

***Evaluation of the Implementation of Outpatient Registration Electronic
Medical Records Using the PIECES Method at
Husada Utama Hospital Surabaya.***

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ABSTRACT

Every healthcare facility is required to implement electronic medical records. Husada Utama Hospital Surabaya has applied EMR in outpatient registration; however, issues were found, such as the unavailability of quality reports, identity forms not complying with Regulation No. HK.01.07/MENKES/1423/2022, and the absence of auto logout and notifications for input errors or duplicate visits. This study aimed to evaluation of the implementaion of outpatient registration electronic medical records was conducted from December 2024 to July 2025 with ten informants using the PIECES method, covering performance, information, economic, control, efficiency, and services. The results show that performance and information aspects have not fully met user needs due to limited reports and noncompliance with standards. Economic and control aspects remain suboptimal due to network issues and a lack of security features. The efficiency aspect is considered good due to ease of use and technical support. Services are still not optimal due to the absence of automatic warnings, although the system is fairly reliable. Recommended improvements include developing outpatient reports based on payment methods and quality indicators, aligning forms with regulations, improving visit records, adjusting report formats, upgrading network, memory, and facilities, and adding auto logout, CAPTCHA, and input error notifications. The conclusion indicates that performance, information, economic, control, and services have not fully met user needs, while efficiency is considered good. Coordination between the medical records, registration unit, and IT team is needed to develop a more effective and efficient system.

Keywords: *Electronic Medical Records, Evaluation, Outpatient Registration, PIECES*