

ABSTRAK

PERSEPSI PETUGAS PENDAFTARAN TERHADAP PENERAPAN SISTEM REKAM MEDIS ELEKTRONIK DI RSAD TK.II UDAYANA KOTA DENPASAR

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Penyelenggaraan rekam medis elektronik di seluruh fasilitas pelayanan kesehatan diwajibkan untuk menerapkan sistem rekam medis berbasis elektronik, hal ini diatur dalam Peraturan Menteri Kesehatan Nomor 24 Tahun 2022 Tentang Rekam Medis. Tujuan penelitian ini adalah untuk mengetahui persepsi petugas pendaftaran terhadap penerapan sistem rekam medis elektronik di RSAD Tk.II Udayana Kota Denpasar. Penelitian ini menggunakan pendekatan kualitatif dengan metode wawancara mendalam berdasarkan teori *Technology Acceptance Model* (TAM) yang meliputi persepsi kemudahan penggunaan, persepsi manfaat, sikap terhadap penggunaan, dan niat menggunakan sistem rekam medis elektronik. Hasil penelitian menunjukkan bahwa sistem rekam medis elektronik dinilai relatif mudah digunakan setelah melalui proses adaptasi dan pelatihan, serta memberikan manfaat berupa peningkatan efisiensi kerja. Sikap petugas terhadap penggunaan sistem cenderung positif karena merasa nyaman dan terbantu dalam pekerjaan, serta niat untuk terus menggunakan sistem juga tinggi yang didorong oleh kebijakan serta perkembangan teknologi digital meskipun masih terdapat kendala teknis seperti gangguan jaringan internet. Dari penelitian ini dapat disimpulkan bahwa penerimaan sistem rekam medis elektronik dipengaruhi oleh kombinasi antara kemudahan penggunaan, manfaat yang dirasakan, serta dukungan organisasi dan infrastruktur, sehingga diperlukan peningkatan kualitas sistem dan pelatihan berkelanjutan untuk mengoptimalkan implementasi.

Kata kunci: Rekam Medis Elektronik, Technology Acceptance Model (TAM),

Persepsi Petugas Pendaftaran

ABSTRACT

REGISTRATION STAFF PERCEPTIONS OF THE IMPLEMENTATION OF THE ELECTRONIC MEDICAL RECORDS SYSTEM AT UDAYANA TYPE II MILITARY HOSPITAL IN DENPASAR

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The implementation of electronic medical records across all healthcare facilities is mandated to adopt an electronic medical record system, as stipulated in Ministry of Health Regulation No. 24 of 2022 on Medical Records. The objective of this study is to determine the perceptions of registration staff regarding the implementation of the electronic medical record system at Udayana Level II General Hospital in Denpasar. This study used a qualitative approach with in-depth interviews based on the Technology Acceptance Model (TAM) theory, which includes perceptions of ease of use, perceived benefits, attitudes toward use, and intention to use the electronic medical record system. The results of the study indicate that the electronic medical record system is considered relatively easy to use after undergoing an adaptation and training process, and provides benefits in the form of increased work efficiency. Staff attitudes toward using the system tend to be positive because they feel comfortable and supported in their work, and the intention to continue using the system is also high, driven by policies and advancements in digital technology, although technical challenges such as internet connectivity issues still exist. From this study, it can be concluded that the acceptance of the electronic medical record system is influenced by a combination of ease of use, perceived benefits, and organizational and infrastructure support; therefore, improvements in system quality and ongoing training are necessary to optimize implementation.

Keywords: Electronic Health Records, Technology Acceptance Model (TAM), Perceptions of Registration Staff