

Analysis of Factors Causing Delay in Returning Medical Record Files for Inpatients in Hospitals Literature Review: Indah Muflihatin, S.si. T., M.Kes.(Supervisor)

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ABSTRACT

The quality of medical records describes the quality of health services provided. The return of medical records starts from the file being in the inpatient room until the file is returned to the medical record unit. Therefore, the medical record system is important in the medical record unit. This research is a literature review. The purpose of this study was to analyze the factors causing the delay in medical files of inpatients at the hospital. The method used is a literature review using the Google Scholar database, Crossref and Garuda Portal which found 17 journals from the selection results. The results obtained when the patient's medical record file was delayed in hospital was caused by several factors including 5M management factors including several things, namely due to lack of knowledge, discipline, and lack of human resources where the least known is the level of discipline of doctors with presentation values. 52.9%. . There is no machine because the scientific field is not suitable, there are problems in filling out, there is no monitoring. The method was not determined because there was no special SOP regarding medical record medical files, the flow was not in accordance with the Ministry of Health. There is no material caused, namely the distance of hospitalization to the medical room is too far, lack of socialization of SOPs related to medical record files and no sanctions in the form of fines or other sanctions in the form of letters, no financial support even if it is on time. Ways that can be done to minimize the occurrence of delays in medical record files are to increase the filling time of the RM file, hold regular socialization, officers, rewards as a form of motivation for the performance of officers, and adjust the distance between RM and hospitalization.

Keywords: *Medical Record Documents, Late Returns, Literature Review, Hospitalization*