

ANALYSIS OF DETERMINED FACTORS OF TARDINESS PROVIDING DOCUMENTS SERVICE IN OUTPATIEN MEDICAL RECORD UNIT

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ABTRACT

One aspect of implementing quality health services is access to health services as demonstrated by the provision of outpatient police medical records. There are many factors that delay the provision of medical records. This study is to determine the delay factor in the provision of service documents in the outpatient medical record unit in Bekasi District Hospital. This research is an observational study with quantitative analytic design, qualitative interviews and cross sectional. Samples were taken from a population of 70 respondents by means of accidental sampling with questionnaires and the independent variables were Human Resources, Infrastructure, Standard Operating procedures, Management systems for medical records management Correlation tests obtained independent variables such as human resources and SOPs have a correlation with Late medical records ($p > 0.05$). Based on multiple linear regression tests of human resource variables ($p = 0.00$) and SOPs that are not obeyed by Bekasi District Hospital must improve the organizational system, especially in compliance with existing regulations and the addition of infrastructure facilities in the outpatient medical record unit.

Keyword: *Determined factors, hospital, medical records, outpatient, tardiness*