

***Analysis of Factors Causing Delay in Provision of Outpatient Medical Records  
in Hospitals: Literature Review***

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**ABSTRACT**

*The length of time for providing outpatient medical records at 14 hospitals is that it takes an average of 17 minutes 39 seconds. If the provision of outpatient medical records takes a long time, which exceeds 10 minutes, the patient's waiting time will be long. Literature review research to analyze the factors causing the delay in providing outpatient medical records in hospitals. The articles reviewed were 14 articles that have been published in the Google Scholar database and Garuda Portal. Analysis of the factors causing delays in providing outpatient medical records in hospitals using the management element, namely 7M. The factor causing the delay in providing the highest outpatient medical records was found in the manpower element. The results of the literature review study were 64.2% caused by the manpower element, 21.4% caused by the machine element, 64.2% caused by the method element, 50% caused by the material element, 57.1% caused by the media element, 21, 4% is caused by the element of motivation and 42.8% is caused by the element of money. Improvement efforts that can be made include the need to add officers who graduate from D-III RMIK, select map materials, often carry out SIMRS and computer maintenance, prepare and make SOP's for providing outpatient medical records, provide a wider distance between shelves, the hospital must provide an outpatient registration flow and must provide a budget that covers the needs of the medical record unit including: facilities, training, rewards and others.*

**Keywords:** *delay, provision, medical records;*