

**TINJAUAN PELAYANAN PENYEDIAAN DOKUMEN REKAM MEDIS
(DRM) RAWAT JALAN PASIEN LAMA KE POLIKLINIK
BERDASARKAN STANDAR OPERASIONAL PROSEDUR (SOP) DI
RSUD RAA SOEWONDO PATI TAHUN 2016**

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ABSTRAK

Berdasarkan survei awal, terdapat 7/10 dokumen rekam medis memerlukan waktu penyediaan ? 15 menit. Hal tersebut tidak sesuai dengan standar waktu pelayanan penyediaan dokumen rekam medis yang ditetapkan oleh rumah sakit. Tujuan penelitian ini adalah mengetahui gambaran dokumen rekam medis rawat jalan pasien lama ke poliklinik berdasarkan Standar Operasional Prosedur di RSUD RAA Soewondo Pati.

Jenis penelitian ini adalah deskriptif dengan metode observasi dan wawancara. subjek penelitian ini adalah 1 orang kepala rekam medis dan 4 orang petugas filing rawat jalan di RSUD RAA Soewondo Pati. Sedangkan objek penelitian adalah jumlah dokumen rekam medis pada tahun 2016 dan standar prosedur operasional tentang prosedur pelayanan dokumen rekam medis di filing rawat jalan.

Berdasarkan hasil penelitian, Petugas filing tidak melakukan tugasnya sesuai dengan standar prosedur operasional karena tidak memahami isi dari standar prosedur operasional tersebut. Terdapat 68 dari 95 dokumen rekam medis (71,58%) dengan waktu pelayanan > 10 menit dengan rata-rata waktu penyediaan 17 menit.

Saran penelitian ini yaitu Rumah sakit sebaiknya melakukan pemasangan standar prosedur operasional pada setiap bagian. Rumah sakit mempertimbangkan penggunaan tracer pada bagian filing dan melakukan evaluasi terhadap bagian distribusi agar waktu yang digunakan untuk pelayanan DRM lebih efisien.

Kata Kunci : pelayanan dokumen rekam medis, waktu pelayanan, SOP

**REVIEW OF OUTPATIENT MEDICAL RECORDS PROVISION SERVICE
BASED ON STANDARD OPERATIONAL PROCEDURES IN RAA
SOEWONDO PATI REGIONAL PUBLIC HOSPITAL PATI, 2016**

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ABSTRACT

Based on the preliminary survey, there were 7/10 medical records document takes provision of ? 15 minutes. It was not in accordance with the provision standard medical that applied in the hospital. The purpose of this study was to determine the description of outpatient medical records form past patients to the clinic based on standard operating procedures in RAA Soewondo Regional Public Hospital Pati.

This type of research was descriptive with observation and interviews methods. Subject study was the chief of medical records and 4 outpatient filing officers in RAA Soewondo Regional Public Hospital Pati. Object study were medical records document in 2016 and standard operational procedures about medical records services in outpatient filing section.

Based on research results, filing officer did not perform their duties in accordance with standard operating procedures because they do not understand its contents. Ther were 68 of 95 documents with service time > 10 minutes, with an average service time were 17 minutes.

We recommend that, The hospital should conduct the installation for standard operating procedures in each section. Hospitals consider the use of tracer on the filing and evaluate the distribution section so that the time used for medical records services can be more efficient.

Keyword : medical record document service, service time, standard operasional procedure.