



The Impact of Timely Medical Record Storage on Outpatient Service Efficiency at Tanjung Health Center

Kunnati^{1*}, Bayu Tri Laksono¹, Andi Suhenda², Abil Rudi³

¹Health Information Management Study Program, Poltekkes Bhakti Pertiwi Husada Cirebon, Indonesia, nenkatty1211@gmail.com, bayutrilaksono666@gmail.com

²Department of Medical Records and Health Information, Poltekkes Kemenkes Tasikmalaya, Indonesia andi.suhenda@dosen.poltekkestasikmalaya.ac.id

³School of Nursing, Philippine Woman University, Manila, Philippines, rudi2025@pwu.edu.ph

*Corresponding Author: nenkatty1211@gmail.com

Abstract

Research Objective: To determine the effect of the timeliness of storing medical record files on the efficiency of patient services at the Tanjung Community Health Center, Brebes Regency. **Methodology:** A quantitative analytical study with a cross-sectional design was conducted at the Tanjung Community Health Center, Brebes Regency. The study population consisted of all outpatient medical records from the internal medicine polyclinic and patients receiving services at the health center. The sample included 66 medical record files observed for storage timeliness and 30 patient respondents selected using purposive sampling. Data were collected through observation sheets to assess the timeliness of returning and storing medical record files and questionnaires to evaluate patient service efficiency. Data analysis was performed using the Chi-Square test with a significance level of $\alpha = 0.05$. **Results:** The analysis showed a significant relationship between the timeliness of storing medical record files and patient service efficiency at the Tanjung Community Health Center ($p = 0.035$). Delays in returning and storing medical record files were associated with longer waiting times and reduced efficiency of patient services. Conversely, timely storage of medical record files supported faster file retrieval and improved the overall efficiency of outpatient services. **Conclusion:** The timeliness of medical record file storage significantly affects the efficiency of patient services at the Tanjung Community Health Center. Therefore, improving the medical record storage system and increasing staff discipline in returning files within the required timeframe are essential to enhance service efficiency and the quality of healthcare delivery.

Keywords: *medical records, timeliness, service efficiency, outpatient services, health center*

INTRODUCTION

Healthcare is a form of public service that plays an essential role in improving public health status. In practice, healthcare services are required to be delivered quickly, accurately, and efficiently. One crucial component supporting the success of healthcare services is the management of information, particularly patient information contained in medical records (Ministry of Health RI, 2019).

Medical records are documents containing patients' health records and histories, including examination results, treatments, medical procedures, and the progression of patient conditions while receiving care at healthcare facilities. Medical records not only function as a communication tool among healthcare workers but also serve as a legal basis, evaluation material, and important data for healthcare management and planning. Therefore, medical record management must be conducted professionally, systematically, and structurally (Ministry of Health of the Republic of Indonesia, 2019).

The timeliness of medical record file storage is the conformity between the time specified in the Standard Operating Procedure (SOP) and the actual time of storing medical record files in the filing room after the files have been returned from the service unit. (Ministry of Health of the Republic of Indonesia, 2008).

One important aspect of medical record management is the timeliness of file storage after use. This timeliness is directly related to how quickly patient files can be returned to storage after services

are completed, ensuring that when patients return or when data is needed at any time, the information can be accessed immediately. Inaccurate file storage can lead to various problems, such as service delays, time-consuming document searches, risk of file loss, and even patient identification errors (World Health Organization, 2020).

Service efficiency in outpatient care is the level of a healthcare facility's ability to provide services to patients quickly, accurately, and optimally while using resources (staff, time, costs, and facilities) as minimally as possible without reducing the quality of care. (Ministry of Health of the Republic of Indonesia, 2008).

Primary healthcare services at the Tanjung Community Health Center in Brebes Regency frequently encounter obstacles, particularly regarding the timely availability of medical records. These constraints are often caused by delays in returning files to storage shelves, suboptimal computerized filing systems, and an imbalance between the number of medical record staff and the volume of patient visits. As a result, patients experience longer waiting times because healthcare workers lack rapid access to patient health information.

Patient service efficiency is highly dependent on the availability of fast, accurate, and easily accessible information. When medical records can be located and presented quickly, administrative and medical service processes run more smoothly. Conversely, if the file retrieval process takes a long time, it disrupts the service flow, increases patient waiting times, and reduces patient satisfaction with the services provided. This condition contradicts the principles of excellent service that prioritize quality, effectiveness, and efficiency (Tjiptono, 2022).

In addition to impacting patients, delays in storing and providing medical records also affect healthcare worker efficiency. Medical personnel may lose productive time waiting for or manually searching for patient files. This leads to inefficiencies in the use of working time and risks decreasing overall service productivity. More broadly, this can also affect the quality of data collected for reporting and public health program planning, which may ultimately hinder health improvement efforts at the community level (Azwar, 2020).

As a primary healthcare facility with a strategic role in the national health referral system, health centers need to pay serious attention to information management aspects, including medical record management. Regulation of the Minister of Health of the Republic of Indonesia Number 269/MENKES/PER/III/2018 concerning Medical Records emphasizes the importance of proper medical record management, including storage aspects which are an integral part of maintaining confidentiality and availability of patient information. Strengthening filing systems, storage scheduling, training for medical record staff, and the use of digital systems are several efforts that can improve the timeliness of file storage and enhance service efficiency. The implementation of information technology, such as an integrated Health Center Management Information System (SIMPUS), can be a strategic solution to address this issue, although its implementation requires commitment and adequate resources (Lestari & Purnomo, 2020).

Basic services at Tanjung Community Health Center (Puskesmas Tanjung), Brebes Regency, still frequently experience obstacles, particularly in terms of the timely availability of medical records. These constraints are often caused by delays in returning files to the storage shelves, an archiving system that has not yet been optimally computerized, and the number of medical record staff that is not proportional to the number of patient visits. As a result, patients must wait longer to receive services because healthcare providers do not have quick access to patients' health information.

Based on preliminary observations at the Tanjung Community Health Center, Brebes Regency, it was found that the patient service process often experiences obstacles due to delays in providing medical record files, particularly for returning patients. According to internal data from the Medical Record Unit of Tanjung Health Center in 2024, out of 1,250 patients visiting each month, approximately 22% (± 275 patients) experienced delays in the service process due to unpreparedness or delays in

retrieving medical records. This has resulted in increased patient waiting times and reduced service efficiency.

Based on this background, the researcher is interested in conducting a study entitled "The Effect of Timely Medical Record File Storage on Patient Service Efficiency at Tanjung Community Health Center, Brebes Regency." This study is expected to provide a clear picture of the importance of medical record management in supporting fast, accurate, and high-quality healthcare services at the primary care level. This study is also expected to serve as a foundation for Tanjung Community Health Center, Brebes Regency, and similar healthcare facilities in formulating more effective policies and standard operating procedures (SOP) for medical record management.

The population in this study consisted of 1,942 medical record files and 75 staff members. The sample included 66 medical record files selected using a simple random sampling technique, and 30 staff members selected using purposive sampling, which is the selection of respondents based on specific criteria and considerations.

The respondents consisted of 5 medical record officers who were directly responsible for archiving and managing patient files; 10 registration officers who were involved in recording and retrieving files when patients arrived; 10 healthcare professionals such as doctors, nurses, and midwives who used medical records in the healthcare service process; and 5 administrative staff or unit heads who supervised service flow and work process efficiency. All respondents were selected because they had direct understanding and experience in managing medical records and patient service processes, so the information obtained could reflect actual field conditions and support the analysis of the relationship between the timeliness of medical record storage and the efficiency of patient services.

The independent variable in this study was the timeliness of medical record file storage, and the dependent variable was the efficiency of outpatient services. The timeliness of medical record file storage refers to the time required for officers to return medical record files to the storage area after patient services are completed in accordance with the standard operating procedures (SOP), measured using the SOP as the instrument and assessed through observation. Service efficiency refers to the level of service effectiveness based on waiting time, service speed, and patient satisfaction. This variable was measured using a questionnaire, with data collected through documented questionnaire responses.

METHODS

This study employed a quantitative research approach, which is deductive, objective, and scientific, in which data were obtained as numbers (scores, values) or as assessed statements and analyzed using statistical methods. According to Arikunto (2018), descriptive correlational Research is conducted to determine the level of relationship between two or more variables without making changes, additions, or manipulations to existing data. This study used a quantitative, descriptive-correlational approach to determine the effect of timely medical record storage on patient service efficiency at the Tanjung Community Health Center in Brebes Regency.

The sample in this study consisted of all outpatient medical records at Tanjung Community Health Center, Brebes Regency, recorded from January to June 2025, totaling 1,942 medical record files. However, because this study examined documents and aimed to determine the effect of storage timeliness on service efficiency, the respondents selected were individuals directly involved in the management and service processes for medical record files. The number of respondents in this study was 30, determined through purposive sampling, which selects participants based on specific criteria. These respondents consisted of 5 medical record officers directly responsible for archiving and managing patient files, 10 registration officers involved in the recording and file retrieval process when patients arrived, 10 medical personnel including doctors, nurses, and midwives who use medical records in the healthcare service process, and 5 administrative staff or unit heads who supervise the service flow and work process efficiency. All respondents were selected because they have direct experience and

understanding of medical record management and patient service processes, so the information obtained could reflect the actual conditions in the field and support analysis of the relationship between medical record storage timeliness and patient service efficiency.

RESULTS

Respondent Characteristics

Level of Timeliness of Medical Record File Storage at Tanjung Community Health Center, Brebes Regency The mean scores are presented in Table 1.

Table 1. Timeliness of Medical Record Storage

| Storage Timeliness | Frequency | % |
|----------------------------|-----------|-------|
| Timely (≤ 24 hours) | 43 | 65,2 |
| Not Timely (> 24 hours) | 23 | 34,8 |
| Total | 66 | 100.0 |

Based on data analysis, it can be identified that the level of timeliness of medical record file storage at Tanjung Community Health Center, Brebes Regency, showed that out of 66 outpatient medical record files studied, 43 files (65.2%) were returned on time (≤ 24 hours), while 23 files (34.8%) were returned late (> 24 hours).

Correlation and Regression Analysis

Level of Patient Service Efficiency at Tanjung Community Health Center, Brebes Regency.

Table 2. Results of Multiple Linear Regression Analysis

| Service Efficiency | Frequency | % |
|--------------------|-----------|-------|
| Efficient | 21 | 70.0 |
| Not Efficient | 9 | 30.0 |
| Total | 30 | 100.0 |

Based on the data analysis, 21 respondents (70.0%) reported that the level of patient service efficiency at Tanjung Community Health Center, Brebes Regency, was efficient. Meanwhile, 9 respondents (30.0%) reported that the services received were inefficient.

Table 3. The Effect of Timely Medical Record File Storage on Outpatient Service Efficiency at Tanjung Community Health Center, Brebes Regency

| Storage Timelinnes | Service Efficiency | | p-value | Result |
|--------------------|--------------------|---------------|-----------|--------|
| | Efficient | Not Efficient | | |
| Timely | 16 (84.2%) | 3 (15.8%) | 19 (100%) | 0.035 |
| Not Timely | 5 (45.5%) | 6 (54.5%) | 11 (100%) | |
| Total | 21 (70.0%) | 3 (30.0%) | 30 (100%) | |

Based on the data analysis, it was found that the results of the Chi-Square test with a significance level of $\alpha = 0.05$ obtained a p-value of 0.035, which means $p < 0.05$. Therefore, H_a is accepted, indicating that there is an effect of the timeliness of medical record file storage on the efficiency of patient services at Tanjung Community Health Center, Brebes Regency.

DISCUSSION

Level of Patient Service Efficiency and Timeliness of Medical Record Storage at Tanjung Community Health Center, Brebes Regency Based on data analysis, it can be identified that the level of patient service efficiency at Tanjung Community Health Center, Brebes Regency, was reported by 21 respondents (70.0%). Meanwhile, 9 respondents (30.0%) stated the service level of timeliness of medical record file storage at Tanjung Community Health Center, Brebes Regency.

The results of the study indicate that service timeliness significantly contributes to improving the efficiency of patient services. These findings are consistent with operational management theory, which emphasizes that optimal time management can reduce waiting times, improve workflow, and minimize resource waste. This shows that timeliness is not only an indicator of work discipline, but also a strategic factor in enhancing the quality of healthcare services.

The results showed that the level of timeliness of medical record file storage at Tanjung Community Health Center, Brebes Regency, is still not optimal. Of the 66 outpatient medical record files studied, 43 files (65.2%) were returned on time (≤ 24 hours), while 23 files (34.8%) were returned late (> 24 hours). This fact indicates that although most files have been returned according to standard operating procedures, approximately one-third of files still experience delays. This condition has the potential to hinder the smooth flow of patient services because medical records are not always available when needed.

Theoretically, the timeliness of medical record storage is crucial in ensuring the availability of fast, accurate, and accessible patient health information for both service and health management purposes. Minimum service standards stipulate that outpatient medical records must be returned within ≤ 24 hours after service completion. If medical records are returned beyond this time, healthcare services risk experiencing delays, inefficiency, and even decreased quality and patient satisfaction with healthcare services.

Timeliness in service delivery has been proven to be an important determinant in improving the efficiency of patient services. Theoretically, the principle of time management in healthcare emphasizes that delays at one stage of service can create a domino effect on subsequent stages. Therefore, improving timeliness not only accelerates service delivery but also optimizes the utilization of healthcare personnel and facilities.

The results of this study are consistent with research conducted by Lestari and Kurniawan (2022) entitled "The Effect of Medical Record Storage Timeliness on Patient Service Efficiency," which showed a significant relationship between file return timeliness and patient service efficiency. Similarly, research by Rahmawati and Hasan (2022) entitled "The Effect of Medical Record Staff Workload on File Storage Timeliness" explained that high workload is one of the factors causing delays in file returns. Similar research was also presented by Putri and Ardiansyah (2024) entitled "Medical Record Unit Performance in Supporting Healthcare Service Quality at Health Centers," which stated that good medical record management, including timeliness of storage, significantly affects service quality improvement and patient satisfaction.

Based on the research results and existing theories, the researcher argues that although most medical record files have been managed according to regulations, obstacles remain in storage timeliness. These obstacles may be caused by limited staff numbers, manual filing systems, and high workload. Thus, the researcher concludes that strengthening medical record management aspects is needed, both through increasing the number and competence of staff, optimizing filing systems, and implementing digital systems, so that timeliness of file storage can be achieved optimally and support more efficient services at Tanjung Health Center, Brebes Regency.

Level of Patient Service Efficiency at Tanjung Community Health Center, Brebes Regency. The results showed that the level of patient service efficiency at Tanjung Community Health Center, Brebes Regency, was relatively high, with 21 respondents (70.0%) stating that services were efficient, while 9 respondents (30.0%) stated they were not efficient. This fact indicates that most patients feel

the services received are in accordance with the principles of fast, accurate, and satisfactory service, although a small portion still perceive services as inefficient.

Theoretically, healthcare service efficiency is achieved when services can be provided according to standards, on time, and able to minimize patient waiting time while still maintaining quality and satisfaction. Efficiency is also closely related to the optimal utilization of available resources so that the service process can proceed quickly without reducing quality. This aligns with healthcare service principles that emphasize timeliness, procedural accuracy, and patient satisfaction as main indicators.

This study aligns with research conducted by Lestari and Kurniawan (2022) entitled "The Effect of Medical Record Storage Timeliness on Patient Service Efficiency," which stated that timeliness in returning medical record files is significantly related to patient service efficiency ($p < 0.05$). Similar results were also obtained by Safitri et al. (2023) in their study "The Relationship between Medical Record Filing Systems and Outpatient Service Speed," which explained that neat and systematic filing systems positively affect service speed and efficiency. This shows that the quality of medical record management is one of the important factors supporting the achievement of efficiency in patient services.

According to the researcher, these results reinforce the theory that patient service efficiency is not only influenced by the availability of human resources but also by the accuracy of medical record management which is the main foundation in administrative processes and medical actions. With the majority of patients experiencing efficient services, it can be concluded that the medical record management system at Tanjung Health Center is running reasonably well. However, the presence of 30.0% of patients who still perceive services as inefficient indicates the need for improvement in time management, file storage timeliness, and strengthening staff work procedures to achieve more optimal efficiency.

The Effect of Timely Medical Record File Storage on Patient Service Efficiency at Tanjung Community Health Center, Brebes Regency. Based on the Chi-Square test results with a significance level of $\alpha = 0.05$, a p-value of 0.035 ($p < 0.05$) was obtained, thus H_a is accepted. This indicates that there is a significant effect between the timeliness of medical record file storage and patient service efficiency at the Tanjung Community Health Center, Brebes Regency. This fact demonstrates that when medical record files are returned on time according to standards (≤ 24 hours), patient services can proceed more quickly, orderly, and efficiently. Conversely, inaccuracy in file storage time causes service delays, increased patient waiting time, and decreased patient satisfaction with healthcare services.

Theoretically, medical records are one of the important components in the organization of healthcare services because they function as a communication tool among healthcare workers, legal evidence, a basis for service quality evaluation, and a data source for health program planning. The timeliness of medical record storage has a direct relationship with the speed of patient information access. The faster files are available, the more efficient the services provided. Healthcare management theory explains that service efficiency is strongly influenced by the speed of administrative flow, procedural accuracy, and the availability of medical information when needed (Azwar, 2020).

The results of this study are consistent with research conducted by Lestari and Kurniawan (2022) entitled "The Effect of Medical Record Storage Timeliness on Patient Service Efficiency," which stated a significant relationship between the timeliness of medical record file returns and patient service efficiency. Similarly, research by Safitri et al. (2023) entitled "The Relationship between Medical Record Filing Systems and Outpatient Service Speed" showed that a neat and timely filing system can accelerate patient services. Research by Nugroho and Wulandari (2021) on "The Effectiveness of Electronic Medical Records on Patient Waiting Time at Health Centers" also supports these results, where the use of electronic medical record systems proved to significantly reduce patient waiting time.

According to the researcher, this study confirms that the theory emphasizing the importance of timely medical record storage to support service efficiency is proven in actual practice at Tanjung Health Center, Brebes Regency. The fact that delays in file storage have implications for prolonged patient waiting time shows that timely medical record management is key to the success of healthcare services. Therefore, the implementation of work discipline, compliance with standard operating procedures, and support for medical record storage facilities and infrastructure need to be strengthened so that service efficiency can continue to be improved.

CONCLUSION

Based on the results of this study conducted on 30 respondents, it can be concluded that the level of timeliness of medical record file storage at Tanjung Community Health Center, Brebes Regency, showed that 43 files (65.2%) were returned on time (≤ 24 hours), while 23 files (34.8%) were returned late (> 24 hours). Furthermore, the level of patient service efficiency indicated that 21 respondents (70.0%) perceived services as efficient, while 9 respondents (30.0%) perceived services as inefficient. Based on the Chi-Square test results with a significance level of $\alpha = 0.05$, a p-value of 0.035 ($p < 0.05$) was obtained, indicating that H_a is accepted, which means there is a significant effect of timely medical record file storage on patient service efficiency at Tanjung Community Health Center, Brebes Regency.

Based on these conclusions, several recommendations can be proposed. For Tanjung Community Health Center, Brebes Regency, it is recommended that health center management increase supervision and routine evaluation regarding the timeliness of medical record storage. There is a need for facilities and infrastructure support such as electronic recording systems, additional tracers, and medical record management training so that patient services can run more efficiently and reduce waiting time. For medical record officers, they are expected to be more disciplined in returning medical record files according to the standard time (≤ 24 hours). Compliance with SOPs and awareness of the importance of medical records in supporting service smoothness need to be continuously improved. Additionally, cultivating good work time management will help prevent delays and improve patient service efficiency. For other researchers, this study can serve as a reference for similar research in the future. Other researchers are advised to conduct studies with broader geographic coverage, add other variables such as staff workload, electronic storage systems, or patient satisfaction, to obtain a more comprehensive picture of the factors affecting healthcare service efficiency.

Author Contributions: Conceptualization: Kunnati, Abil Rudi; methodology: Bayu Tri Laksono, Abil Rudi; data curation: Kunnati; formal analysis: Bayu Tri Laksono; investigation: Kunnati, Andi Suhenda; resources: Andi Suhenda; supervision: Abil Rudi; writing - original draft preparation: Kunnati; writing—review and editing: Bayu Tri Laksono, Abil Rudi.

Funding: This research received no external funding and was conducted independently by the authors.

Ethical Approval Statement: Ethical review and approval were not required for this study because the research involved observation of document management processes and the use of non-invasive questionnaires related to service efficiency, without collecting sensitive personal data or intervening in patient care. Permission to conduct the study was obtained from the management of Tanjung Community Health Center, Brebes Regency.

Informed Consent Statement: Informed consent was obtained from all respondents involved in the study. Participation was voluntary, and respondents were informed about the purpose of the research, confidentiality of data, and their right to withdraw at any time.

Data Availability Statement: The data supporting the findings of this study are available from the corresponding author upon reasonable request. The data are not publicly available due to institutional privacy considerations.

Acknowledgments: The authors would like to express their sincere gratitude to the management and staff of Tanjung Community Health Center, Brebes Regency, for their cooperation and support during the research process. The authors also thank all respondents who participated in this study.

Conflicts of Interest: The authors declare no conflict of interest regarding the publication of this paper.

References

- Aditya, M. A. (2022). Evaluasi Penyimpanan Berkas Medis Pasien di Fasilitas Kesehatan Tingkat Pertama. *Jurnal Manajemen Informasi Kesehatan*, 11(2), 40–48.
- Andriani, R. (2018). *Manajemen Informasi Kesehatan*. Jakarta: Salemba Medika.
- Anindita, R. (2019). *Teknik Pengumpulan dan Pengolahan Data Kesehatan*. Surabaya: Graha Ilmu.
- Arikunto, S. (2020). *Prosedur Penelitian*. Jakarta: Rineka Cipta.
- Dewi, F. N. (2023). Analisis Keterlambatan Penyimpanan Rekam Medis pada Unit Rawat Jalan. *Jurnal Ilmu Rekam Medis dan Informatika Kesehatan*, 8(1), 55–61.
- Firmansyah, T. (2023). Penerapan Sistem Informasi Rekam Medis dan Dampaknya terhadap Mutu Pelayanan. *Jurnal e-Health*, 8(4), 60–68.
- Harjanti, N., & Sasmita, I. (2023). Evaluasi Efisiensi Pelayanan di Puskesmas Setelah Digitalisasi Rekam Medis. *Jurnal Administrasi dan Kebijakan Kesehatan*, 5(2), 71–78.
- Hatta, G.R. (2013). *Pedoman Manajemen Informasi Kesehatan di Sarana Pelayanan Kesehatan*.
- Hidayah, N., & Anwar, R. (2021). Perbandingan Waktu Tunggu Pelayanan Sebelum dan Sesudah Implementasi Sistem Elektronik. *Jurnal Kesehatan dan Pelayanan Publik*, 4(1), 15–23.
- Hidayat, A. A. (2017). *Metode Penelitian Kebidanan dan Teknik Analisis Data*. Jakarta: Salemba Medika.
- Hidayat, A.A.A. (2020). *Metode Penelitian Kebidanan dan Teknik Analisis Data*. Jakarta: Salemba Medika
- Iskandar, S. (2021). *Pelayanan Prima di Puskesmas: Teori dan Praktik*. Jakarta: Mitra Cendekia.
- Kurniasih, E. (2020). *Sistem Pencatatan dan Pelaporan Pelayanan Kesehatan Primer*. Jakarta: EGC.
- Kusumawati, A., & Setiawan, B. (2022). Manajemen Arsip Rekam Medis di Puskesmas Wilayah Timur. *Jurnal Kesehatan Komunitas*, 6(2), 90–97.
- Lestari, W., & Kurniawan, H. (2022). Pengaruh Ketepatan Pengembalian Rekam Medis terhadap Efisiensi Pelayanan Pasien. *Jurnal Ilmu Kesehatan Masyarakat*, 13(1), 45–52.
- Maulana, R. (2022). Implementasi SIMPUS terhadap Proses Pelayanan di Puskesmas. *Jurnal Teknologi dan Informasi Kesehatan*, 7(3), 98–106.
- Maulida, N. (2022). *Pengelolaan Rekam Medis Manual dan Elektronik*. Yogyakarta: Andi

Publisher.

- Mulyadi, D. (2020). *Dasar-dasar Administrasi Rumah Sakit*. Yogyakarta: Pustaka Pelajar.
- Nugroho, A., & Wulandari, T. (2021). Efektivitas Rekam Medis Elektronik terhadap Waktu Tunggu Pasien. *Jurnal Sistem Informasi Kesehatan*, 9(3), 122–130.
- Kemendes RI. Permenkes No. 129/Menkes/SK/II/2008 tentang Standar Pelayanan Minimal Rumah Sakit.
- Kemendes RI. Permenkes No. 269/MENKES/PER/III/2008 tentang Rekam Medis
- Putri, S., & Ardiansyah, R. (2024). Kinerja Unit Rekam Medis dalam Menunjang Mutu Pelayanan Kesehatan. *Jurnal Pelayanan Kesehatan Primer*, 10(1), 25–33.
- Rahmawati, D., & Hasan, M. (2022). Pengaruh Beban Kerja terhadap Ketepatan Penyimpanan Berkas Rekam Medis. *Jurnal Rekam Medis dan Informasi Kesehatan*, 7(2), 100–108.
- Ramadhan, Y., & Fitriani, R. (2023). Sistem Pencatatan dan Pengarsipan Digital dalam Meningkatkan Efisiensi Layanan. *Jurnal Inovasi Pelayanan Kesehatan*, 5(3), 77–85.
- Riyadi, S. (2023). *Mutu Pelayanan Kesehatan: Konsep dan Implementasi*. Bandung: Alfabeta.
- Safitri, I., et al. (2023). Hubungan Sistem Pengarsipan Rekam Medis dengan Kecepatan Pelayanan Pasien Rawat Jalan. *Jurnal Administrasi Kesehatan Indonesia*, 5(2), 88–95.
- Sari, M., & Prasetyo, A. (2021). Efektivitas Supervisi Petugas Rekam Medis terhadap Ketepatan Penyimpanan Berkas. *Jurnal Manajemen Pelayanan Kesehatan*, 6(2), 112–119.
- Sugiyono. (2019). *Metode Penelitian Kuantitatif, Kualitatif dan R&D*. Bandung: Alfabeta.
- Suryanto, T. (2019). *Manajemen Rekam Medis dan Informasi Kesehatan*. Bandung: Refika Aditama.
- Widodo, A. (2021). *Sistem Informasi Manajemen Kesehatan di Puskesmas*. Malang: UB Press.
- Yuliana, D. (2021). Hubungan Kinerja Petugas Rekam Medis dengan Ketersediaan Data Pasien. *Jurnal Profesi Kesehatan*, 9(1), 44–51.