinik rumah sakit cukup jauh, dokumen rekam medis tidak ditemukan.

Kesimpulan : Sesuai dengan ketentuan waktu penyediaan dokumen rekam medis rawat jalan, sebesar 32% memenuhi standar pelayanan minimal. Faktor penyebab keterlambatan waktu penyediaan dokumen rekam medis rawat jalan dikarenakan kurangnya petugas bagian *filing*, jarak antar ruang *filing* dan klinik rumah sakit cukup jauh, dokumen rekam medis tidak ditemukan.

Kata Kunci : Standar Pelayanan Minimal, Waktu Penyediaan, Dokumen Rekam Medis

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**MINIMUM SERVICE STANDARD TIME TO PROVIDE MEDICAL
RECORD DOCUMENT FOR OUTPATIENT SERVICES IN HOSPITALS
TK. II 04. 05. 01 DR. SOEDJONO MAGELANG YEAR 2018**

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ABSTRACT

Background : Minimum hospital service standards must be carried out by providing good service to patients, one of them is in the time of providing medical record documents. Based on preliminary studies at the Hospital TK. II 04.05.01 Dr. Soedjono Magelang many as 60 new and old outpatient medical records. The provision of old outpatient medical record documents still has a delay of ≥ 10 minutes by 50%, while the policy set at the hospital is ≤ 10 minutes.

Objective : To determine the implementation of minimum service standards when providing outpatient medical record documents.

Method : Qualitative descriptive research type. Case study design. Data collection by observation, interview, and documentation study. Research subject registration officer, filing officer and medical record head. Object of medical record document research.

Results : The time to provide outpatient medical record documents that fulfills ≤ 10 minutes is 32% (32 medical record documents from 100) and that does not meet ≤ 10 minutes is 68% (68 medical record documents from 100). Delay caused by lack of human resources filing part, the absence of bridging, there are only patient rates for registration services, the distance between filing rooms and hospital clinics is quite far, medical record documents not found.

Conclusion : In accordance with the provisions of the time for providing outpatient medical record documents, 32% meets minimum service standards. Factors causing delays in providing outpatient medical record documents due to lack of filing staff, the distance between filing rooms and hospital clinics is quite far, medical record documents not found.

Keywords : Minimum Service Standards, Time of Provision, Medical Record Documents.

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