

***Literature Review Faktor Penyebab Keterlambatan Pengembalian Berkas Rekam Medis Rawat Inap di Rumah Sakit Berdasarkan Teori Perilaku Lawrence Green (Literature Review : Factors Causing Delay In Returning Of Inpatient Medical Record At Hospital Based On Lawrence Green's Theory).***  
Maya Weka Santi, S.KM., M.Kes. (As Chief Counselor)

**Sholikhatin Eka Prasetia  
Study Program of Medical Record  
Majoring of Health**

***ABSTRACT***

*The timeliness of returning medical records is one of the factors that affected the speed with which medical record information is available. However, several studies have shown a delay in returning inpatient medical record files with a delay of more than 50% of the total data studied. It has the effect of hampering the processing of medical record data. The purpose of this research was to determine the factors that cause delays in returning inpatient medical record files based on Lawrence Green's theory. This research method is a literature review using articles published in 2010-2020 on 4 databases (Google Scholar, Portal Garuda, DOAJ, and Crossref). A total of 28 articles met the inclusion and exclusion criteria. The results showed predisposing factors causing delays in returning inpatient medical record files, namely the disciplinary attitude of health workers related to filling and returning inpatient medical records (89.2%), supporting factors including the availability of human resources (17.8%); availability of tools to return inpatient medical record files to the medical record room (28.5%); distance between inpatient rooms and medical record rooms (28.5%), driving factors including monitoring and or evaluation of the implementation of medical record returns (25%); socialization of Standard Operating Procedures for returning the applicable inpatient medical record files (32%). Efforts conduct to overcome this include making job descriptions related to returning inpatient medical record files, increasing the motivation of inpatients, raises the number of human resources and facilities. It overcomes the most frequently mentioned factors are the disciplinary attitude of health workers. Efforts can be conduct such as the socialization of Standard Operating Procedures, monitoring and evaluating the performance of officers regularly.*

***Keywords:*** *delay, returning, medical record*