

**ABSTRAK**

Judul : Tinjauan Lama Waktu Tunggu Penyediaan Rekam Medis Pasien Rawat Jalan Berdasarkan Standar Pelayanan Minimal (SPM) Di RSAL dr. Mintohardjo  
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Penyediaan rekam medis rawat jalan yang tepat waktu memberikan pelayanan rekam medis yang bermutu. Penyediaan rekam medis rawat jalan telah ditetapkan waktunya sesuai Standar Pelayanan Minimal yaitu  $\leq 10$  menit. Tujuan penelitian ini untuk mengetahui gambaran lama waktu tunggu penyediaan rekam medis rawat jalan di RSAL dr. Mintohardjo. Metode dalam penelitian ini menggunakan metode deskriptif dengan pendekatan kuantitatif. Teknik pengambilan sampel menggunakan *accidental sampling* dengan besaran sampel berdasarkan estimasi proposi sebanyak 106 rekam medis. Hasil penelitian 14 rekam medis (13,2%) tepat waktu dan 92 rekam medis (86,8%) tidak tepat waktu, yang terbanyak tidak tepat waktu yaitu  $> 31-40$  menit sebanyak 31 rekam medis (29,2%). Dalam mengidentifikasi penyebab keterlambatan penyediaan rekam medis rawat jalan, peneliti menggunakan faktor 5M. Faktor *Man* terjadinya *missfile*, terdapat rekam medis belum kembali dari poliklinik maupun ruang rawat inap, kurangnya pengetahuan dan pendidikan. Faktor *Money* belum adanya anggaran dalam perbaikan *Roll O Pack*. Faktor *Material* cetak bon pinjam rekam medis tidak otomatis pada aplikasi SIMRS dan hanya tersedia 1 mesin printer dari 7 komputer, jadi perlu ditambah jumlah printer. Faktor *Machine* terjadi kerusakan *Roll O Pack* dan gangguan pada *software* berupa *downtime* (waktu ketika suatu sistem, aplikasi dan layanan tidak dapat diakses/tidak berfungsi) pada aplikasi SIMRS. Faktor *Method* belum adanya SPO tentang penyediaan rekam medis rawat jalan.

**Kata kunci:** Rekam medis, standar pelayanan minimal, faktor 5M

**ABSTRACT**

*Title* : Overview of Waiting Time for Provision of Outpatient Medical Records Based on Minimum Service Standards (SPM) at dr. Mintohardjo Hospital  
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*Study Program* : Medical Record and Health Information

*Timely provision of outpatient medical records provides quality medical record services. The provision of outpatient medical records has been determined according to the Minimum Service Standards, which is  $\leq 10$  minutes. The purpose of this study was to determine the description of the waiting time for the provision of outpatient medical records at dr. Mintohardjo Naval Hospital. The method in this study uses a descriptive method with a quantitative approach. The sampling technique used accidental sampling with a sample size based on an estimated proportion of 106 medical records. The results showed that 14 medical records (13.2%) were on time and 92 medical records (86.8%) were not on time, the most not on time was  $> 31$ -40 minutes as many as 31 medical records (29.2%). In identifying the causes of delays in the provision of outpatient medical records, researchers use the 5M factor. The Man factor is the occurrence of missfiles, there are medical records that have not returned from polyclinics or inpatient rooms, lack of knowledge and education. The Money factor is that there is no budget for Roll O Pack repairs. Material Factors print medical record borrowing checks are not automatic in the SIMRS application and only 1 printer machine is available from 7 computers. The Machine factor is Roll O Pack damage and software interference in the form of downtime (time when a system, application and service cannot be accessed / does not function) in the SIMRS application. The Method factor is that there is no SPO regarding the provision of outpatient medical records.*

**Keyword:** Medical records, minimum service standards, factor 5M