

Analisis Pengisian Rekam Medis Pasien Rawat Jalan di Puskesmas Ambulu Jember (*Analysis of Filling out Medical Record for Outpatient in Primary Care in Ambulu Jember*). Pembimbing (Rossalina Adi Wijayanti, S.KM., M.Kes)

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ABSTRACT

Filling out medical records is an assessment of the performance or appearance of health services from the medical record by comparing all records in the medical record with established standards and also as an assessment of service quality. Filling out medical records for outpatient in primary care in Puskesmas Ambulu are having problems, it is the percentage of the completeness of medical records low at 49.12% caused by the lack of charging by the lack of fulfilment medical records. The purpose of the research was to analyze the filling out of the medical records of outpatients in primary care in Puskesmas Ambulu Jember. This research used qualitative research. The techniques that used in collectin data include interview, observation and brainstorming. The subjects of this research were the chief medical records officer, medical record officer, nurse, and midwives. The result of this research about filling the medical record were lack of motivation in reward and punishment that obtained by officers, job opportunities in the form of SOP availability and the absence of training related to filling medical records, and the ability of officers in education and experience in carry out filling medical records is quite good. In this case, it is necessary to provide motivation to improve the performance of officers in completing medical records and conducting training relate to filling medical records as well as making SOP to improve understanding and order in filling out medical records.

Keyword: *filling out, medical record, performance*