

**FAKTOR - FAKTOR PENYEBAB KETERLAMBATAN PENGEMBALIAN
DOKUMEN REKAM MEDIS RAWAT JALAN KE FILING DI RS MARDI
WALUYO METRO LAMPUNG PERIODE BULAN FEBRUARI TAHUN
2013**

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ABSTRAK

Ketepatan waktu pengembalian dokumen rekam medis rawat jalan merupakan salah satu pendukung tertib administrasi di rumah sakit dibidang rekam medis. Ketepatan pengembalian dokumen rekam medis sangat berpengaruh terhadap kelancaran pelayanan rekam medis, namun kenyataannya masih terjadi keterlambatan dalam hal pengembalian dokumen rekam medis rawat jalan ke filing.

Tujuan dari penelitian ini adalah mendiskripsikan dan mengetahui faktor – faktor penyebab keterlambatan pengembalian dokumen rekam medis rawat jalan ke filing di RS Mardi Waluyo Metro periode bulan Februari tahun 2013.

Jenis penelitian yang digunakan adalah deskriptif dengan tehnik pengumpulan data menggunakan observasi dan wawancara dengan menggunakan pendekatan crossseccional. Sumber data yang diambil berdasarkan buku ekspedisi peminjaman dokumen di unit filing.

Hasil penelitian menunjukkan bahwa pengembalian dokumen rekam medis rawat jalan ke filing selama periode tanggal 01 s.d 07 Februari tahun 2013 diperoleh persentase sebesar 4,65% (55 dokumen) dari jumlah dokumen yang harus kembali ke filing yaitu 1184 dokumen.

Dari hasil penelitian dapat disimpulkan bahwa faktor – faktor penyebab keterlambatan pengembalian dokumen rekam medis rawat jalan ke filing di sebabkan oleh tidak adanya protap dan kebijakan, jumlah pasien, pasien kerjasama, klaim asuransi dan permintaan resume dokter.

Kata Kunci : Kata kunci : Keterlambatan, Pengembalian Dokumen Rekam Medis
Keperustakaan : 7 (1991 – 2010)

**FACTORS CAUSING DELAY IN RETURNING OUTPATIENT MEDICAL
RECORD DOCUMENT TO FILING AT MARDI WALUYO METRO
LAMPUNG HOSPITAL IN FEBRUARY 2013**

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ABSTRACT

Punctuality in returning outpatient medical record document is one of medical record department administration supporting procedures because it really influences the smoothness in medical record service operation. However, delays in returning medical record document to the filing department still happen. The purpose of this research is to describe the factors causing delay in returning outpatient medical record document the filing department at Mardi Waluyo Metro Lampung Hospital In February 2013.

This research is a descriptive research by using cross-sectional observation and interview as data collection techniques. The population of this research is factors causing delay in returning outpatient medical record document reversion to the filing department. The data were taken from borrowed expedition document book at the filing unit. Editing and tabulating are the data analysis possessing steps.

From this research it can be found that the percentage of outpatient medical record documents reversion to the filing department from 01 to 07 of February 2013 is 4,65% (55 document) of 1184 documents. While expedition is never used for distributing document to clinics returning them the filing department, so the officer is not capabel of monitoring documents returned. The unavailability of written SOP and policy caused the officer to only do what they have always done.

From this analysis, it can be concluded that the factors causing delay in returning outpatient medical record documents to the filing department are : the unavailability of written SOP and policy, the number of patient, patient cooperation, and doctor resume requirement. It is recommended that the hospital make an SOP of returning document to the filing department, socialize it to officer, and inform the importance of returning medical record document on time.

Keyword : Keywords : Delay, Medical Record Documents Return
Librarianship : 7 (1991 - 2010)