

ABSTRACT

Title : Factors That Cause The Occurrence Of *Misfiles* In The Storage Section Medical Records For X Hospital.
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The Medical Record storage system is very important to do in a health care institution, because the storage system can make it easier for Medical Records to be stored in storage racks, speed up the recovery of Medical Records stored in storage racks, easy to return them, and protect Medical Records from the danger of theft, danger of physical, chemical, and biological damage (Hatta, 2008). The occurrence of a *misfile* on the storage shelf makes it too late to provide Medical Records. So that it will have an impact on patient care that is longer than usual, it also certainly hampers the services provided by doctors to patients because there is no continuous information about the patient's previous medical history. This study aims to determine the factors that cause *misfiles* in the Medical Record Unit. The research design uses descriptive qualitative which describes the object under study directly using observation and interview methods. The X Hospital Medical Record Keeping Officer has not run the SPO for storing medical records properly, there are still errors in the storage of medical records (*misfile*) as many as 175 medical records with a percentage of 4.9%. The factors that caused the *misfile*, among others, were because the officers did not do the *filing* according to the Standard Operating Procedures, the absence of storage rack control, did not use tracers and the officers' high workload.

Keywords: Medical Record, *misfile*, Medical Record Storage Room