

**Analysis of Factors Causing Delays in Provision of Outpatient Medical  
Records at Dr. Soebandi Jember**

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***ABSTRACT***

Delays in providing outpatient medical records at RSD Dr. Soebandi Jember is a problem in the provision of medical records. This study aims to analyze the factors causing the delay in providing outpatient medical records at RSD Dr. Soebandi Jember is based on individual and situational factors which will then determine the priority causes of the problem with the Reinke method and provide recommendations for fixing the problem using the brainstorming method to analyze the factors causing the delay in providing outpatient medical records at RSD Dr. Soebandi Jember. This type of research is qualitative research. The research results obtained by researchers related to delays in the provision of outpatient medical records, namely that there has not been a budget for training funds, there has never been socialization related to the SOP for the provision of outpatient medical records, there has been no internal or external training, educational background regarding the knowledge of officers related to implementation, time provision is still lacking, and the tracer used is not optimal. In response to these factors, it is necessary to pay attention and make a budget related to officer training funds, using additional storage shelves roll pack all, once a month checking on the computers used, holding outreach to medical record officers about SOP or guidelines for providing outpatient medical records, providing training internally and externally, informing about the implementation of providing medical records and the impact if it is late.

Keywords: Delay, Provision, Medical record, Outpatient