

Abstrak

Latar belakang: Fasilitas pelayanan kesehatan berkewajiban untuk memberikan pelayanan kesehatan sesuai dengan sasarannya, dan kewajiban administrasi untuk membuat dan memelihara rekam medis. Penyediaan berkas yang cepat merupakan faktor yang mempengaruhi kepuasan pasien. Di RSUD Wates masih ada berkas rekam medis tidak berada di rak penyimpanan saat dibutuhkan pada pelayanan rawat jalan. Dalam sehari, rata-rata 10 berkas rekam medis tidak ditemukan. Tidak adanya berkas rekam medis pada rak penyimpanan membuat pemberian pelayanan rawat jalan pada pasien menjadi lama.

Tujuan: Mengetahui alur penyimpanan berkas rekam medis, rasio kecermatan berkas rekam medis tidak ditemukan di rak penyimpanan, prosentase keberadaan berkas rekam medis yang tidak berada di rak penyimpanan, faktor penyebab berkas rekam medis tidak berada di rak penyimpanan.

Metode: Metode penelitian yang digunakan yaitu penelitian deskriptif dengan pendekatan kualitatif. Rancangan penelitian menggunakan studi kasus. Teknik pengumpulan data menggunakan observasi, wawancara, dan studi dokumentasi.

Hasil: Alur berkas di RSUD Wates rawat jalan setelah dikembalikan dari poliklinik/IGD, berkas tidak diolah tetapi langsung dikembalikan ke filing. Alur berkas rawat inap di pengolahan terkadang terbalik yaitu dikode dahulu baru di assembling. Dari 1269 berkas yang dicari ada 112 berkas yang tidak ditemukan. Rasio kecermatan sebesar 9,68%. Prosentase keberadaan berkas rekam medis selain di rak penyimpanan saat dibutuhkan yaitu bangsal perawatan 58,04%, rak sortir 16,07%, di bagian pengolahan dan sudah masuk inaktif 10,71%, dan poliklinik/IGD sebesar 3,57%. Faktor penyebab berkas tidak di rak yaitu karena berkas masih di bangsal perawatan, pengolahan, poliklinik/IGD, di rak sortir, dan faktor kelelahan dan kurangnya konsentrasi.

Kesimpulan: Alur berkas rekam medis rawat jalan tidak sesuai. Alur berkas di pengolahan belum sesuai. Prosentase kecermatan melebihi batas patokan 3%. Keberadaan berkas paling tinggi jika tidak ada di rak yaitu di bangsal. Faktor berkas tidak berada di rak karena masih dibagian lain dan karena kelelahan dan kurang konsentrasi.

Kata kunci: Rekam medis, filing, berkas tidak ditemukan, alur rekam medis, penyediaan berkas

Abstract

Background: Health service providers are obliged to provide health services in accordance with their respective targets, and administrative obligation to create and maintain a patient's medical record. Provision of prompt medical records is one factor that can improve patient satisfaction. In RSUD Wates there are some problems especially in the provision of medical records. Medical records are not in the storage shelf when needed in outpatient services. In a day 10 medical record file is not found. The absence of medical record file on the storage shelf to make the provision of outpatient services for patients will be long.

Objective: The flow of medical record file in RSUD Wates, the percentage of medical record file is not found in the storage shelf, the presence of medical record file is not found in the storage shelf, the causes of medical record file is not in the storage shelf when needed on outpatient services.

Methods: This research used type of research namely descriptive with qualitative approach. The research design used in this study was a case study. Data collection technique used in this study are observation, interview, and study documentation.

Result: Medical record for outpatient isn't coded and assembled. The flow of medical record processing is reversed. Sometime medical records is coded and then assembled. From 1269 medical records, there was 112 wasn't found. The percentage is 9,68%. Existence of medical records except in the storage shelf were in ward 58,04%, in temporary shelf 16,07%, still in medical records processing and had been inactive 10,71%, polyclinic/emergency room 3,57%. Medical records isn't found in the storage shelf because it's still in the ward, in medical records processing, in polyclinic/emergency room, in temporary shelf, and because exhausted factors and less of concentration.

Conclusion: The flow of medical records outpatient isn't appropriate. the flow of medical records processing is too. The percentage of management effectiveness more than 3% and need improvement. The highest percentage of existence the medical records except in the storage shelf are in the ward. Factor causing medical records aren't found because it has been back to the storage shelf and because exhausted factors and less of concentration.

Keywords: Medical records, filing, medical records aren't found, the flow of medical record, medical record provisions