

ABSTRACT

Dian Rahayu, 2023. D3 Medical Records and Health Information; Management of Provision of Outpatient Medical Record Documents at Lavalette Hospital. Final Project Report D3 Medical Records and Health Information Malang Health Polytechnic. Main Supervisor Gunawan, SKp, MMRS.

Lavalette Hospital has not implemented electronic medical records as thoroughly as in the outpatient filing room, it was found that the waiting time for 7 patients to get outpatient medical record documents was more than 10 minutes. The purpose of this study is to describe the implementation of the management of the provision of outpatient medical records in hospitals based on the 5M elements. This type of research is a qualitative description with a cross sectional approach. This research is described in a descriptive narrative analysis. The subjects of this study were 4 outpatient filing workers at Lavalette Hospital. The object of this research is the management of providing outpatient medical records at Lavalette Hospital. The results of the research analysis on the management of the provision of outpatient medical records based on human elements, the number of officers did not match the workload, the officers were not graduates of medical records and not all of them attended medical records training. The element of money, the filing space does not have a specific budget. Elements of the method, the application of SOP Provision of medical records is not maximized because not all officers understand it. The machine element, the use of tools to facilitate the work of officers has not been maximized. Material elements, outpatient and inpatient folders have different designs, the medical record form uses an HVS size of F4 70 gram. From the elements of 5M management, the factors causing delays in the provision of outpatient medical records at Lavalette Hospital are man, method, and machine factors. Improvements that can be made are holding training for officers, holding socialization on SOPs for the provision of medical records, and maximizing the use of tracer printers.

Key words: *Management, Medical record documents, Outpatient*