

ABSTRACT

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Title : Causal Analysis of Medical Record Unavailability for Outpatient Service Support in RSUD X

The unavailability of outpatient medical records at RSUD X is a condition where the medical records of patients needed to support treatment at the outpatient clinic cannot be provided. This condition occurs after the patient registers until the closing of the polyclinic service, so that the patient cancels treatment on the same day. This research method is qualitative research using in-depth interviews, observation, and document review. Informants in this study were outpatient medical record coordinators, 2 medical record officers, and 2 nurses at the clinic. The results showed that the cause of the unavailability of outpatient medical records in RSUD X seen from the variable human resources was that the educational qualification on the filling part was not appropriate. Furthermore, from the infrastructure facility variable is the absence of an out guide to replace the medical record that came out of its storage rack, did not have a loan receipt form, and the tracer used for searching was only 1 mold, causing no tracer copies to be used as an out guide. Then from the procedure variable is the activity of providing outpatient medical records in RSUD X does not follow the Standard Operating Procedure (SOP) that has been made, other than that the existing SOPs are still not correct because there are some provisions that do not yet exist. The management of RSUD X is advised to improve resources, both human, infrastructure and procedures. This is so that the unavailability of medical records in supporting outpatient services does not occur again.

Keywords : Medical Record, unavailability of medical record, outpatient care

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