

***Analysis of Factor Causing Delays in Returning Inpatient Medical  
Records at RSUD Dr. H. Koesnadi Bondowoso***  
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***ABSTRACT***

*Returning medical records is a process of returning files to the medical records unit. Based on the results of the preliminary study, it was found that late returns still often occur at Dr. H. Koesnadi Bondowoso Hospital as many as 4,354 files or 80%. This type of research is qualitative research and the method used in this research is 7M (man, money, material, machine, method, media, and motivation). The results of the research that have been carried out are man factors, the educational background of assembling officers is not in accordance with the qualification standards as medical recorders, the attitude of admin officers is still not good in returning inpatient medical records, material factors, incomplete filling of inpatient medical records and filling is still manual, machine factors lack of trolleys, method factors there is no SOP for returning medical records in each inpatient room and socialization of SOP for returning medical records has not been carried out optimally, motivation factors there is no reward for officers who do their job well according to standards and no punishment for officers who do not do their job well according to standards. Recommendations for solutions obtained are socialization related to the importance of returning inpatient medical records, monitoring and evaluating incomplete filling of medical records, socializing the importance of filling medical records, implementing RME, providing trolleys, providing SOP for returns in each inpatient room, re-socializing SOP for returning medical records, and implementing reward and punishment programs.*

***Keywords:*** *Hospital, Return Delay, Medical Records, Inpatient*