Evaluation of the Implementation of Outpatient Electronic Medical Records of the Orthopedy Polyclinic of the Regional General Hospital dr. R. Soetrasno Rembang with the Technology Acceptance Model Method

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ABSTRACT

RSUD dr. R. Soetrasno Rembang has implemented an Electronic Medical Record (EMR) system for outpatient services since March 2021. Initial evaluation revealed incomplete EMR entries, with the highest rate occurring in the Orthopedic Clinic. Identified issues included system errors, unsaved data, and force close incidents when used simultaneously by nurses and doctors, as well as the absence of time limits for data editing, posing a risk of unauthorized modifications. This study aimed to evaluate the implementation of the outpatient EMR in the Orthopedic Clinic using the Technology Acceptance Model (TAM). A qualitative approach was employed, involving two nurses, one doctor, three medical record officers, one head of IT, one IT staff member, and one head of the medical record unit. Data were collected through interviews, observation, documentation, and brainstorming. Results showed that in terms of perceived ease of use, 85.56% of respondents found the EMR facilitated their work, though improvements are needed to enhance data accuracy. Regarding perceived usefulness, 80.00% recognized its benefits, but system performance should be improved during peak hours and with continuous feature development. In terms of user acceptance, 82.78% expressed satisfaction and acceptance, with expectations for ongoing improvements. The average score across the three TAM variables was 82.78%, indicating good performance. It is recommended that future EMR development involve end-users more directly, establish data accuracy standards, manage databases to prevent conflicts, and conduct regular maintenance to enhance system reliability and performance.

***Keywords**: Electronic Medical Record, Outpatient Services, Technology Acceptance Model, Orthopedics, System Evaluation*