

ABSTRACT

Title : Review of the Provision of Outpatient Medical Records at UPT Puskesmas MetroPropinsi Lampung in 2020

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Study Program: Diploma III Medical Record and Health Information

Puskesmas is a health service facility that provides excellent service for individual health efforts. The speed of providing medical records can be an indicator in measuring the quality of health services and patient satisfaction at the puskesmas. The purpose of this study was to determine the length of time providing medical records at the UPT Puskesmas Metro.

Based on observations made at the UPT Puskesmas Metro in December 2020, it was found that the length of time to provide outpatient medical records was 13 minutes, not in accordance with the Minimum Service Standard, namely ≤ 10 minutes, there were 81 medical records (78.65%) that took a long time. The provision of medical records was not in accordance with standards and 22 medical records (21.35%) took a long time to provide them according to the standard.

From the results of interviews with medical record officers, it was stated that the cause of the delay in providing outpatient medical records at the UPT Puskesmas Metro was the absence of SOPs for providing outpatient medical records, the lack of medical record officers and patients who came to visit did not bring medical cards.

Key words : Medical Records, Time of Provision