

Factors Causing Damage To Medical Record Documents In The Filling Room At Dr.R.M. Djoelham Binjai Hospital

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ABSTRACT

Medical record documents must be managed properly so that they are not damaged or lost so that they can be reused for treatment or providing other services. From the interview results, damage to medical record documents included the folder or cover of the medical record document being damaged or torn, there were piles of files on the floor so that the medical record folder was dirty and crumpled. This study aims to determine the factors that cause damage to medical record documents at Dr.R.M. Hospital. Djoelham Binjai uses 5 management elements Man, Method, Machine, Material, and Money. This type of research uses qualitative research with a descriptive approach. The subjects in this research were officers in the filling room at RSUD Dr. R.M. Djoelham Binjai, totaling 5 people and the object of this research is medical record documents in the filling room at Dr. RSUD. R.M. Djoelham Binjai. The data collection methods used in this research are observation and interviews. The results of the research show that the factors causing damage to medical records are based on the 5M factor, namely the human factor, there are still many officers who are not D3 medical record graduates, officers do not immediately replace damaged folders. Factors include limited shelf storage and a lot of documents piling up. The storage room method factor already has an SOP but its implementation is not carried out, and retention is not carried out. The material factor of the map material used is in accordance with standard hospital procedures. The money factor does not yet have a special budget for replacing damaged maps. To the officers in the filling room, it is best to retain or shrink medical record documents so that the storage shelves are a little loose and there are no medical record documents piled up on the floor, so that medical record documents are maintained.

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INTRODUCTION

According to Minister of Health Regulation No. 24 of 2022 Chapter 1 Article 1, medical records are documents that contain patient identity data, examinations, treatment, actions, and other services that have been provided to patients. Medical records are both written and recorded information about identity, anamnesis physical determination of laboratories, diagnosis of all medical services and actions provided to patients and treatment both inpatient, outpatient and those who receive emergency services.

The implementation of medical records is an activity process that begins when the patient is received followed by recording patient medical data. As long as the patient receives medical services at the hospital and continues with the use of medical record files which include the implementation of storage and removal of files from storage to serve requests or borrowing medical record files because patients come for treatment, treatment, or for other purposes.

To maintain the security and confidentiality of patient medical records, good medical record management is needed, one of which is the storage of medical record files in the filling room. The filling room is a part in the medical record unit that has the main task of storing medical record documents, retrieving (retrieve) medical record documents, shrinking medical record file documents according to the retention schedule, separating the storage of medical record documents, assisting in determining the use value of medical records, and assisting in the destruction of medical record documents (Indradi, 2020).

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Retrieval and storage of medical record documents is carried out on *filling*, in order to protect medical record documents from the danger of damage, factors that can cause damage to medical record documents include intrinsic factors and extrinsic factors. In terms of intrinsic factors that cause damage, for example, the influence of ink, the influence of adhesives, and the influence of ink quality, etc. For extrinsic factors caused by damage that comes from outside the medical record document itself, for example such as physical damage due to humidity, air temperature, wall conditions, the floor of the storage room is not perforated, sunlight, security from possible fire attacks or fires. Biological factors in the form of organisms that cause damage to medical record files such as fungi, cockroaches, fleas, termites, rats, and chemical factors. Chemical factors are archive damage which is more caused by the deterioration in the quality of chemical relationships from archival materials, food and beverages because they contain oil and stick and become dirty, chemicals contained in these foods and beverages can also damage paper (Kholifah et al, 2020). The results of Valentina's research on Factors Causing Damage to Medical Record Documents in the Storage Room of Mitra Sejati Hospital Medan, it is known that the number of samples is 96 recorded files. From the results of the study, damage to medical record documents in the storage room was obtained by 41.6%. Intrinsic factors that include the quality of paper, ink and adhesives are most in good condition, so there is a small chance of damage to medical record documents in the storage room. While extrinsic factors, namely a leaking roof, there is water seepage on the wall, electrical cables are not neatly arranged, the rays of the mat ahari directly fall on the surface of the document, air humidity, temperature, mold and dust are the causes of damage to medical record documents in the storage room of Mitra Sejati Medan Hospital (Valentina, 2018).

The results of Rifka ddk's research (2022) on the analysis of the main causes of damage to medical record files in the filling room at RSUP dr. Soeradji Tirtonegoro Klaten. It is known through interviews, the cause of damage to medical record document files in the human factor of officers in the filling room has not all had sufficient work discipline, especially in terms of changing folders if there are damaged documents. In the Method factor, there is no Standard Operating Procedure for Government Administration (SOP-AP) regarding the protection and maintenance of medical records from damage and destruction (Rifka et al, 2022). The results of Nurpida's research on Review of the Implementation of Maintenance of Medical Record Documents in the Inpatient Filling Room of Sunan Kalijaga Hospital Demak in 2014. It is known through interviews, damage to intrinsic factors has been minimal. The paper material used is above 70 grams, for ink jeis, there is paper that uses original ink and there is paper that does not use original ink. And for this type of adhesive using staple adhesive which if used too often can damage the paper. Extrinsic factor damage is still common. For storage shelves using open shelves, many medical record files are lying on the floor due to inadequate storage shelves. There are wet medical record files due to frequent leaks that cause files to be damaged.

The results of Wijastuti's research on the Review of the Implementation of Maintenance of Medical Record Documents in the Inpatient Filling Room of Sunan Kalijaga Hospital Demak in 2014, that in the inpatient storage unit there are 60% of medical record documents that are damaged with temperature conditions (25oC) and the air conditioner or fan is rarely turned on, so that the air temperature is not good so that there is a lot of dust and can cause humidity and make medical record documents damaged.

Based on the initial survey conducted at Dr.R.M. Djoelham Binjai Hospital in 2023, several problems were still found, namely the folder or cover of medical record documents damaged or torn due to full storage so that it had an impact on taking and returning medical record documents on the storage rack, duplicates of medical records, there were piles of files on the floor so that the medical record folder was dirty and wrinkled, Medical record storage space is less spacious, shelves that are full of medical record files.

METHOD

This type of research is qualitative research with a descriptive approach, which describes the *Factors Causing Damage To Medical Record Documents In The Filling Room At Dr.R.M. Djoelham Binjai Hospital.*

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results of research in accordance with actual circumstances. Qualitative Research is used to describe the factors that cause damage to medical record documents using 5M consisting of man, machine, method, material, money in the medical record storage room of Dr.R.M. Djoelham Binjai Hospital. The subjects in this study were all officers in the Filling room at Dr.R.M. Djoelham Binjai Hospital totaling 5 people and the object in this study was a damaged medical record document in the Filling room at Dr.R.M. Djoelham Binjai Hospital.

Independent variables are variables that affect or cause changes or arise dependent variables (bound) independent variables in this study are *man* factors, *machine* factors, *method* factors, *material* factors, and *money* factors. Dependent variables are often referred to as output, criterion and consequent variables. In Indonesian language it is often referred to as a dependent variable. Dependent variables are variables that are influenced or that become a result due to the presence of different variables. The dependent variable in this study was physical damage to medical record documents.

Measurement Method

Table 1. Operational Definition

Variable	Operational Definition	Measuring Instruments	Measuring Ratio
<i>Man</i> (Human Resources)	Human resources who are involved or directly influential in the activities of the medical record file provision system in terms of officer education qualifications, discipline, and officer training	Interviews and observations	ordinal
<i>Machine</i> Elements (Facilities and Infrastructure)	Tools or facilities used to simplify and make work more efficient.	Interviews and observations	ordinal
<i>Method</i> Elements (Procedure Factors)	A good working procedure method to facilitate the course of work of medical record officers and evaluation activities in the activities of providing RM files.	Interviews and observations	ordinal
<i>Material</i> Element (Material)	The use of materials in medical record document files, the type and color of ink used, as well as materials in facilities used in making filing racks	Interviews and observations	ordinal
<i>Element of Money</i> (Funding)	Funding in the medical record unit for the needs of formulars, medical record folders, filling racks	Interviews and observations	ordinal

RESULTS AND DISCUSSION

Result

Based on the results of research conducted by researchers on "Factors Causing Damage to Medical Record Documents in the Filling Room of Dr. R.M. Djoelham Binjai Hospital seen from 5M, namely *Man* Factor, *Machine* Factor, *Method* Factor, *Material* Factor, and *Money* Factor" with 5 filling officers. Then the results obtained are contained in the table of characteristics of informants.

Table 2. Characteristics of Informants in the *Filling Room of* Dr. R.M. Djoelham Binjai Hospital in 2023

Name of Informant	Age	Gender	Education	Training / Seminar	Period of Service	Types of Informants
Informant 1	27 Years	P	S1 Medical Record	Attended Seminars	3 Years	Main informant

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Informan t 2	45 Years	P	S1 Nursing	Attended Seminars	6 Years	Triangulated informants
Informant 3	54 Years	P	D3 Pharmacy	Attended Seminars	10 Years	Triangulated informants
Informant 4	50 Years	P	S1 Nutrition Science	Attended Seminars	9 Years	Triangulated informants
Informant 5	35 Years	P	S1 English Language Education	Attended Seminars	5 Years	Triangulated informants

Based on table 2, the characteristics of officers in the *filling room* are officers with a medical record education background of 1 person with the age of 27 years and a working period of 3 years, and actively participating in seminars on medical records. Officers with an educational background of S1 Nursing as many as 1 person with the age of 45 years and a working period of 6 years, and actively participate in seminars on medical records. Officers with an educational background in D3 Pharmacy as many as 1 person with the age of 54 years and a working period of 10 years, and actively participate in seminars on medical records. Officers with an educational background in S1 Nutrition as many as 1 person with the age of 50 years and a working period of 9 years, and actively participate in seminars on medical records. Officers with an English Language Education background as many as 1 person with the age of 35 years and a working period of 5 years, and actively attend seminars on medical records.

Interview Results Regarding the Factors Causing Damage to Medical Record Documents in the Filling Room of Dr. R.M. Djoelham Binjai Hospital Seen from 5M

Based on the results of the interview, information was obtained about the *Man* Factor that officers have different educational backgrounds, and in terms of discipline such as officers do not directly change folders, and officers only attend seminars, as stated below:

"disini dek, masih saya yang latar belakang pendidikannya rekam medis, dan saya pernah mengikuti seminar. Untuk kedisiplinan, dalam hal mengganti map rekam medis langsung itu tidak. Kami harus menunggu map baru datang dulu baru mengganti mapnya", (Informan 1)

"Ibu lulusan S1 Keperawatan dek, ibu tidak pernah mengikuti pelatihan tapi untuk seminar ibu sudah mengikuti tentang rekam medis. Kedisiplinan tentang berkas medis mungkin masih kurang ya, karna kita keterbatasan ruang atau rak jadi kita tidak langsung memasukkan atau mengembalikan berkas karna padatnya berkas dokumen di rak penyimpanan", (Informan 2)

"Pendidikan terakhir saya D3 Farmasi, saya sudah cukup lama bekerja di rumah sakit Djoelham Binjai, dan bertugas di ruang filling. Saya belum pernah mengikuti pelatihan, tetapi untuk seminar saya sudah pernah mengikutinya. Dalam hal kedisiplinan saya rasa mungkin masih kurang, disini masih banyak berkas rekam medis yang menumpuk, dan beberapa sampulnya sudah rusak, tetapi tidak diganti karna kami harus menunggu map yang baru datang", (Informan 3)

"Ibu lulusan S1 Gizi dek, ibu sudah 9 tahun bekerja di rumah sakit djoelham binjai, dan sudah pernah mengikuti seminar, untuk pelatihan masih belum. Untuk map kita disini sangat terbatas, jadi kami tidak langsung mengganti map yang rusak, di ruang filling juga kita keterbatasan rak, jadi bisa dilihat ada banyak berkas dokumen rekam medis yang menumpuk", (Informan 4)

"kakak lulusan S1 Pendidikan Bahasa Inggris dek, disini masih 1 orang yang lulusan rekam medis, disini dek bisa langsung dilihat masih banyak berkas rekam medis yang menumpuk, banyak juga yang sampulnya sudah rusak, ini karena kita memiliki keterbatasan rak, dan ruang, berkas disini juga menumpuk karna kita tidak melakukan retensi atau pemusnahan. Kakak pernah mengikuti seminar", (Informan 5)

Based on the results of the interview, information was obtained about the *Money* Factor there is no budget for map damage, as stated below:

"untuk anggaran kerusakan map dokumen rekam medis tidak ada", (Informan 1)

"disini kan ada permintaan cetak, misalnya ini status dewasa habis trus kita mengajukan permohonan. Kalo uda acc dari atas barulah dicetak", (Informan 2)

"saya rasa untuk mengeluarkan biaya sering", (Informan 3)

"untuk biaya formulir sering", (Informan 4)

"pengeluaran biaya sering", (Informan 5)

Based on the results of the interview, information was obtained about *Material* Factors about the physical quality of medical record documents are inadequate and storage shelves are still limited, as stated below:

"disini kualitas fisik dokumen tidak memadai, ini map terbarunya berbahan tipis, bahan kertasnya dari kertas biasa seperti kertas karton, dan ini mudah robek dek. Kita disini juga keterbatasan ruang dan rak dan tidak ada ruang retensi", (Informan 1)

"Untuk kualitas sampul map tidak bagus, lebih bagus yang lama tebal dan tahan lama lalu disini berkas menumpuk karena tidak ada ruang in-aktif. Berkas yang mau di retensi menumpuk terus diruang penyimpanan, jadi ruang penyimpanan juga semakin sempit karena penumpukan dokumen", (Informan 2)

"map dokumen disini menggunakan yang terbaru, tapi sudah banyak yang rusak, lalu rak penyimpanan kurang dan disini dokumen sudah menumpuk dilantai", (Informan 3)

"disini kan dek map bolak balik dibuka, jadi gampang rusak, untuk map lebih bagus yang lama, dan untuk ruangan mungkin masih kurang dan retensi dan pemusnahan belum dilakukan sehingga banyak map berkas rekam medis yang menumpuk", (Informan 4)

"kualitas lebih bagus yang lama, yang baru mudah robek, kita terbatas diruangan dan rak penyimpanannya", (Informan 5)

Based on the interview results, information was obtained about the *Method* Factor in the storage system already has SOPs but no retention, as stated below:

"SOP tentang system penyimpanan sudah ada dek", (Informan 1)

"SOP sudah ada dek, tetapi tidak ada tahap retensi dan pemusnahan di SOP", (Informan 2)

"SOP sudah ada, hanya dibagian retensi yang tidak pernah dilakukan", (Informan 3)

"SOP ada dek, tapi kita tidak melakukan retensi atau pemusnahan, jadi ada dokumen rekam medis yang kami taruh di dalam goni", (Informan 4)

"SOP ruang penyimpanan ada, karena kita tidak memiliki ruang in-aktif, jadi banyak berkas yang tidak di retensi dan dilakukan pemusnahan, jadi semua berkas menumpuk diruangan penyimpanan sampai rak sudah penuh dan padat", (Informan 5)

Based on the results of the interview, information was obtained about the *Machine* Factor in the facility is still inadequate such as narrow rooms and storage racks that are lacking as described below:

"untuk AC ada tapi rusak dan kipas tidak ada, disini ruangan kurang luas dan tidak ada ruangan in-aktif", (Informan 1)

"AC diruangan sudah rusak, sama rak penyimpanan masih kurang", (Informan 2)

"rak penyimpanan dan ruangan yang sempit sama AC nya rusak, jadi belum memadai", (Informan 3)

"belum memadai dek, disini komputer yang digunakan ada beberapa yang rusak, AC nya rusak dan kurangnya rak", (Informan 4)

"saya rasa kurang memadai dek, dilihat dari rak yang kurang, jadi banyak berkas menumpuk di lantai", (Informan 5)

Discussion

Man Factor

The *Man* factor referred to in this study refers to human resources, which are directly involved in the activities of the medical record file storage system in the *filling* room, where human resources

who affect the storage of medical record files are medical record officers. The *Man* factor used in this study consisted of officer education and officer training.

Based on table 2 of informants about Officer Education, it can be seen that the background of filling room officers at Dr. R.M. Djoelham Binjai Hospital who are educated in medical records is 1 person and 4 other officers have different educational backgrounds. In the Work Discipline Section, it can be known that the attitude of officers towards work discipline behavior in the form of behavior to carry out procedures in activities in the *filling section* related to the management of medical record files, there are still *filling officers* who do not directly replace damaged folders. Currently, the officers in the filing room needed are quite adequate, it's just that the officers are not in accordance with the competency standards of expertise in their fields. Then in the Officer Training in the *filling room*, there has never been a medical record training for officers related to the maintenance of medical record files, so that a small part can be a factor causing damage to medical record files.

According to (Ministry of Health RI, 2013) medical record resources are at least educated D3 Medical Records and Health Information. (Hasibuan, 2013) Education is also an indicator that reflects a person's ability to be able to complete a job.

Faktor Machine

Based on Table 2 The machine informant variable states that the facilities in the storage space are still inadequate, this is because the storage rack of medical record documents is limited and very dense, when taking or returning documents will be pulled or inserted by force so that the documents are squeezed together which causes damage to the folder, because when retrieving documents, the end of the medical record document folder is pulled so that many are torn and shabby. In this *Machine* element, the tool used for document protection also makes it easier for officers to take and return documents, namely the *Roll o'pack* storage rack.

According to (Erawantini *et al*, 2020) *Machine* is used to provide convenience or generate greater profits and create work efficiency. The *filling section* is one part of the medical record unit that functions to store medical records, provide medical records for various purposes, protect medical record records against the confidentiality of document data content, document protection against physical, chemical, and biological damage.



Figure 1. Filling room of Dr.R.M. Djoelham Binjai Hospital

Faktor Method

Based on Table 2 at Dr. R.M. Hospital, Djoelham Binjai already has an SPO regarding the storage of medical record documents (*filling*) which contains the security and confidentiality of

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medical record document management. *The method* in this research is a good work procedure or method and will facilitate the course of work. Method can also be expressed as determining how to carry out the work of a task by giving various considerations. Although the method is good, if the person who carries it out does not understand or has no experience the results will not be satisfactory. Guidelines or references to carry out tasks and work in accordance with the function of the work are called *Standard Operational Procedures* (SPO), with the existence of SPO all activities in an agency can be carried out properly. According to Gabriele (2018) explained that standard operational procedures (SPO) are guidelines or references for carrying out tasks and work in accordance with the function of the work, with the SOP all activities in a company can be well designed and can run according to the company's wishes. SOP can be defined as a file that describes the operational activities carried out on a daily basis, with the aim that the work is carried out correctly, precisely, and consistently to produce products according to predetermined standards.

Material Factor

Based on table 2 on *material factors* at Dr. R.M. Djoelham Binjai Hospital, there are still some things that need to be improved, based on the results of interviews with informants, the physical quality of document folders is inadequate, such as thin medical record folder materials (paperboard material) and not durable, resulting in damage and medical record forms in it are easily folded. Then the *filling* tracer room is not used, this results in officers not knowing which medical record documents are not on the storage rack. Then in the medical record document storage room (*filling*) there is still a buildup of files on the floor because there is no or no in-active room available. The accumulation of medical record documents makes the storage space narrower, and the storage racks are still lacking.

According to (Sudra, 2013) the medical record folder (folder) is a cover used to protect the medical record forms in it from being scattered, and according to (Nissaa *et al*, 2014) to redesign the medical record folder needs to use thick material and is not easily torn, then for the standard size of the map, namely F4. The following is the old and latest medical record folder used in the *filling room* at Dr. R.M. Djoelham Binjai Hospital:

Old Medical Record Folder



New Medical Records Folder

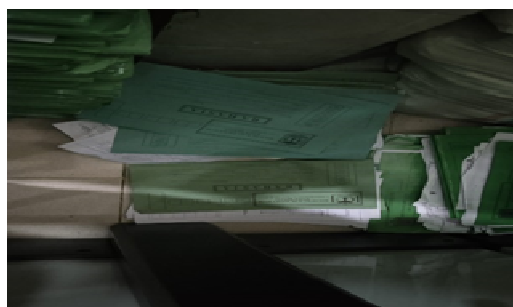
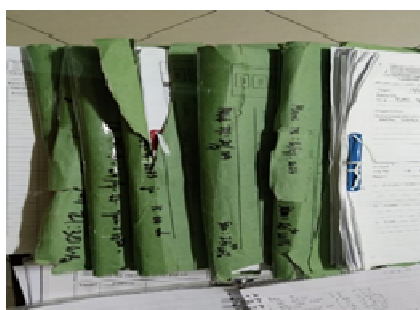
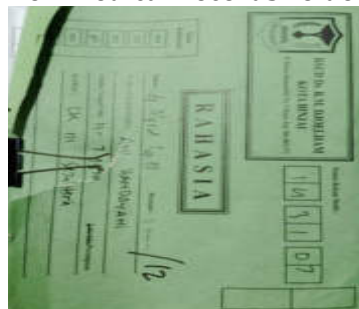


Figure 2. Medical Record Folder at RSUD Dr. R.M. Djoelham Binjai

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Money Factor

Based on the results of the interview in table 3.2 about the *Money variable*, this variable can be the cause of medical record damage, because the budget given by the procurement of medical record files is lacking, where when the folder is damaged but the folder inventory is not there, and new folders are not available quickly when the inventory has run out. *Money* is one element that cannot be ignored. *Money* is a medium of exchange and a measuring device of value. Therefore, money is an important tool to achieve all goals because everything must be calculated.

CONCLUSION

The factors that cause damage to medical record documents based on the 5M factor in the *filling room* at Dr.R.M. Djoelham Binjai Hospital are the *man factor*, the education of officers has different educational backgrounds, but already has a long service period, and in the discipline of officers related to the management of medical record documents in the filling room there are still officers who do not immediately replace the damaged folders and officers in the room *Filling* has attended a medical records seminar. The *machine* factor that affects document damage is found on a very dense storage rack that makes folders squeeze together and cause damage such as tearing. The *method* factor in the *filling room* already has an SPO about storage (filling) and the hospital also has an SPO about retention or destruction but officers cannot carry it out because there is no in-active room which makes documents accumulate. The *material* factor used in the medical record folder is cardboard or manila paper, this is in accordance with hospital standards. The *money* factor can cause damage due to the limited medical record folder, so when there is a damaged folder, the officer does not immediately replace it.

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