

DAMPAK KETERLAMBATAN PENGEMBALIAN REKAM MEDIS RAWAT INAP DI RUMAH SAKIT UMUM DAERAH KABUPATEN KLUNGKUNG

ABSTRAK

Pengembalian rekam medis rawat inap sesuai dengan Standar Prosedur Operasional di rumah sakit yaitu 1x24 jam setelah pasien pulang. Berdasarkan data pada bulan Juli tahun 2021, keterlambatan pengembalian rekam medis yaitu 211 (34,8%) dari 605 rekam medis. Keterlambatan pengembalian berdampak pada proses *assembling*, *filling*, pelayanan pasien, klaim BPJS dan pelaporan di rumah sakit. Penelitian ini bertujuan untuk mengetahui dampak keterlambatan pengembalian rekam medis rawat inap terhadap *assembling*, *filling*, pelayanan pasien, klaim BPJS dan pelaporan di Rumah Sakit Umum Daerah Kabupaten Klungkung.

Rancangan penelitian yang digunakan adalah deskriptif analisis kualitatif dengan jenis penelitian deskriptif. Responden dalam penelitian ini berjumlah 10 orang yaitu 1 kepala rekam medis, 1 kepala klaim BPJS, 1 petugas klaim BPJS, 3 petugas *assembling*, 3 petugas pengambilan dan 1 kepala pelaporan. Metode pengumpulan data yaitu dokumentasi, observasi dan wawancara.

Hasil penelitian menunjukkan bahwa keterlambatan pengembalian rekam medis berdampak pada *assembling* yaitu terhambat dan terjadi penumpukan rekam medis, *filling* yaitu tidak tersedianya rekam medis saat diperlukan di rak penyimpanan sehingga penyimpanan tidak optimal dan berdampak pada pelayanan pasien karena petugas kesulitan dalam pencarian dan pasien menunggu lama untuk memperoleh perawatan. Penelitian dapat disimpulkan bahwa keterlambatan pengembalian rekam medis berdampak terhadap *assembling*, *filling* dan pelayanan pasien.

Kata Kunci : Pengembalian Rekam Medis, *Assembling*, *Filling*, *Pelayanan Pasien*

THE IMPACT OF THE DELAYED RETURN OF INPATIENT MEDICAL RECORDS AT THE KLUNGKUNG REGENCY REGIONAL GENERAL HOSPITAL

ABSTRACT

Return of inpatient medical records according to Standard Operating Procedures at the hospital, namely 1x24 hours after the patient returns home. Based on data for July 2021, delays in returning medical records were 211 (34,8%) of 605 medical records. Delayed returns impact the assembling, filling, patient services, BPJS claims, and reporting processes at the hospital. This study aims to determine the impact of delays in returning inpatient medical records on assembling, filling, patient services, BPJS claims, and reporting at the Klungkung Regency General Hospital.

The research design used is descriptive qualitative analysis with descriptive research type. Respondents in this study amounted to 10 people, namely 1 head of medical records, 1 head of BPJS claims, 1 officer of BPJS claims, 3 assembling officers, 3 collection officers, and 1 head of reporting. Data collection methods are documentation, observation, and interviews.

The results showed that delays in returning medical records had an impact on assembling, namely obstruction and accumulation of medical records, filling, namely the unavailability of medical records when needed on storage shelves so that storage was not optimal and had an impact on patient services because officers had difficulty in searching and patients waited long to get medical attention. The research can be concluded that the delay in returning medical records has an impact on assembling, filling, and patient services.

Keywords: Return of Medical Records, Assembling, Filling, Service