



Factors for Duplication of Medical Record Numbers at UPT Puskesmas Pasar Merah

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ABSTRACT

Duplication of medical record numbers is a problem that often occurs in the Integrated Service Unit (UPT) of the Pasar Merah Health Center. This study aims to identify the factors that cause duplication of medical record numbers at UPT Puskesmas Pasar Merah. This research method uses a qualitative approach with in-depth interviews with medical administration officers, patient registration officers, and medical personnel directly involved in managing medical record numbers. In addition, observations were also made to understand the process of managing medical record numbers at UPT Puskesmas Pasar Merah. The results showed that the factors of duplication of medical record numbers involved several aspects, including lack of training of medical administrative officers in database management, recording systems that were not effectively integrated between service units, and the unavailability of medical record number validation when registering new patients. In addition, human error factors such as writing and recording errors are also the cause of duplication of medical record numbers. The recommendations of this study include improving training for medical administrative officers in database management, developing an integrated recording system, implementing direct validation of medical record numbers during patient registration, and strengthening supervision mechanisms to prevent human error in managing medical record numbers. This research is expected to contribute to the improvement of the medical record management system at UPT Puskesmas Pasar Merah, so as to reduce the incidence of duplication of medical record numbers and increase efficiency and accuracy in managing patient data.

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INTRODUCTION

A health service facility is a place used to carry out health service efforts, both promotive, preventive, curative, and rehabilitative carried out by the government, local government and / or the community. Health services are efforts provided by Puskesmas to the community, including planning, implementing, evaluating, recording, reporting, and outlined in a system (Permenkes No. 75 of 2014).

Every service provided by the Puskesmas to patients requires a medical record file. A medical record is a document that contains patient identity data, examinations, treatment, actions, and other services that have been provided to patients (Permenkes No.24, 2022). Medical record documents must be kept so that they can be useful for the continuity of service. No loss or destruction of medical records is very important for future criminal law evidence if at any time needed, and medical records contain important information about family medical history that can help doctors in diagnosis and treatment of patients, Medical records are related to family folders (Mardyawati and A. Akhmadi, 2016). Family folder is a record of the health condition of a family, as a result of health problems or diseases in one or more of its family members (Ihsan, 2018). Generally, one medical record is used by one family and each form is given an additional special code to mark the medical record code of father, mother, and child (Budi, 2017).

The numbering system at UPT Puskesmas Pasar Merah uses a numerical method with a unit numbering system. This system can make it easier when retrieving and returning medical record files. Unit numbering is a medical record numbering given to patients when they first come for outpatient treatment, getting a medical record number which will be used forever for future visits. There is a six-digit number where the first two digits are the area code, service limit or community area, while the



next four digits indicate the patient's sequence number. The procedures at the registration point are, counter officers prepare queue numbers, forms needed for health services such as Identity Cards (KTP), new medical record documents in the form of family folders and outpatient forms, patient health insurance cards (general, ASKES, BPJS). For new patients, officers create a new medical card, and are given a new medical record number, a new family folder and ask the identity of the patient and which polyclinic to go to and record prescriptions according to the type of health insurance card (Melania, 2022).

Incorrect numbering can result in duplication of patient medical record numbers so that the impact on service delivery becomes hampered and the content of patient medical record files is not sustainable (Ali, 2016). Duplication of medical record numbers is the existence of medical record numbers such as one medical record number owned by two patients (Zahrattunnisa, 2022). Duplication of numbering that occurs is generally caused by an improper identification process that causes a patient to get more than one medical record number. Numbering medical record files will be well achieved if officers properly pay attention to their performance, are careful in working and work professionally (Hasibuan, 2016).

METHOD

The research method used in the study on the factors of duplication of medical record numbers at UPT Puskesmas Pasar Merah includes a qualitative approach with several data collection techniques. Here are the details of the method used, Qualitative Approach: This study used a qualitative approach to gain an in-depth understanding of the factors that lead to duplication of medical record numbers. This approach allows researchers to explore the views and direct experiences of the respondents. In-depth Interviews: Key respondents included medical administrative officers, patient registration officers, and medical personnel involved in medical record number management. In-depth interviews were conducted to obtain comprehensive information about the process of managing medical record numbers and influencing factors. Observation: Direct observation was made to understand the process of managing medical record numbers at UPT Puskesmas Pasar Merah. By observing daily activities, researchers can identify potential errors and challenges that may occur in the management of medical record numbers. Document Analysis: Documents related to medical record management, policies, and procedures at UPT Puskesmas Pasar Merah are analyzed to get a broader context related to the medical record number management system. Data Triangulation: Data obtained from interviews, observations, and document analysis are used together to ensure the validity and accuracy of findings. By combining various data sources, this study seeks to obtain a comprehensive picture of the factors that lead to duplication of medical record numbers.

RESULTS AND DISCUSSION

Result

Based on the results of observations of fieldwork practices that have been carried out at the UPT Puskesmas Pasar Merah, the UPT Puskesmas Pasar Merah uses a numbering system by means of the Unit Numbering System. Based on the guidelines for managing medical records of UPT Puskesmas Pasar Merah Medan in 2022, this system provides one unit of good medical records to patients seeking treatment, only given one number that will be used forever for future visits. The numbering system at UPT Puskesmas Pasar Merah uses area code and visit code.

In the medical record number column, there are columns between: 2 First column: area code 4 Second column: medical record number. The storage system at UPT Puskesmas Pasar Merah is centralized. At UPT Puskesmas Pasar Merah uses Family folder to store the results of family visits stored in one family file. Family folder is a type of medical record storage based on the area within the scope of the health care facility located. Family folders located at UPT Puskesmas Pasar Merah are stored on storage shelves in accordance with the direct alignment system or called Straight Numerical Filling. The Family folder search system is viewed based on region code, medical record number and family head

name. According to PMK No. 31 of 2019 Chapter II / IX / Article 23 paragraph (1) "Medical records and documents from family visits are stored in one family file" paragraph (2) states that family files as referred to in paragraph (1) are prepared based on the number of the head of the family according to the village / kelurahan. This means that Puskesmas must use a family folder storage system. Family folder is a single medical record file used by one family. At UPT Puskesmas Pasar Merah, already using a family folder storage system makes it easier to track and record data on how many people are seeking treatment or are sick in each region, this makes it easier to make decisions related to health care in the region.

The data in the family folder helps the puskesmas in planning and implementing health programs that are in accordance with the needs of the community in the area. Based on PMK No. 24 of 2022 Article 17 Paragraph 3 "in addition to filling in clinical information in an integrated manner as referred to in (1), health workers providing health services at first-level health care facilities can fill in clinical information in family data (family folder) while considering the privacy of each family member.

The procedure for taking the Family folder at UPT Puskesmas Pasar Merah:

1. Before the patient goes to the registration section, the patient goes to the information system for queue number retrieval in the information system.
2. The information officer will ask for a BPJS card or the officer asks for an ID card to record the NIK that will be recorded at P-Care to be recorded also in the registration section. There are two options on the P-Care display, namely BPJS or Non BPJS.
3. The officer will ask the patient's complaint to determine the poly to be addressed.
4. After that the patient will be given a queue number.
5. The patient goes to the registration desk when the patient's queue number is mentioned by the registration officer.
6. The officer asked for the patient's KIB and BPJS Card. When the patient forgets to bring KIB, the officer will check the P-Care application that has been previously connected to the information system section. The patient's medical record number was found in the P-Care application which indicated that the patient had been treated at the red market health center. Then, the officer mentioned the medical record number to the storage officer to find the family folder.
7. At UPT Puskesmas Pasar Merah, storage shelves have sub numbers. Each sub has 100 family folders and the first sub begins with the number 0001-0100.
8. The officer looks for the medical record number in the sub section for example: the patient's medical record number 2630, then the officer searches in the sub section 2601-2699.
9. When the family folder has been found, the storage officer will give it to the registration officer.
10. The registration officer will ask the patient by mentioning the name of the head of the family listed in the family folder to find out whether the top name is the head of his family or not.
11. The patient replies "Yes" and the Family Folder search process is complete

The initial factors of duplication of medical record numbers can be known at the time of registration. Where, the creation of a medical record number is in the registration. The factors found in UPT Puskesmas Pasar Merah include:

Human Resources

Based on the results of observations that have been made at the UPT Puskesmas Pasar Merah it is known that the factor of duplication of medical record numbers is human resources (HR) seen from the characteristics of officers such as officer educational qualifications, length of work and age of registration officers, training certificates related to medical record numbering, officers who do not carry out the use of tracers, and no officers who make distributions.

Table 1. Characteristics of Officers in the Medical Records Unit.

Name Officer	Educational Qualifications	Age	Length of Work	Record Training Medical
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Ny. E	D3 Nursing	36 Years Old	2 Years Old	Ever
Ny. R	S1 Public Health	56 Years Old	3 Years Old	Ever
Nn. S	D3 Environmental Health	28 Years Old	1 Years Old	Never
Ny. A	D3 Nursing	46 Years Old	3 Years Old	Never
Ny. S	D3 Medical Records	31 Years Old	1 Years Old	Ever
Ny. S	D3 Nursing	33 Years Old	2 Years Old	Never
Ny. U	S1 Public Health	46 Years Old	2 Years Old	Ever

Discussion

Based on the results of observations during fieldwork practices, several factors were obtained for the duplication of medical record numbers at the UPT Puskesmas Pasar Merah, one of which is:

1. Human Resources (HR)

Human Resources seen from the characteristics of officers consist of the educational qualifications of registration officers, service period of registration officers, and training of registration officers. The numbering system must be managed by a competent person and has authority in accordance with applicable laws and regulations. However, according to what happened in the field that the officers in the registration were 3 people with educational backgrounds, 2 nurses, and 1 SKM. Based on the results of Field Work Practice that the educational qualifications of registration officers at UPT Puskesmas Pasar Merah are not in accordance with Permenkes No. 312 of 2020 which should be on the qualifications of registration officers, namely D3 Medical Records. The importance of registration officers who have medical record education qualifications at the red market health center because the provision of patient medical record numbers lies in the registration section and must be officers who really understand about providing medical record numbers such as officers who have medical record education qualifications to minimize the duplication of medical record numbers. Based on the results in the field, officers in the medical record unit with medical record qualifications are only 1 person. That is, with the lack of qualified officers with medical record education resulting in duplication of medical record numbering, this is due to officers not knowing and paying less attention to the medical record numbering system. The knowledge that registration officers have is just to know because they carry out their work according to what they know. In accordance with Permenkes No. 312 of 2020 that medical records are a source of information that requires management in which there are professionals, which means that in a job it will be better if the work is carried out in accordance with the officer's educational qualifications. It is expected that the more precise the educational qualifications of the registration officer, the less likely the duplication of numbering carried out by the registration officer.

2. Bank Number

Bank Number is also one of the factors in the duplication of medical record numbers at UPT Puskesmas Pasar Merah. One of the most important parts of health care is having a Bank Number. Bank number is one of several books available at the patient registration point that is useful for providing patient medical record numbers as part of medical record identity. Based on observations, at UPT Puskesmas Pasar Merah there is no Bank Number available. The red market health center still uses a number recording system with a manual placed in a book that reads "Patient Medical Record Book". In the medical record number recording system at the UPT Puskesmas Pasar Merah is not like a Bank number where all numbers are sequential until many numbers are available, but the new medical record number will be recorded when the patient or patient's family who has not been treated at the Pasar Merah Puskesmas only. So it often causes errors in the numbering process, when the registration officer's lack of awareness of his work such as one officer forgets to record the number that has been used, but the other officer does not know that the number has been used before so that the officer records the number that has been used by the previous officer. This will lead to duplication of medical record numbers. The officer also takes a long time to record the next number because the UPT Puskesmas Pasar Merah not only records the next medical record number, but the officer records the patient's name, date of birth of the patient, and also the patient's address, Example: 03/4979 Mhd taufik

08-08-1966 Jl. Utama No. 11.

CONCLUSION

The suggestion to overcome duplication of medical record numbers at UPT Puskesmas Pasar Merah is that medical record officers should pay more attention and know about the medical record numbering system so that there is no duplication of medical record numbers. The numbering system must be managed by officers who are competent and have authority in accordance with applicable laws and regulations. Add SOPs on medical record numbering so that medical record numbering is carried out optimally and Medical Record numbering is in accordance with SOPs. It is very important for officers to attend training so that registration officers can understand and improve insight into the medical record numbering system to minimize the occurrence of duplication of medical record numbers.

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