

Analysis of Insecurity Factors and Non-Confidentiality of Medical Records in the Filing Room of the Jenggawah Jember Health Center

Sabran, S.KM., M.P.H (Supervisor)

Sisca Dwi Jayanti

*Health Information Management Study Program
Health Department*

ABSTRACT

Problems with the security and confidentiality of medical records in the filing room were found at the Jenggawah Community Health Center, namely damage to the medical record file folder, there were still non-medical record officers who went in and out of the filing room freely, there were medical record files being taken home by patients, and there were no SOPs related to security and confidentiality of medical records. The aim of this research is to analyze the factors that cause insecurity and non-confidentiality of medical records in the Jenggawah Jember Public Health Center filing room using Lawrence Green's behavioral theory. The type of research used was qualitative by collecting data from interviews, observation, documentation, USG and brainstorming. The research subjects consisted of 2 medical records officers, the head of the community health center and 2 poly doctors. The results of research into the causes of the problem are predisposing factors, namely education of officers, not medical records, lack of knowledge of officers regarding the security of medical records, ownership and contents of medical records and lack of awareness of officers in maintaining the confidentiality of medical records. Enabling factors are that medical records officers have never attended training regarding the security and confidentiality of medical records, and the facilities in the filing room have not been well facilitated. Reinforcing factor is the absence of SOPs regarding the security and confidentiality of medical records. Recommendations for completion are holding training or outreach regarding the security and confidentiality of medical records as well as creating SOPs to serve as guidelines regarding security procedures and confidentiality of medical record files.

Keywords : Security, Confidentiality, Lawrence Green, Medical Records