

Socialization of Outpatient Medical Record Filing System in Parak Karakah Community Health Center Padang

Nurhasanah Nasution and Nila Mayasari

Akademi Perekam dan Informasi Kesehatan (APIKES) IRIS, Padang, Indonesia

^{a)}Corresponding author: hasanah.nasution11@gmail.com

Abstract

One of the implementations of medical records that must be considered at the health center is storage. The filing/storage system is the activity of storing, organizing, or storing medical record documents to facilitate retrieval. The medical record storage system is divided into two, namely centralized (centralized) and decentralized (separate for each service). Management of medical record file storage is very important to be carried out in a health care institution because it can facilitate and speed up the retrieval of medical record files stored in storage shelves. The Storage that was not optimal and did not have a tracer form at the Parak Karakah Health Center was the reason for the service team conducting outreach regarding medical record storage. This programme was carried out on Tuesday, May 9, 2023. The socialization activity went well and smoothly. Participants were enthusiastic in understanding the material provided. Solutions to problems related to the existing storage system at Puskesmas have been submitted and take into consideration for a better future.

Keywords: *Socialization, Storage, Puskesmas, Medical Record*

INTRODUCTION

Community Health Centers (Puskesmas) are health service facilities that organize community health efforts and individual health efforts at the first level, with more priority on promotive and preventive efforts in their working areas. The Puskesmas is a technical implementation unit for the District/City Service and is responsible for implementing health development in their respective working areas (Permenkes, 2019). All health service facilities including puskesmas are required to maintain medical records. Quality medical record services will make patients feel satisfied, especially because patients are served quickly when needed. The availability of fast and accurate medical record files will greatly help the quality of services provided to patients. If the process of storing medical record files is not good, problems will arise that can interfere with the implementation of medical records (Permenkes, 2014).

One of the implementation of medical records that must be considered at the health center is storage. The filing/storage system is the activity of storing, structuring, or storing medical record documents to facilitate retrieval. The medical record storage system is divided into two, namely centralized (centralized) and decentralized (separate for each service). Duties, roles and main functions of filing in the medical record unit include providing medical record files that will be used by patients for treatment, safeguarding the security and confidentiality of medical records, storing complete medical record files with the final digit storage method and adjusted to the serial number, find documents or provide medical record documents for service purposes and other purposes, perform retention of medical record documents into active and inactive documents, assist in assessing the value of medical records, store enshrined medical records, propose destruction, assist in the implementation of medical record destruction, protect medical record documents from the danger of physical damage, sweep medical record documents that are misplaced (Shofari, 2002).

Management of medical record file storage is very important to do in a health care institution because it can simplify and speed up the retrieval of medical record files that are stored in storage racks, easy to retrieve from storage, easy to return, protect medical record files from the danger of theft, danger of damage physical, chemical, and biological (Ariana, 2018)

Tracer is a tool that is used as a medical record file tracking card out of the medical record file storage rack. With the storage of medical record files, it can make it easier to find patient medical record files when needed (Budi, 2011). The World Health Organization (2002) states that the use of an exit guide system or tracer can improve the performance of medical record officers at medical record installations and medical record monitoring. A tracer is used to ensure that every medical record that is to be moved from the storage room for any purpose, must be replaced with a tracer, this is used as a guide where the medical record is located and or where the medical record has been sent.

Based on a preliminary study conducted at the Parak Karakah Health Center in Padang City through interviews with the head of medical records, stated that the storage system at the puskesmas was not optimal, there was no policy related to storage and there was no tracer in taking medical records. Regarding this problem, the servant is interested in socializing the importance of storing medical record documents.

PROBLEM SOLUTION

The problem that occurs at the Parak Karakah Health Center in Padang City is the absence of policies and the use of tracers on medical record storage racks. The solution given to solve the partner's problem is that the team will provide some instructions regarding medical record storage and the next solution is to create a tracer or outguide for the puskesmas so that it can be used in taking and returning files, so that the administration of medical records can be carried out quickly and smoothly. This activity aims to provide experience and refresh knowledge related to medical records.

From the several services that have been carried out by the team, all activities are planned for the management of health information related to the management of medical records. This is based on the lecturer road map that has been determined every year.

IMPLEMENTATION METHOD

This Community Service (PKM) was carried out on Tuesday and Wednesday, May 9, 2023 at the Parak Karakah Health Center, Padang City.

Work procedures,

In implementing the activity, the steps to be taken are as follow

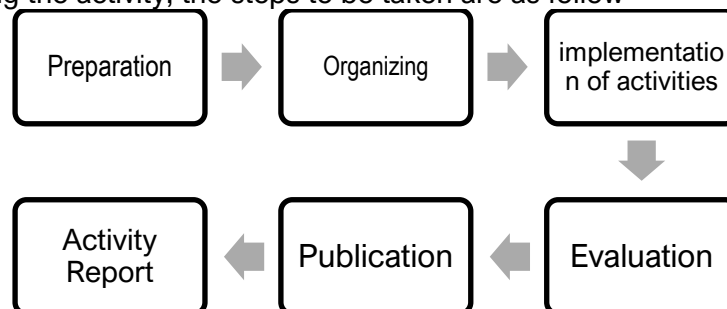


Figure 1. Activity Implementation Process

Implementation Method

This Community Service activity is carried out by providing socialization related to socialization of medical record storage governance with partners. The team provided an understanding regarding the storage of medical records which was carried out face to face. The PKM team consists of 3 people consisting of a chairman and members.

RESULTS AND DISCUSSION

V. THE RESULTS ACHIEVED

3. 1. Implementation Of Activities

3. 2. Activity Location

The community service activity entitled "Socialization of the Medical Record Filling Management System at the Health Center" was held at the Parak Karakah Health Center, Padang City. This activity was carried out for one day, namely Tuesday, May 9, 2023. This activity was attended by 15 participants consisting of the PKM team from Apikes Iris, head of medical records, medical records officers, nurses and puskesmas employees.

3.3 Results of Activities

3.3.1 Goal Achievement

In general, the implementation of community service activities by providing socialization on the importance of keeping medical records to officers at the Parak Karakah Health Center was successfully carried out properly and smoothly. This activity starts at 13.00 WIB until 15.00 WIB. The first activity was opened by the moderator to explain the purpose of the community service activities being carried out and to introduce all the PKM teams from the Apikes Iris lecturer. After that, the presenter as well as the head of the service provided socialization regarding the importance of good medical record keeping at the puskesmas.



Figure 1. The Service Leader conducts socialization regarding RM storage

The indicator of success in this activity is that the participants are enthusiastic and pay attention to the speakers in providing outreach. Medical record officers at puskesmas have a better understanding of good storage. The Parak Karakah Health Center uses a centralized storage system where emergency and outpatient patients are stored in one medical record file. How to store medical record files is important in supporting the speed and smoothness of health services that will be provided to patients (Khairussari, 2018).



Figure 2. PKM participants are enthusiastic about the activity

After the socialization was carried out, then time was given to discuss regarding the storage of medical records. The obstacle faced by the puskesmas is that there is no "tracer" or exit instructions, which causes difficulties in returning medical record files. Medical record numbering still uses two methods, namely personal numbering and family numbering, so file storage is also disrupted. The PKM team provided several suggestions and input so that the storage of medical record files could be carried out optimally. Puskesmas also do not have numbering distributed by region. Based on Muchsam ad Muharram (2021) The impact caused by the use of this regional storage system is quite significant according to the medical records officer on duty since the beginning of this storage system being used. According to the medical record officer who has worked there for a long time, the medical record file storage system at the Cikole Public Health Center was very chaotic and unclear. Files returned after completion of treatment services, sometimes no one returned, maybe 4-5 medical record files.

The PKM activity was closed with a group photo and distribution of door prizes for participants who could answer the questions well by the team.



Figure 3. Delivery of door prizes to the head of the puskesmas medical record



Figure 4. Group photo with PKM participants

CONCLUSIONS AND RECOMMENDATIONS

The implementation of community service which was carried out related to the socialization of management of medical record file storage at the Parak Karakah Health Center went well and smoothly. The categories and indicators of the success of this activity were seen from the enthusiastic and active participants. The PKM activity was attended by 15 participants consisting of the PKM Team, medical record officers, nurses and puskesmas officers. Some of the suggestions and input provided by the service team to partners include:

1. Make clear regulations and policies related to keeping medical records and disseminate them to officers.
2. Establish numbering according to the needs of the puskesmas
3. The use of a tracer in tracking medical records, so that there are no duplicate numbers and makes it easier to return files.

ACKNOWLEDGEMENT

This PKM activity was fully funded by the Apikes Iris internal grant in 2023. The PKM team would like to thank Apikes Iris and LPPM for the moral and material support so that this activity can be carried out properly and smoothly.

BIBLIOGRAPHY

- Ariana, D. (2018). The Impact of Stacking Medical Record Files in the Filing Room. Thesis. General Achmad Yani University. Yogyakarta
- Budi S C. 2011. Medical Record Work Unit Management. Yogyakarta: Quantum Synergic Medicine
- RI Minister of Health. (2014). Regulation of the Minister of Health Number 75 of 2014 concerning Community Health Centers. Jakarta: Indonesian Ministry of Health.
- Permenkes. (2019). Regulation of the Minister of Health of the Republic of Indonesia No. 43 of 2019 concerning Community Health Centers. Jakarta: Minister of Health of the Republic of Indonesia.
- Shofari, B. et al. (2018) 'Dasar Pengelolaan Rekam Medis I', Universitas Dian Nuswantoro, 4, pp. 62–71.
- Mukhsam, Y and Muharam. 2021 Medical Record Storage System Analysis On The Effectiveness Of Patient Services In Cikole Puskesmas In 2021. Akademi Perekam Medis dan Informatika Kesehatan (APIKES) Bandung, Indonesia. KESANS : International Journal Of Health and Science
- Khairussari, A. R. (2018). Sistem Penyimpanan Dokumen Rekam Medis... JOURNAL PEREKAM MEDIS DAN INFORMASI KESEHATAN, 1(1), 29–32