

**Analisis Faktor Penyebab Keterlambatan Penyediaan Dokumen Rekam Medis Pasien Rawat Jalan di Rumah Sakit Umum Daerah (RSUD) Bima,**  
*(Analysis of Factors Causing Delay in Provision of Medical Record Documents for Outpatients at the Bima Regional Public Hospital (RSUD)),*  
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**ABSTRACT**

*The quality of health services can be said to be good if a medical record processing system is one of which is the provision of fast and precise medical record documents. The speed of providing DRM to polyclinics is one of the indicators in measuring patient satisfaction. Based on the results of a preliminary study on May 6-7, 2021 in the storage and registration unit at RSUD Bima by observing 13 DRM from 130 documents in 10 polyclinics, there are 12 DRM (92.30%) experiencing delays in the provision, so it has not reached the SPM time provision of outpatient medical record documents, which is 10 minutes starting from the patient registering at the outpatient registration area until the file is found. The purpose of the study was to analyze the factors causing the delay in providing medical record documents for outpatients at Bima Hospital. This type of research is qualitative. The subjects in the study consisted of 5 informants, namely 2 officers in the filling section, 2 officers in the outpatient registration section and 1 head of medical records. Data collection techniques are interviews and observations. The results on several predisposing factors were that some officers did not attend training and did not know the standard time for providing DRM RJ, the enabling factors were the distance of the medical record room which was quite far and infrastructure facilities such as the availability of shelves were still lacking as well as the use of tracer and no trolleys, the reinforcing factor is that there is no SOP for the provision of DRM. Suggestions in this study are training for officers, socializing SOPs for return and provision of DRM, adding trolleys as a distribution tool, and using tracer to reduce missfiles.*

*Keywords: Medical Record, Delay, Provision, Lawrence Green*