

## **ABSTRACT**

The delay in returning medical records is one of the things that can affect the quality of medical record services and have an impact on hospital continuity. However, several studies have shown delays in returning inpatient medical records with a percentage of > 50%. This is not in accordance with the standard for returning inpatient medical records that have been set by Ministry of Health Regulation 269 of 2008 which is 2x24 hours. The impact is that the making of reports will experience delays, and allow the medical record to be lost. The purpose of this study is to identify the factors that cause delays in returning inpatient medical records in hospitals based on Lawrence Green's Theory which consists of: predisposing factors, enabling factors and reinforcing factors. A total of 22 articles met the inclusion and exclusion criteria. The results showed that (predisposing factors) were caused by factors of knowledge, attitudes, discipline, lack of training, education level. The enabling factors are because there are no special officers, the distance between inpatient rooms and medical record installations is far, and the utilization of infrastructure is not optimal. From the reinforcing factor, the cause is the absence of motivation in the form of rewards and punishments to health workers and the absence of socialization of SOP to officers. Efforts that can be made are increasing knowledge, level of discipline and holding training and seminars to make officers better understand the importance of returning medical records before 2x24 hours considering that not all officers have medical record backgrounds and need to socialize SOPs for returning inpatient medical records on a regular basis because along with developments knowledge and information about quality service guidance is very much needed.

**Keywords:** Delay in returning, medical records, and hospitalization