

**Faktor-Faktor Penyebab Keterlambatan Penyediaan Rekam Medis Rawat
Jalan di Rumah Sakit: Literature Review**
Maya Weka Santi, S.KM., M.Kes (Dosen Pembimbing)

Fajria Nur Rahmah
Program Studi Manajemen Informasi Kesehatan
Jurusan Kesehatan

ABSTRACT

The spent time in provision medical records determines how quickly or slowly patients get health services at the hospital. The Ministry of Health of the Republic of Indonesia (2008) has set Minimum Service Standards (SPM) for hospitals where the time for medical provision for outpatient services is 10 minutes. However, in reality there are still problems related to supply, such as delays. This study aims to determine the factors that cause delays in providing outpatient medical records in hospitals. The method used is Literature Review by identifying 30 articles from Google Scholar and Garuda Portal. The results of data abstraction from 30 selected literatures can be summarized as factors causing delays in providing outpatient medical records in hospitals viewed from the element 5M, most found in the man factor are a high workloads and few human resources, the money factor is that the budget has not been used properly, the material factor is misplaced of medical record storage, the machine factor is the unsupported condition and location of the storage space. Researchers suggest that the medical record unit calculates the workload and additional human resources, especially the filing and distribution division; preparing budget planning and operational submissions for additional facilities such as filing racks, tracers, and HR development funds such as training and rewards; and filing officers should maximize the use of tracers for monitoring files, besides that the hospital should make long-term plans related to adjusting the layout and layout of medical records that meet the standards.

Keywords: *causative factors, delay in provision, medical records.*