

***Analysis of Cause Delay In Refund of Outpatient Medical Record In Baladhika
Husada Level III Jember Hospital***

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ABSTRACT

Return of outpatient medical records at Baladhika Husada Hospital Level III Jember is still experiencing delays. In the first quarter of 2019 the total number of late outpatient medical records was 25.32% of the 25.32% files. Delay in returning the medical record file can affect the medical record service and will hamper further activities, such as assembly, coding, analysis, indexing activities. This study aims to analyze the causes of late return of outpatient medical record files at Baladhika Husada Hospital Level III Jember. This type of research uses qualitative and data collection by interviewing, observing, documenting and brainstorming. Research results obtained by researchers are still lacking in knowledge and attitudes, inadequate infrastructure or facilities. There was no motivation given by the head of the medical record, and there had never been an SOP socialization about the return of outpatient medical record files. Efforts made are, informing about expedition books and their usefulness and officers must also attend training or seminars so that the knowledge and skills of officers regarding the management of medical records, the head of the medical record gives a warning to officers who are late in returning medical record files, conducts expedition book design, provides motivation work and conduct SOP socialization related to returning outpatient medical records.

Key words: *Delay, Return, Medical Record Files, Hospital.*