

***Analysis of Factors Causing Delays in Providing Outpatient Medical Record Files at the Jumpa Amalia Sidoarjo Clinic.*** Gamasiano Alfiansyah, S.KM M.Kes  
(Adviser)

**Rohmatul Ummah**  
*Health Information Management*  
*Study Program Department of Health*

**ABSTRACT**

*The delay in providing outpatient medical record files at the Jumpa Amalia Sidoarjo Clinic reached 75%, this is still far from the standard target of providing 100% outpatient record files within the time limit of  $\leq 10$  minutes. The purpose of this study was to analyze the factors causing the delay in providing outpatient medical records at the Jumpa Amalia Sidoarjo Clinic with individual, organizational and psychological variables. The type of research used is qualitative research with data collection techniques of interviews, observation, and documentation. The subjects of this study were 3 registrars and 2 midwives who were involved in the process of providing outpatient medical records at the Jumpa Amalia Clinic, Sidoarjo. Data analysis techniques in this study consisted of data reduction, data presentation, and conclusion. The results of this study found that the factors causing the delay in the provision of outpatient medical records were based on individual factors, namely, there were still officers who did not know the standard time for providing medical records, did not know about the system of numbering and alignment of medical records, had not conducted training and educational qualifications for officers who did not meet the standards. D3 Medical records. Organizational factors, namely the lack of a number of officers, there is no medical record folder, tracer and clinic SIM, untidy storage room conditions, no evaluation has been carried out, no SOP regarding the provision of medical records, double job registrars. Psychological factors, namely the absence of motivation in the form of awards. Improvements that can be made include providing training to officers, making SOPs for providing medical records, medical record folders and tracers.*

*Keywords: Delay in providing, Clinic, Outpatient, Medical Records.*