

ABSTRAK

Latar Belakang: Rekam medis merupakan bagian penting dalam rumah sakit dikarenakan pelayanan yang diberikan kepada pasien harus dicatat lengkap di dalam rekam medis. Rekam medis harus selalu tersedia saat diperlukan untuk pelayanan. Sementara itu rekam medis di Rumah Sakit At-Turots Al-Islamy sering mengalami *misfile*, sehingga menghambat pelayanan pasien.

Tujuan: Menjelaskan faktor penyebab terjadinya *misfile* pada penyimpanan rekam medis menggunakan aspek 5M dan mengetahui upaya penanganan dan hambatan selama penanganan *misfile* di Rumah Sakit At-Turots Al-Islamy.

Metode: Jenis penelitian yang digunakan adalah kualitatif. Rancangan penelitian yang digunakan adalah studi kasus. Teknik pengumpulan data menggunakan wawancara, observasi dan studi dokumentasi. Sumber data meliputi petugas rekam medis, kepala rekam medis sebagai triangulasi, rekam medis yang tidak berada di rak penyimpanan saat dibutuhkan.

Hasil: penyebab terjadinya *misfile* berdasarkan unsur 5M meliputi *man*, *material*, *method*. *Man* antara lain karena kurangnya pelatihan dan ketelitian petugas, *material* antara lain *tracer* masih manual, rak penyimpanan penuh, rekam medis belum diberi map, buku ekspedisi tidak digunakan, dan *method* antara lain sistem penjajaran menggunakan *Straight Numerical Filing*, penggunaan *tracer* rekam medis belum sesuai dengan SPO. Sudah dilakukan penanganan *misfile* seperti meningkatkan penggunaan *tracer* namun masih terdapat kendala seperti rak penyimpanan terbatas dan petugas belum sepenuhnya menggunakan *tracer*

Kesimpulan: terdapat tiga faktor penyebab *misfile* antara lain *man*, *material* dan *method* serta sudah dilakukan upaya penanganan namun masih terjadi hambatan dalam penanganan *misfile*.

Kata kunci: rekam medis, *misfile*, *tracer*, rekam medis tidak ditemukan.

ABSTRACT

Background: Medical Record is the substantial part needed by hospital to record every services provided to the patients thoroughly. Medical Record must be available when the services to the patients are needed. Meanwhile, the Medical Record at the At-Turots Al-Islamy Hospital often experience misfiles, which inhibiting the proper services for patients.

Objective: Explaining the cause of misfile in the Medical Record storage with 5M aspect and discovering the handling effort and obstacles when misfile case happened at the At-Turots Al-Islamy Hospital.

Method: The type of research used is qualitative. The research design used is a case study. The technique of collecting data uses interviews, observation and documentation studies. Data sources included medical record officers, medical record heads as triangulation, medical records that were not on the storage shelf when needed.

Result: causes of misfiles based on 5M elements include man, material, method. Man, among others, was due to lack of training and accuracy of officers, material such as tracer is still manual, full storage rack, medical record that has not been using a map, expedition books are not used, and methods include alignment systems using Straight Numerical Filing, use of tracer medical records is not corresponding with SPO. Misfile handling has been carried out such as increasing tracer use but there are still obstacles such as limited storage racks and officers have not fully used tracer

Conclusion: there are three factors causing misfile, including man, material and method, and even there are efforts that have been made to handle but there are still obstacles in handling misfiles.

Keywords: Medical record, misfile, tracer, medical record not found.