

Analysis the Factors Causing the Length of Provision of Outpatient Medical Record Files in Hospitals: Literature Review. Atma Deharja, S.K.M, M.Kes
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ABSTRACT

One of the indicators used in determining the quality of health services is the provision of outpatient medical record files. However, some hospitals are still found when providing outpatient medical record files that are > 10 minutes which causes services to be hampered because doctors cannot check without the patient's medical record file. This study aimed to analyze the factors that caused the length of time providing outpatient medical record files in hospitals. The method used is a literature review using the Google Scholar database and the Garuda Portal. The study results found that the length of provision of outpatient medical record files in hospitals was caused by several factors, including the elements of 5M management including man, namely lack of knowledge, discipline, and lack of human resources. Machines, namely the lack of trolleys, medical record file storage racks, and computers. The method is that there is no special SOP regarding the time of providing medical record files. Materials, namely the existence of damage to medical record files, especially on folders, misfiles medical record files have not been returned from the ward after hospitalization to the medical record installation. Money, namely the procurement of facilities for services, storage, and distribution, has not been fulfilled. There is no budget for human resources such as training, education, and rewards for officers.

Keywords: *Delay in Supply, Literature Review, Medical Record Documents, Outpatient.*