

***Analysis of Factors Causing Duplication of Medical Record  
Numbers at Citra Husada Jember Hospital***

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**ABSTRACT**

*Duplication of record numbers is one of the problems in the medical record department. Duplication that occurred at Citra Husada Jember Hospital found that medical records with one patient's name had more than one different medical record number. This study aims to analyze the factors that cause duplication of medical record numbers at Citra Husada Jember Hospital. This type of research is qualitative research. The research subjects were 7 registration officers and 1 head of medical records. The object of research is the medical record numbering system. Collecting data using interviews, observation and documentation. The research instrument uses interview guidelines, observation guidelines, documentation guidelines, assessments and discussions. The validity of the data using technique and source triangulation. Data analysis using data reduction, data display, and drawing conclusions. The results of this study were obtained on individual competency variables (work skills and abilities). The educational background of registration officers does not come from medical records and there is no training, (motivation and work ethic) officers are less thorough in checking and reconfirming patient data at SIMRS. Variable organizational support (work equipment) constraints on SIMRS errors in searching, checking patient data and no warning if patient data is entered twice. The variable of management support (coordination) is the absence of teamwork and discussion to overcome multiple medical record numbers. The result of the problem priority obtained is the inaccuracy of the officers in checking and re-confirming patient data at SIMRS. The solution is to evaluate the officer's performance regarding the accuracy of the officer in ensuring patient data on the SIMRS and reminding the importance of the accuracy of the officer in checking patient data on the SIMRS so that there is no duplication of medical record numbers.*

*Keywords: Duplication, Numbering, Medical Records*