

**Faktor Analysis of Delay in Provision of Outpatient Medical Record Files  
at Besuki Hospital in 2022**

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**ABSTRACT**

*Delays in providing medical record files from the time patients register until they are distributed to polyclinics at RSUD Besuki have increased, in January the delay in providing files reached 15%, in February 17% while in March it reached 23%. These problems have an impact on the long process of outpatient services at the polyclinic, the patient's waiting time to get health services becomes longer. The purpose of this study was to analyze the faktors causing the delay in providing outpatient files at RSUD Besuki in 2022. The type of research was qualitative. Data collection techniques used interviews, observation, and documentation using USG (Urgency, Seriousness, Growth) priority issues. There were 5 subjects in this study including 2 registration officers, 2 filing officers, and 1 Head of Medical Records. The results of the research on the causal faktors in the provision of outpatient medical records was the ability of officers related to the provision of former medical records is still lacking, because there are officers who have only high school education, there is no SOP related to SOP for providing medical record files, indiscipline of officers in returning record files medical records, medical record storage racks and computer are still lacking, there is no tracer and the existing budget at Besuki Hospital does not meet sufficient funds in the provision of former medical records. The solution to this problem is by procuring storage racks again by calculating the need for shelves in the medical records unit at Besuki Hospital, designing tracers, preparing detailed budget proposals needed by medical record units, and designing SOPs for providing medical records.*

**Keywords:** *outpatient, Delay, Provision of Medical Records,*