

**FAKTOR-FAKTOR PENYEBAB KETERLAMBATAN PENGIRIMAN  
DOKUMEN REKAM MEDIS DARI FILING KE POLIKLINIK RSUD RA  
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**ELMA FITRIANA**

(Pembimbing : Arif Kurniadi, M.Kom)

*Rekam Medis&Info. Kesehatan - D3, FKes, Universitas Dian  
Nuswantoro*

*www.dinus.ac.id*

*Email : 422201301391@mhs.dinus.ac.id*

**ABSTRAK**

Baik buruknya pelayanan di TPPRJ dapat menjadi acuan bagi pasien dalam menilai kualitas pelayanan rumah sakit. Pelayanan rekam medis yang baik dan bermutu tercermin dari pelayanan yang ramah, cepat serta nyaman. Filing dituntut untuk menyediakan setiap dokumen rekam medis yang dikehendaki secara cepat dan tepat memperhatikan kebijakan yang berlaku. Berdasarkan survei awal pada bulan April 2016 di RSUD RA Kartini Kabupaten Jepara, sebanyak 10 pelayanan dokumen terdapat 10 pelayanan dokumen yang terlambat (100%) karena melebihi batas waktu pelayanan dokumen yaitu 10 menit. Setiap pengambilan satu dokumen membutuhkan waktu 28.76 menit. Salah satu faktor terlambatnya pengiriman dokumen ke poliklinik karena dokumen tidak terdapat di tempatnya (Missfile) sehingga waktu pencarian semakin lama. Jenis penelitian ini adalah deskriptif dan pendekatan Cross Sectional. Metode yang digunakan adalah observasi dan wawancara. Subyek penelitian adalah kepala rekam medis, 2 kurir pendaftaran, dan 6 petugas filing.

Hasil penelitian menunjukkan bahwa prosedur tetap pendaftaran di RSUD RA Kartini belum merinci tentang batas waktu penyediaan dokumen rekam medis ke poliklinik, dan memberikan tracer dengan menyelipkan di rak penyimpanan. Kepala Rekam Medis, petugas filing dan petugas kurir mendapat skor > rata-rata. Petugas tidak tahu tentang prosedur tetap dan batas waktu pelayanan dokumen. Sistem penomoran menggunakan unit numbering system (UNS), sistem penjajaran yaitu Terminal Digit Filing (TDF), filing rawat jalan tidak menggunakan tracer dan buku ekspedisi.

Oleh karena itu disarankan memberikan pengarahan tentang penggunaan tracer, dan mengadakan revisi ulang terhadap prosedur mengenai pendaftaran rawat jalan, dan pengambilan dokumen rekam medis, melakukan kontrol terhadap kinerja petugas, menambah buku ekspedisi untuk poliklinik.

Kata Kunci : Pengetahuan, Protap, Sistem Penomoran, Sistem Penjajaran, sarana

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**FACTORS THAT CAUSED DELAYS THE DELIVERY OF MEDICAL  
RECORD FROM FILING TO CLINIC IN HOSPITAL OF RA KARTINI  
JEPARA YEAR 2016**

**ELMA FITRIANA**

(Lecturer : Arif Kurniadi, M.Kom)

*Diploma of Medical Record - D3, Faculty of Health Science,  
DINUS University*

*www.dinus.ac.id*

*Email : 422201301391@mhs.dinus.ac.id*

**ABSTRACT**

The bad service at TPPRJ can be the reference for patients in assessing quality of hospital services. Excellence of medical record service and quality reflected in the friendly service, fast and convenient. Filing required to provide any desired document quickly and accurately take into account the policy. Based on initial survey in April 2016 in RA Kartini hospital Jepara, as many as 10 service of documents showed that 10 documents were late (100%) because the time limit of document service more than 10 minutes. Every document taken 28.76 minutes. One of delayed factors of documents delivery to the clinic because the document did not exist in its place (missfile) so that it need much longer time to search.

This type of research was descriptive and a cross sectional approach. The methods were observation and interview. Subjects were the chief of medical record unit, 2 of courier of registration and 6 filing officers.

The results showed that standard procedure of registration in hospital of RA Kartini did not detail about the time limit of documents provision to the clinic, and provide the tracer by tucking into storage racks. Chief of Medical Record Unit, filing officer and the courier got a score more than average. The officer did not know about the procedure and the deadline of documents service. The numbering system was unit numbering system (UNS), the alignment system was Terminal Digit Filing (TDF), outpatients filing did not use tracer and expedition book.

Therefore suggested to provide guidance on the use of tracer, and held repeated revisions of procedures for the registration of outpatient, and document retrieval, to perform control to the officer, adding expedition book for clinic.

Keywords : Knowledge, Standard Operating Procedure, Numbering System, Alignment System, tool

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