

Influence of Medical Record Complete Inpatient Patient BPJS Against Claim Submission (Case Study at RS. Sari Asih Karawaci Tangerang)

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ABSTRACT

Background : The importance of patient medical records to follow-up health services and claims BPJS, requires the hospital and health personnel to perform better in terms of completion of patient medical records, especially BPJS patients as well as the RS. Sari Asih Karawaci Tangerang. The data shows the higher number of patients with incomplete medical record data, ie, in 2017, 405 (3.9%) of the 296 (3.4%) cases in 2016, in addition to the number of BPJS claim cases that increased by 2016 by 408 (4, 6%) and in 2017 as many as 445 (4.7%) cases. This study aims to determine the Influence of Medical Record Complete Inpatient Patients BPJS Against Claim Submission (Case Study at RS. Sari Asih Karawaci Tangerang) This research uses *binary logistic regression analysis* method. The population is 9413 and the sample is 98 people. Technique of data collecting by using secondary data survey based on medical record data of year 2017 with systematic random sampling. Data were analyzed using SPSS Version 24 software application. Based on the result of binary logistic regression analysis showed that the medical record completeness variable significantly influenced BPJS claim (Sig: 0.000) The conclusion of this research is the more complete the medical record data of inpatient patient BPJS hence more and more claim which is approved. Suggestion for RS to hold SOP socialization (Standard Operational Procedure) complete medical record return 1 X 24 hours after the service is complete to all doctors and nurses and socialization about patient requirement of BPJS.

Keywords: medical records, BPJS, hospitalized patients, claims, procedures, identity