ABSTRACT

DESIGN SPO (STANDAR PROCEDURE OPERATIONAL) ELECTRONIC MEDICAL RECORDS FOR OUTPATIENT REGISTRATION AT BHIRAWA BHAKTI HOSPITAL MALANG

Desinta, Winda Lintang

Medical Record and Health Information Study Program, Health Polytechnic Ministry of Health Malang, Jl. Besar Ijen No.77c, Oro-oro Dowo, Kec. Klojen, Kota Malang

Background: Information and communication technology has developed rapidly in various sectors, including the health sector, one of which is Electronic Medical Records (EMR). In this situation, the transition to the EMR system requires standardization of work processes to ensure data security, information accuracy, and operational smoothness. Therefore, comprehensive SOPs are needed as guidelines in the implementation and use of EMR. This study aims to design SOPs for outpatient registration electronic medical records at Bhirawa Bhakti Hospital in Malang. **The method used** : in this study was qualitative with a descriptive approach, with data collection using direct observation at the hospital and interviews with medical record officers in the registration department. The results of the interviews showed that the absence of SPO for electronic medical records for outpatient registration caused inconsistencies between officers in conducting outpatient registration. **Results**: It is hoped that the design of the electronic medical record SPO for outpatient registration in this study can be used as a suggestion and input for the procurement of an electronic medical record SPO for outpatient registration at Bhirawa Bhakti Hospital in Malang.

Keywords: Electronic Medical Records, Standard Operating Procedures, Outpatient Registration