

**Factors Causing Incomplete Medical Record Files
in Hospitals: *Literature Review***
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ABSTRACT

The completeness number on filling out medical record documents at hospital is based on results literature review less than 100%. The impact of the incompleteness of filling in medical record files has an effect on the health insurance claim process. So that the research on the factors causing the problem was carried out. This study aims to analyze the factors causing the incompleteness of medical records in the hospital. The object of this research is a journal. The research method used is a literature review on 30 journals. The results of the literature review from the journal stated that the factors causing incomplete medical records were 1) factors Man : discipline, time constraints, availability of officers, knowledge, communication 2) factors Method : lack of SOP socialization, SOP was not specific, there was no SOP, implementation was not in accordance SOP 3) Machine factor: sheet checklist 4) factor Money: budget 5) factor Material: form does not cover all components, there is no assembling room, there is no complete medical record data 6) factor Motivation: sanctions and rewards. Alternative problems are socialization about the completeness of medical records, adding officers, updating SOPs, fixing checklists, having a budget, imposing sanctions for officers who do not fill in completely and rewarding officers who complete them completely.

Key word: *Incomplete medical record file, Cause*