

ABSTRACT

Title : *Review of the Factors Causing Damage to Back Medical Records in 2019 in the Filing Room at Cengkareng Hospital in 2020*
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The purpose of storing medical record files is to simplify and speed up the recovery of medical record files stored in filing racks, easy to retrieve from storage, easy to return, protect medical record files from theft, physical, chemical and biological damage. Damaged medical records caused the patient's medical record numbers to be illegible and the officers had difficulty in retrieving medical records, thus hampering the provision of medical records. This study aims to determine the factors that cause damage to medical records in 2019 in the filing room of Cengkareng Hospital in 2020. The study used mixed quantitative and qualitative descriptive methods through observation and interviews with a cross sectional design. Research Results: The medical record storage system uses centralization and an alignment system by combining the Digital Terminal System and the Straight Number Digits. Internal factors of damage to medical records are the result of the quality of the cover and the use of a stapler as an adhesive. The external factor of damage to medical records is the result of the shelf being too full and narrow. It is recommended that RSUD Cengkareng improve the alignment system according to theory. To reduce damage due to internal factors, change the habit of using a stapler on medical records. To reduce the damage to external factors, an evaluation of the need for shelves is carried out so that the placement of medical records is not overcrowded.

Key words : *medical records damage*