

TINJAUAN PROSEDUR DISTRIBUSI DOKUMEN REKAM MEDIS DARI FILING KE POLIKLINIK DI RSUD TUGUREJO SEMARANG TAHUN 2016

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ABSTRAK

Dalam penyediaan dokumen rekam medis petugas filing memerlukan waktu yang sesuai dengan standar pelayanan kesehatan yaitu 10 menit untuk pasien rawat jalan dan 15 menit untuk pasien rawat inap. Berdasarkan survei awal didapatkan rata-rata dalam distribusi dokumen rekam medis dari filing ke poliklinik membutuhkan waktu 15.60 menit, waktu tidak efisien bagi pasien untuk mendapatkan pelayanan dari poliklinik. RSUD Tugurejo Semarang menerapkan Standar Prosedur Operasional Respon Time distribusi dokumen rekam medis dari filing ke poliklinik untuk rawat jalan 10 menit, dan untuk rawat inap 15 menit. Penelitian ini bertujuan mendeskripsikan prosedur distribusi dokumen rekam medis dari filing ke poliklinik di Rumah Sakit Umum Daerah Tugurejo Semarang.

Jenis penelitian ini adalah deskriptif dan pendekatan cross sectional. Metode adalah observasi dan wawancara. Subjek adalah 11 petugas filing, diantaranya 5 petugas distribusi dokumen rekam medis, 6 petugas penyedia dokumen rekam medis dan 1 kepala instalasi rekam medis. Objek penelitian adalah prosedur distribusi dokumen rekam medis dari filing ke poliklinik sebanyak 100 dokumen. Analisis data secara deskriptif.

Hasil pengamatan didapatkan karakteristik petugas filing dengan jumlah petugas 11 orang, terdiri dari 4 petugas perempuan dan 7 petugas laki-laki. Umur petugas berkisar 24 tahun sampai 58 tahun. Tingkat pendidikan ada 2 petugas lulusan D3 RMIK. Masa kerja petugas filing mulai dari 3 bulan sampai 36 tahun. Ketepatan waktu distribusi masih banyak ditemukan waktu yang tidak sesuai dengan Standar Prosedur Operasional Respon Time. Rata-rata waktu yang dibutuhkan untuk distribusi dokumen rekam medis yaitu 27,60 menit, karena kurangnya petugas distribusi dokumen rekam medis. Ditemukan 3 petugas belum paham tentang Standar Prosedur Operasional respon time, karena masa kerja yang masih baru.

Saran penelitian ini adalah melakukan seleksi petugas filing dengan latar belakang D3-RMIK guna menunjang pengetahuan mengenai pelayanan rekam medis, memperbanyak dan menempelkan Standar Prosedur Operasional (SPO) Respon Time di ruang filing.

Kata Kunci : Pasien rawat jalan, Standar Prosedur Operasional Respon Time

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**REVIEW PROCEDURES THE DISTRIBUTION OF MEDICAL RECORD
DOCUMENT FROM FILING TO POLYCLINIC IN REGIONAL PUBLIC
HOSPITAL TUGUREJO SEMARANG YEAR 2016**

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ABSTRACT

In the provision of medical record document, filing officer take accordance with the standards ± 10 minutes for outpatients and ± 15 minutes for inpatients. Based on the initial survey, the average in distribution of documents from medical records filing to the clinic takes 15.60 minutes, the time was not efficient for patients to obtain the services of the clinic. Tugurejo Hospital Semarang implement Standard Operating Procedures of Response Time distribution medical records from filing to outpatient clinic for 10 minutes, and for inpatient ± 15 minutes. This study aimed to describe the procedures for distributing documents from filing medical records to the clinic at the Tugurejo Hospital Semarang.

This type of research was descriptive and cross sectional approach. Methods were observation and interviews. Subject was 11 officers filing, including five officer that distribute the document , six officers that provide medical record documents and chief of the medical record unit. The object of research was the procedure of documents distribution from filing medical records to the clinic as many as 100 documents. Data analyzed descriptively.

From observations obtained that characteristics of filing officer consists of four female officer and seven male officers. Age ranges from 24 to 58 years old. The level of education showed there were two graduated from medical record diploma. Filing officer working period ranging from 3 months to 36 years. Timeliness of distribution did not accordance with Standard Operating Procedures Response Time. The average time required for the distribution of medical records document was 27.60 minutes because lack of officer. Found 3 officer did not understand about Standard Operating Procedures of response time, because their working periode were still new.

Suggestion of this research is the selection of filing officer with medical record diploma background in order to support knowledge of medical record service, copy and paste the Standard Operating Procedures (SOPs) Response Time in the filing room.

Keywords : Outpatient patient, Standard Operating Procedures Response Time

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