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**REVIEW OF USER SATISFACTION WITH ELECTRONIC MEDICAL RECORDS
AT BRINGKONING HEALTH CENTER**

ABSTRACT

The application of EMR at the Bringkoning Health Center is still not optimal, with important features such as the CPPT form that is not yet available and the inspection form containing irrelevant columns and errors on data filling. In addition, technical barriers such as internet networks are slow to interfere with the process of input data and patient services. Poly officers also experienced difficulties in coding diagnosis due to limited educational background and lack of training. The purpose of study is to determine the level of user satisfaction with electronic medical records at the Bringkoning Health Center.

The type of research used in this study was descriptive research by collecting interview and observation guidelines, while the object of this research was the user satisfaction with electronic medical records at the Bringkoning Helth Center. How to collect data was by observation and interview.

The results obtained from this study were the level of user satisfaction with the use of electronic medical records (EMR) at the Bringkoning Health Center showed still relatively low in several aspects. Important features such as CPPT are not yet available, data accuracy was still not fully meeting user needs because there was still a data input error, and there was no training module even though the system is quite easy to use. In addition, the limitations of EMR mastery by officers and network constraints also hamper the timeliness of service.

The implementation of EMR at Bringkoning Health Center has not been fully optimal. Technical constraints and differences in understanding between officers affect service effectiveness. Requests for features such as printing control letters indicate that the system has not fully met the needs in the field. The success of EMR is not only determined by technology, but also the readiness of human resources and management support.

Keywords: User Satisfaction, Electronic Medical Records, EUCS