

***Analysis of Factors Causing Delay in Returning Inpatient Medical Records at  
Ambunten Health Center in 2021,  
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(Supervision 1)***

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***ABSTRACT***

*The delay in returning inpatient medical records occurred at the Ambunten Health Center, the total delay from January to March reached 35%, the standard for returning inpatient medical records was a maximum of 2x24 hours in accordance with the regulations of the Ministry of Health of the Republic of Indonesia in 2006. The purpose of this study was to analyze what factors which causes delays in returning inpatient medical records at the Ambunten Health Center. The type of research used by the researcher in this research is descriptive qualitative approach. The subjects of this study were the head of the public health center, nurses, the head of the medical record and the medical record officer. This study uses elements of 5M management which are suspected of causing delays in returning inpatient medical records at the Ambunten Health Center. Based on the results of the study, it can be concluded that there are 3 priority factors that cause delays in returning inpatient medical records at the Ambunten Health Center. The first priority is the incomplete filling of inpatient medical record files and the lack of discipline of officers in filling out inpatient medical record files. The second priority is the lack of utilization and maximizing of facilities such as telephones and mobile phones. The third priority is the lack of socialization of the SOP (Standard Operational Procedure) for returning medical record files. Suggestions to the Ambunten Health Center are that the Ambunten Health Center head gives a warning to the officers for the incomplete filling of inpatient medical records, then the Ambunten Health Center head instructs to maximize the use of telephones and mobile phones and make improvements to the socialization of SOP (Standard Operational Procedure) for the return of inpatient medical records.*

***Keywords:*** *Delay, Returns, Medical Records, 5M Elements*