

## **ABSTRAK**

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### **FAKTOR KELENGKAPAN BERKAS PENDUKUNG KLAIM COVID-19 DI RSD IDAMAN BANJARBARU**

KTI. Program Studi DIII Perekam dan Informasi Kesehatan 2018  
(xvi+115)

Klaim adalah sesuatu yang mana tertanggung menyatakan kerugian dan memberikan bukti yang diperlukan, dan perusahaan asuransi menerima klaim serta memberikan manfaat untuk menggambarkan proses tersebut. Dari beberapa pasien COVID-19 dalam pemberkasan ditemukan sebagian pemberkasan yang tidak lengkap berupa pengisian resume medis, bukti pelayanan, dan kartu identitas pasien sehingga mengganggu proses administrasi yang berdampak pada keterlambatan dalam proses klaim. Tujuan penelitian ini untuk mengetahui faktor kelengkapan berkas pendukung klaim COVID-19 di RSD Idaman Banjarbaru tahun 2021. Metode penelitian menggunakan metode deskriptif dengan subjek penelitian informan utama yaitu petugas administrasi ruang isolasi dan informan triangulasi yaitu kepala instalasi rekam medis, petugas JKN, kepala ruang isolasi. Instrumen penelitian ini yaitu pedoman observasi dan pedoman wawancara, teknik analisis data penelitian ini yaitu kuantitatif yang didukung kualitatif. Dari hasil penelitian ini, bahwa faktor kelengkapan berkas pendukung klaim COVID-19 yaitu kebijakan klaim COVID-19, alur klaim COVID-19, dan bukti pelayanan pasien COVID-19, kelengkapan resume medis dan kartu identitas diri pasien COVID-19 belum sesuai standar operasional prosedur.

Kata Kunci: Klaim, Berkas pendukung, COVID-19  
Daftar Pustaka : 17 (2008-2020)

## **ABSTRACT**

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### **FACTORS TO SUPPORT CLAIMS FOR COVID-19 AT RSD IDAMAN BANJARBARU**

*KTI DIII Recording and Health Information Study Program 2018*

(xvi + 115)

*A claim is something that the insured person claims losses and provide the necessary evidence, and the company insurance accepts claims as well as provides benefits for describe the process of several COVID-19 patients in the filling, it was found that some of the filling was incomplete in the form of filling out medical resumes, proof of service, and patient identity cards, which interfered with the administrative process which resulted in delays in the claim process. The research method used quantitative descriptive method supported qualitatively with the main informant research subject, namely the isolation room administration officer and triangulation informants, namely the head of the medical record installation, the jkn officer, the head of the isolation room. The research instruments were observation guidelines and interview guidelines. The data analysis technique for this research was descriptive. From the result of this study, the factors in completing the supporting documents for the COVID-19 claim, namely the COVID-19 claim policy, the COVID-19 flow, and evidence of COVID-19 patient service, the completeness of medical resumes and COVID-19 patient identificationcards have not met operational standards procedure.*

*Keywords: Claims, supporting files, COVID-19*

*Bibliography : 17 (2008-2020)*