

**KINERJA PETUGAS REKAM MEDIS
DALAM PENERAPAN RME PADA UNIT RAWAT JALAN
DI RUMAH SAKIT NUR HIDAYAH BANTUL**

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INTISARI

Latar Belakang: Penerapan Rekam Medis Elektronik (RME) di rumah sakit bertujuan untuk meningkatkan mutu pelayanan kesehatan dan efisiensi pengelolaan data pasien. Namun, dalam pelaksanaannya masih ditemukan kendala seperti keterbatasan sarana, kurangnya pelatihan, serta gangguan teknis sistem. Hal ini dapat memengaruhi efektivitas kinerja petugas rekam medis.

Tujuan Penelitian: Mengetahui efektivitas kinerja petugas rekam medis dalam penerapan RME pada unit rawat jalan di Rumah Sakit Nur Hidayah Bantul berdasarkan empat indikator yaitu kualitas kerja, kuantitas kerja, waktu kerja, dan kerja sama.

Hasil Penelitian: Hasil penelitian menunjukkan bahwa dari aspek kualitas kerja, RME meningkatkan akurasi dan kerapian dokumentasi meskipun masih ditemukan data ganda dan kesalahan input. Dari aspek kuantitas kerja, beban kerja meningkat karena sebagian proses masih dilakukan secara manual saat sistem mengalami kendala. Dari aspek waktu kerja, pelayanan menjadi lebih cepat dan efisien meskipun terkadang terhambat oleh *downtime* dan gangguan jaringan. Dari aspek kerja sama, komunikasi antar petugas berjalan cukup baik dan koordinasi meningkat meskipun sempat terjadi *misscommunication* pada awal penerapan.

Metode: Penelitian ini menggunakan metode deskriptif kualitatif. Teknik pengumpulan data dilakukan melalui wawancara mendalam dan observasi terhadap enam informan utama dengan triangulasi kepala unit rekam medis.

Kesimpulan: Secara keseluruhan, penerapan RME di unit rawat jalan Rumah Sakit Nur Hidayah Bantul sudah berjalan cukup efektif. Hal ini terlihat dari meningkatnya kecepatan pelayanan, ketepatan dokumentasi, serta terjalannya kerja sama antarpetugas yang mendukung kelancaran pelayanan, meskipun efektivitas penuh belum tercapai karena adanya kendala teknis dan tambahan beban kerja.

Kata Kunci: Kinerja, Rekam Medis Elektronik, Petugas rekam medis, Rawat jalan

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**The Effectiveness of Medical Record Officers’
Performance in the Implementation of Electronic Medical Records
at the Outpatient Unit of Nur Hidayah Hospital Bantul**

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ABSTRACT

Background: The implementation of Electronic Medical Records (EMR) in hospitals aims to improve the quality of healthcare services and the efficiency of patient data management. However, in practice, several challenges are still encountered, such as limited facilities, insufficient training, and technical system disruptions. These issues may affect the effectiveness of medical record officers’ performance

Results: The findings show that in terms of quality of work, EMR improved the accuracy and neatness of documentation, although duplicate data and input errors were still found. In terms of quantity of work, the workload increased since some processes were still performed manually when the system encountered problems. In terms of timeliness, services became faster and more efficient, although occasionally hampered by downtime and network disruptions. In terms of teamwork, communication among officers ran quite well and coordination improved, despite some miscommunication during the initial implementation.

Method: This study employed a descriptive qualitative method. Data were collected through in-depth interviews and observations with six main informants, complemented by triangulation with the head of the medical record unit.

Conclusion: Overall, the implementation of EMR in the outpatient unit of Nur Hidayah Hospital Bantul has been fairly effective. This is evident from the improvement in service speed, accuracy of documentation, and teamwork that supports service delivery, although full effectiveness has not yet been achieved due to technical barriers and additional workloads.

Keywords: Performance, Electronic Medical Record, Medical record officer, Outpatient

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