

***Analysis of the Causes of Delays in Providing Outpatient
Medical Record Files at The Hospital: Literature Review***

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ABSTRACT

The provision of outpatient medical record files in hospitals is one form of health services provided to patients. The speed of providing outpatient medical record files is an important thing because it affects the quality of medical record services and patient waiting time. However, there are still delays in providing outpatient medical record files, which is an average of 20 minutes. The length of time provided is still far from the Minimum Service Standards from the Minister of Health, namely the time for providing outpatient medical record files within 10 minutes. These problems lead to a decrease in the quality of hospital services, especially patient satisfaction. This study aims to analyze the factors that cause delays in providing outpatient medical record files in hospitals. This research is a literature review using the Google Scholar database and the Garuda Portal. The human element is the lack of discipline of officers in providing medical record files, Human Resources in the filling section are still lacking, there are still officers with low levels of education, namely high school graduates. This has an impact on the knowledge possessed by officers. In addition, there is no implementation of training related to the provision of medical record files. The material element is the damage to the medical record folder. The machine element is the unavailability of storage racks in accordance with the number of medical record files, the use of tracers, system errors, and the long distance between the polyclinic and the medical record unit. The element of the method is that there is no SOP for the provision of medical record files. The money element is that there is no budget in the hospital yet.

Keywords: *delay, provision, medical record*