

Medical Records Officers Compliance on Medical Record Security and Confidentiality Regulations at dr. Gondo Suwarno Hospital, Semarang

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ABSTRACT

Background: dr. Gondo Suwarno Hospital has implemented regulations to maintain the security and confidentiality of medical records as outlined in several Standard Operating Procedures (SPO). Implementation of services often do not comply with these regulations, for several reasons. The purpose of this study is to describe medical records officers compliance on security regulations and confidentiality.

Subjects and Method: This was a qualitative descriptive study conducted at Semarang Hospital, from January to April 2022. A total of 5 informants were selected in this study. The data were collected using observation and interview. Data is presented descriptively.

Results: dr. Gondo Suwarno hospital already has an SPO to maintain the security and confidentiality of medical records. The procedures of which are in accordance with applicable health minister regulations. Characteristics of medical record officers 86% have D-III education in medical records or health information, 57% have worked for >25 years, and 71% are at age >50 years old. Officers have not fully complied with regulations to maintain the security and confidentiality of medical records, because they are constrained by policy support facilities that have not been fulfilled. Supporting facilities for medical record security and confidentiality policies are not fully available, such as document carrying bags and medical record storage rooms that do not have doors.

Conclusion: SPO for maintaining the security and confidentiality of medical records whose procedures are in accordance with the applicable minister of health regulations, but officers have not fully complied with the regulations for maintaining the security and confidentiality of medical records, due to constraints on supporting policy facilities that have not been fulfilled.

Keywords: compliance, regulation, security, confidentiality.

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BACKGROUND

Regulation of the Minister of Health of the Republic of Indonesia Number 3 of 2020 concerning Hospital Classification and Licensing states that a Hospital is a health

service institution that organizes full individual health services that provide inpatient, outpatient and emergency services. Law Number 44 of 2009 Hospitals Article 29 Paragraph (1) states that Every Hospital has

an obligation to maintain medical records (Permenkes RI, 2020).

The medical record is a document regarding patient identity data, examination, treatment, action, and other services that have been provided to him (Director General of Health Services, Ministry of Health, Republic of Indonesia, 2022). Medical records contain confidentiality values that must be kept confidential by doctors, dentists, certain health workers, administrators and leaders of health care facilities because medical record files belong to health care facilities and the contents of medical records belong to the patient.

The management of security and confidentiality of medical records is governed by various procedures, compiled into established standard operating procedures (SPO) and then implemented. Policies and procedures must be available that reflect the management of the medical record unit and become a reference for medical record staff on duty (Wijono, 2000).

Regional General Hospital dr. Gondo Suwarno (RSGS) is a hospital owned by the Semarang Regency government located in Ungaran District. RSGS has implemented policies/regulations to maintain the security and confidentiality of medical records as outlined in several SPOs.

SPO is used as the basis for carrying out the duties of medical record officers. Each hospital has established regulations relating to the security and confidentiality of medical records.

Implementation of services often do not comply with these regulations, for several reasons. The purpose of this study is to find out the reasons/causes of these problems by carrying out research on the Compliance Study on Medical Record Security and Confidentiality Regulations at dr. Gondo Suwarno, Semarang Regency.

SUBJECTS AND METHOD

1. Study Design

Qualitative descriptive research conducted on a collection of objects aims to see a picture of phenomena (including health) that occur in a certain population.

This research was conducted at dr. Gondo Suwarno Semarang Regency in January – April 2022.

2. Informant

The subjects of this study consisted of 5 research subjects, namely the head of the medical record installation and 4 medical record officers at dr. Gondo Suwarno, Semarang Regency.

3. Instrument

The data collection tool used in this study was an interview guide used to collect data, in which the researcher obtained information orally from the target person of the research (information), or conversed face to face with that person (face to face) as well as the observation guide used to observe the research object in depth regarding the review of the implementation of the medical record document maintenance system and the fixed rules that apply to the filing department.

4. Data Analysis

The data analysis used was descriptive analysis of the maintenance of medical record documents by describing and describing the conditions in the field to compare theory with research results.

RESULTS

1. Characteristics of Informants

Table 1 shows the characteristics of medical record personnel based on education, years of service and age. As many as 86% have complied with medical personnel regulations where education is as low as three diplomas in health. 57% have 25 years of service or more, while 43% have less than 20 years of service, 71% are 50 years or more, while 29% are under 40 years.

Table 1. Characteristics of education, years of service and age of research subjects

Informant	Informant Code	Education	Years of service (Year)	Age (Years)
1	I1	D3 RMIK	5	26
2	I2	D3 RMIK	28	53
3	I3	D3 RMIK	28	50
4	I4	D3 RMIK	2	31
5	I5	D3 RMIK	25	53
6	I6	D3 RMIK	30	53
7	I7	SLTA	17	52

Confidentiality of Medical Records

Officers' understanding of medical record confidentiality regulations based on interview results. This understanding can be described based on the answers of research informants according to their respective tasks.

"Not allowed to inform/convey identity data or disease to other people"

"Deliver RM with full responsibility, RM is delivered to the destination, it is not deposited, even if it is deposited it is at least the RM officer"

Maintaining the confidentiality of medical records is the responsibility of all officers. RSGS has implemented a policy regarding the confidentiality of medical records as contained in the SPO. SPO is the foundation for officers to carry out their duties. Enforcement of medical record confidentiality regulations can be described from the results of interviews with research subjects.

"The poly nurse places the RM that has been completed from the poly in front of the entrance so confidentiality is not maintained (I2)"

According to I2, the confidentiality of medical records at the polyclinic was not maintained because the nurses after finishing their duties just put them in front of the entrance. This situation certainly

allows people who are not entitled to open the medical record.

"Many students and koas are still secretly taking pictures of RM when borrowing (I5)"

"Not yet, because the place is still open so it's not suitable (I1)"

Medical Record Security

Medical records need to be safeguarded so as to avoid damage, loss or decreased function/usefulness. Officers' understanding of the rules for maintaining RM security is very much needed in its application.

"The distribution staff guarded RM's security, among others, so that the medical records that were brought were not scattered, now unfortunately security facilities are not yet available, you should use either a basket or a bag, so RM is still carried by holding hands as it is now, if so it is prone to spilling files (I2)"

"For the filing officer to maintain security by providing a cover / folder to RM who wants to control outpatient care and those who take it to the filing rack are only filing officers (I5)"

Document carrier bags have so far been used to deliver/carry medical records from the treatment room to the medical record ward, while medical records were not

available for officers distributing medical records. Informant 3 (I3) conveyed information about the lack of compliance by officers, as follows:

"Employees can bring their own RM by asking the filing clerk to register their family for treatment"

Enforcement of medical record security regulations is not only for medical record officers but for all parties. Informant 3 conveyed information regarding several hospital officers/employees who sometimes wanted to "cut the compass" or get out of a predetermined procedure..

"Because the room is easy for all employees to access, even general people / other than employees can enter, because the door is unlocked and easy to access, so that RM can still be read by other people and access to filing is also very easy because it is one with other medical record sections"

DISCUSSION

A. Characteristics of Medical Records Officers.

The safe and confidential management of medical records is influenced by many factors, one of which is the characteristics of the officers. 86% of the medical record officers at RSGS who were the subjects in this study had D3 Medical Record and Health Information education. This condition is in accordance with medical personnel regulations where education is as low as three diplomas in health. The results of Rara Sabrina's research stated that the higher the officer's education, the greater his understanding of the duties he carried out (Sukma, 2017). These results are in accordance with the situation at RSGS where in general officers understand the duties inherent in them and the obligations that must be carried out.

57% of officers have worked for 25 years or more, while the other 43% have worked for less than 20 years. Puja Vikka Ristya in her research stated that the longer the officer's tenure, the more committed he is to his work (Ristya and Kurniadi, 2015).

Based on the foregoing characteristics of officers it is necessary to prepare successors with a younger age and appropriate education. Internships for graduates with a minimum education of D3 in Medical Records are very suitable considering that young people are relatively easy to absorb the knowledge/information they receive and have strong work endurance so they don't get tired easily.

B. Employee Compliance with Regulations

SPO number 047/L/VI/2022 in the procedure is written, among other things, to prevent other than medical record officers from entering the storage room and provisions to always close and lock the storage room. The absence of facilities does not allow officers to comply with and implement these regulations and it is very difficult to limit access to and from other than officers. One of the consequences of not having a security door is that it allows files to be lost or files stolen (Reza, 2021).

Losing a patient's clinical/health data track record is relatively easy to overcome if the medical records are administered electronically (Tiorentap, 2020). Even though there are still losses, at least the history of health care can still be found, because data is always backed up. Observing this, it is very important to hasten the implementation of RME. Good RME implementation will protect patient data security and maintain the quality of health facilities (Anjani and Abiyasa, 2023).

Based on the review above, the security of medical records at RSGS has not been implemented properly. Even though the

officers have understood the efforts to secure medical records, because the requirements for storing medical records have not been met, this knowledge/understanding cannot be applied.

C. Confidentiality of Medical Records

The SPO regarding maintaining the confidentiality of patient information with document number 009/L/X/2015 has been implemented since 2019 and is still valid today. Observing the contents of the SPO, the procedures have been coherent and orderly, in accordance with the applicable Minister of Health. SPO serves as the basis for carrying out tasks for officers (Susanto and Sugiarsi, 2016).

The implementation of SPO should go hand in hand with the fulfillment of medical record management facilities. Fulfillment of these facilities is at least in accordance with what is required in the SPO procedure. The procedure in SPO number 009/L/X/2015 states that the distribution of medical records both out and back uses document bags to maintain the confidentiality of medical record information. The fact that occurred both based on observations and interview results, medical records were returned from the ward using document bags, but the distribution was out without using any tools. Medical records are only carried by officers using their hands or sometimes hugged.

This distribution technique is not only in accordance with the SPO, but also has a very high level of secrecy. Medical records that are brought without tools allow the sheets that the officers carry to be scattered, and unauthorized persons can read or use them (Alfian, 2021).

Management of confidentiality of medical records carried out by officers has not been implemented properly. Officers' understanding of the confidentiality of medical records has not been matched by comp-

liance with its implementation. Officer compliance that is still lacking is caused partly by a lack of facilities, such as document carrying bags, filing rooms that do not have doors and restrictions on access to storage rooms have not been implemented.

D. Policy Support Facilities

The RSGS policy to maintain the security and confidentiality of medical records has been implemented by issuing several SPOs related to this matter. Implementation of policies that have been made should be accompanied by the fulfillment of infrastructure facilities that support the implementation of these policies. SPO is the foundation of work for officers. SPO which aims to maintain the security and confidentiality of medical records and information, the procedures are well organized (kamil et al., 2020). The staff's understanding and knowledge of maintaining the security and confidentiality of medical records and information, it is impossible to implement SPO properly without the support of adequate facilities.

The SPO requires documents to be distributed using document bags but this has not been facilitated, especially for distributing them out of the storage room (Triwardhani, 2020). On the other hand, the SPO requires that access to storage space be limited to officers, but in reality the medical record unit is located in a large room that does not have a door as a barrier between one part and another. Such a situation is not yet possible to limit access to the medical record storage room.

Reflecting on the above, RSGS should make spatial improvements to the medical record unit and complete policy support facilities to implement the procedures contained in the SPO. Adequate supporting facilities can increase staff compliance with regulations to maintain the security and confidentiality of medical records.

AUTHOR CONTRIBUTION

Siti Sulasiyah acts as the main researcher who looks for research topics, formulates research problems, collects data, and analyzes data, Dr. Katmini and Dr. Prima Dewi mentors who assist in data analysis, data interpretation process and making research manuscripts.

CONFLICT OF INTEREST

There is no conflict of interest in this study.

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