

***The Analysis of the Causes of Delay in Returning Inpatient Medical Record Files
at the Hospital: Literatur Review***

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ABSTRACT

The return of medical record files is a system that is quite important because it is related to hospital reporting and the claim process to insurance. However, several studies showed that inpatient medical record files' return does not follow the applicable standards in each hospital with a percentage of more than 50% delay and exceeding the 2x24 hour time limit. It has resulted in various impacts, including obstruction of medical record data processing. This study aimed to analyze the causes of delay in returning the medical record files of inpatients at the hospital. This research method is a literature review using articles published in 2010-2020 in 3 databases (Google Scholar, Garuda Portal, and the Asian Journal of Case Reports in Medicine and Health). Fifteen articles met the inclusion and exclusion criteria. The results showed 12 factors the cause of the delay in returning inpatient medical record files, namely, the knowledge factor, the attitude factor, the standard operating procedure, factor, the monitoring factor, the incompleteness factor, the motivation factor, the number of officer's aspects, the education factor, the age factor, and factor years of service. The main cause of delay in returning medical records from the room to the medical record room is the lack of knowledge about the maximum limit of purchasing medical records. The lack of discipline respondents in return medical records will be returned if medical records have accumulated. There is no socialization regarding the time limit return medical records from the treatment room to the medical record room.

Keywords: *delay, return, medical records*