

Analysis of Factors Affecting Delays in The Provision of Outpatient Medical Record: Literature Review

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ABSTRACT

The timeliness of providing medical record was one of the indicators of quality medical records. The standard time for providing outpatient medical records is \leq 10 minutes. Some previous studies explained that the time data for the provision of medical records exceeded the standards that have been set. It affected patient care. The longer the provision of medical records, the longer the time of medical services provided to patients. This study aims to analyze the factors that affect the delay in providing outpatient medical record reviewed from management elements consisted of man, money, material, method, and machine. The method used in this study is literature review sourced by Google Scholar, Crossref, and Portal Garuda using Harzing's Publish or Perish (Windows GUI Edition) application version 7. Results and discussion based on the highest percentage of factors influence the delay in providing outpatient medical record from this study are: the man factor, 44% article is not proportional to the number of officers with the number of patients. The money factor, 39% of articles is not fulfilled the budget of funds. The material factor, 72% is outpatient medical records are not found on storage shelves. The method factor, 39% are unavailability of Standard Operating Procedures. The machine factor, 72% is from facilities and infrastructure factors. Researchers shall be able to explore the problems and explanations outlined in the article in detail.

Keywords: *provision, delay, medical record, literature review*