ABSTRACT

Factors Affecting Waiting Time for Medical Records at Outpatient Registration at the TNI Army Hospital Level II dr. Soepraoen Malang, Difa Shofia Kamila (2023), Final Assignment Report, D-III Medical Records and Health Information Study Program, Department of Applied Health, Poltekkes Kemenkes Malang, Budi Susatia, S.Kp, M.Kes, Rahmadyo Yudhi P, S. Kom, MT

Services are part of hospital quality assurance, one of which is outpatient services. Hospital quality is influenced by waiting times at outpatient registration. If the waiting time is short, it will have a good impact on the hospital's image. Because waiting time is a benchmark for quality assurance in hospitals. *The aim of this study was to determine the factors that influence the length of waiting time for providing medical records at the outpatient registration at the TNI Hospital Level II dr. Soepraoen. Using qualitative descriptive research methods with a case study approach. The sample used was 10 outpatients and 4 registration officers. The instruments used include interview guidelines and observation guidelines. The research results show that the waiting time at the TNI AD Hospital Level II dr. Soepraoen Malang's fastest, was 14 minutes, and the longest was 2 hours, 27 minutes. The factor that influences the length of waiting time for providing medical records in outpatient care for new patients is that when the stock map of medical record files runs out, you have to wait for them to be brought by another officer first to be taken to outpatient registration, while the waiting time for providing medical records for patients is long, namely medical record files. exceeds the return limit, namely 1x24 hours from the polyclinic room to the filling room. There is already an SPO, but there is no standard waiting time for providing medical records—a maximum of 10 minutes. And not all registration officers understand the science of medical records correctly. It is necessary to increase and maintain training activities in human resource development as well as revise the SOP by increasing the waiting time for providing medical records at outpatient registration. It is hoped that future researchers will be better than previous researchers by increasing the number of samples to further strengthen the research results.*

Keywords: *Waiting Time, Provision Time, Medical Records*