

Penyediaan Berkas Rekam Medis di Rumah Sakit: Literatur Review. (*Factor Analysis of Causing Delay in Providing Medical Record Files in Hospitals: Literature Review*)
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ABSTRACT

Punctuality in providing medical record files is important to be carried out in accordance with the applicable regulations. In fact, several studies state that there are still many delays in providing medical files in more than 10 minutes in the outpatient department at the hospital. This study aims to analyze the factors that cause delays in the medical record files in hospitals based on the 5M elements (Man, Money, Material, Method, Machine). This study uses the literature review method by analyzing 10 articles from Google Scholar, 2 journals from Research Gate, and 8 journals from the Garuda portal. The results of this study are lack of knowledge, lack of education, indiscipline of officers, lack of human resources, insufficient budget funds, absence of giving rewards, maps of medical record files that are easily damaged, absence of SOPs in several hospitals, SOPs not being socialized and evaluated, inadequate number of storage, the absence of tracers, the existing computer doesn't work optimally and the number of supporting equipment is not sufficient. In this case, there is a need for training, punishment, making budget plans and awarding rewards, procurement of maps according to standards, making SOPs for socialization and evaluation of SOPs, making tracers, counting the shelves, and performing maintenance on the information systems and computers.

Keywords :Medical Record File, Delay, 5M, Literature Review