



Assessing the Completeness of the Chronology Letter for Patients in the Emergency Room in Cases of Minor Accidents as a Requirement to File BPJS Claims at Muhammadiyah Hospital in Bandung

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Abstract : In order to make a claim with BPJS Health, patients' complete medical records from emergency rooms are necessary. This includes chronological letters in the event of small mishaps like falling from a tree, slipping in the restroom, or falling at home. In situations of minor incidents, incomplete emergency room patient files were still discovered at the Muhammadiyah Hospital in Bandung. In order to be eligible to claim BPJS at the Muhammadiyah Hospital in Bandung in 2024, the completeness of chronological letters from emergency unit patients in cases of small accidents was the subject of this study. In this study, a quantitative approach to descriptive research was adopted as the methodology. 247 BPJS Health emergency unit patient claim files for minor injury situations from January to March of 2024 comprised the research population. Total sampling was the sample method employed in this study. Techniques for gathering data include interviews and observation. With an average proportion of 68% and 32% of incomplete letters, the data indicated that there were still a large number of complete chronological letters. Inadequate chronological letters can be caused by emergency department registration staff not being as thorough, having short service times, not being closely monitored, and forgetting things. The effects are being felt in data management and officer effort during reporting operations, as well as in payment delays and disruptions to hospital cash flow resulting from the BPJS claims procedure being hampered.

IndexTerms - Completeness, Chronological Letter, Emergency, BPJS Claim, BPJS Health

I. INTRODUCTION

A legal body called the Social Security Administering Body (BPJS) was established to oversee the Social Security program. As a type of social safety net, social security ensures that everyone can meet their fundamental requirements for a respectable existence (Law of the Republic of Indonesia No. 24 of 2011 about Social Security Administering Bodies). Since BPJS Health was established, participants have been entitled to health insurance benefits, which include individualized health services such as pharmaceutical services and medical attention based on their individual needs, as well as preventive, promotive, therapeutic, and rehabilitation services. Claims for health insurance expenditures submitted by medical facilities are paid by BPJS Health to patients. (Siti Rahmawati Handayani et al., 2023).

According to Republic of Indonesia Law No. 44 of 2009 about Hospitals, a hospital is a health service facility that offers complete individual health services, including inpatient, outpatient, and emergency services. Patients with illnesses and injuries that could endanger their lives are treated initially in the emergency room (ER) of the hospital. Essentially, the ER's job is to handle crises, especially medical crises. All patients, regardless of whether they are experiencing an emergency or not, enter through the emergency room (ER) (Fadhilah, 2022). If the patient has registered for participation, the claim file requirements are fulfilled, and the admission diagnosis falls within the emergency criteria in line with the diagnosis requirements specified in the BPJS Health guidebook, then JKN patients who pay using JKN KIS can be claimed. (Agiwahyuantu et al., 2021).

According to Widastuti and Adiputra (2022) an accident is characterized as an unfavorable event or occurrence that can happen anywhere, at any time, and suddenly and can result in harm or even death. Heinrich defines an accident as an unplanned, uncontrollable event that results in harm or the potential for harm due to the action and reaction of an object, substance, or radiation. Colling, cited by Marc M. Schneier, defines it as any unplanned and uncontrollable event that disrupts the work process

and may or may not result in injury, pain, death, property damage, or other undesirable events. These events can be caused by people, situations, environmental factors, or combinations of these things (JPK, 2020).

A chronological letter of the accident is necessary in order to make a claim to BPJS. Health in cases where patients do not have traffic accidents or minor accidents like falling at home, slipping in the bathroom, head injuries from falling from a swing, falling from a tree, etc. At the Muhammadiyah Hospital in Bandung, the family composed the chronological letter.

Based on observations made by researchers at Muhammadiyah Hospital in Bandung, incomplete ER patient files were still found in cases of minor accidents, especially chronological letters. This factor can complicate the hospital's claim procedure. Completion of the chronological statement letter in the ER has a significant impact on BPJS Health claims.

II. RESEARCH METHODOLOGY

This study employs a quantitative approach to descriptive research. Descriptive methods are one kind of quantitative research method with a problem formulation that combines research to explore or photograph the social situation to be researched thoroughly, broadly, and in depth. Quantitative research methods can be interpreted as research methods that are based on the positivist philosophy and used to study certain populations or samples (Adil, 2023).

247 BPJS Health emergency unit patient claim files for minor accident situations from January to March 2024 comprised the research population. Total sampling, or sampling every member of the population, was the method of sampling employed in this investigation.

study (Setiawan & Ningtyas, 2023). Three informants—the head of casemix, a casemix officer, and an emergency room registration officer at Muhammadiyah Hospital Bandung—were observed and interviewed as part of the data gathering process.

III. RESULTS AND DISCUSSION

1. Completeness of the Chronological Letter for Minor Accident Cases for Emergency Room Patients at the Muhammadiyah Hospital in Bandung

Incomplete chronological letters were still discovered in 2024 at Muhammadiyah Hospital in Bandung, based on inspections of the completeness of these documents for minor accident situations involving ER patients.

Table 1. Completeness of Chronological Letter of Minor Accident Cases for Emergency Room Patients at Muhammadiyah Hospital Bandung in 2024

No.	Month	Complete	(%)	In Complete	(%)
1	January	55	66%	28	34%
2	February	48	72%	19	28%
3	March	65	67%	32	33%
Average		168	68%	79	32%

Table 1 shows that, out of 83 IGD chronology files, 66% of the chronological letters were complete and 34% were incomplete in January, 72% of the chronological letters were complete and 28% incomplete in February, and 67% of the chronological letters were complete and 33% incomplete in March. From January to March of 2024, the average for completeness was 68%, while the average for incompleteness was 32%.

Studies (Lestari & Muf seenin, 2020) indicate that when completing paperwork, the medical record completeness percentage needs to be 100%. Because the completeness figure is not yet 100%, this can definitely impede the BPJS claim procedure, particularly in cases of minor accidents for patients visiting the emergency room at Muhammadiyah Hospital in Bandung.

2. Factors that Cause Incomplete Chronological Letters for Minor Accident Cases in Emergency Room Patients

The factors that cause incomplete chronological documents in cases of minor accidents for emergency room patients at Muhammadiyah Hospital in Bandung are as follows:

a. Less thorough

One of the reasons why emergency room registration officers at Muhammadiyah Hospital in Bandung did not carefully review the completeness of the patient's medical record files was revealed in the results of interviews regarding the factors leading to incomplete chronological documents in cases of minor accidents for emergency room patients.

Research from the Muhammadiyah Hospital in Bandung indicates that emergency department registration clerks hardly ever double-check that patient medical record files are full. Due to their hectic schedules, police often rush through the registration process, failing to take the time to verify that all paperwork is completed. Research (Fauzan Alfarizi et al., 2023) indicates that medical records officers' inaccuracies are the root cause of incompleteness. According to research (Agustina, 2022), officers' inaccuracies are the reason behind insufficient medical record documentation.

b. Limited time

Incomplete medical record files can sometimes be attributed to time constraints in the emergency department, particularly when BPJS patients need a chronological letter for minor events. Officers must expeditiously attend to the registration process for patients whose illnesses necessitate immediate attention, even at the expense of incomplete information.

Officers tasked with registering patients in emergency rooms must move rapidly due to the volume of patients they see. Patients' files must be taken to the filling section by the emergency room registration officer at Muhammadiyah Hospital in Bandung, which makes it take a while to provide services. It takes more time to explain because the patient's relatives, who would typically write the chronological letter, are either not witnesses to the occurrence or are unaware of all the details.

According to research (Anzelika et al., 2021), officers are expected to work swiftly, but they must also add additional tasks, which takes time to complete the files. This is one of the elements contributing to incomplete files.

c. Lack of supervision

Incomplete patient medical record files may result from a lack of supervision, according to the findings of the conducted interviews. The registration clerk in the emergency room could disregard the protocols for finishing patient medical records if they are not under supervision.

Officers who are not adequately supervised will not follow the rules on the accuracy of patient medical records, particularly those requiring chronological letters for small incidents in order to be eligible for BPJS reimbursement. Officers might not recognize the value of comprehensive patient medical records without direction. This could lead to a future occurrence of the same mistake.

d. Forgetfulness

According to the interview's findings, the high volume of ER patients seen at once and the rush to see patients promptly cause officers to frequently overlook writing chronological letters for patients with minor accidents, which leads to incomplete medical files for ER patients. The inability to recall knowledge that we have acquired or been taught is known as forgetting (Sandi & Neviyarni, 2021).

In the emergency room, rotation or abrupt shift changes can also lead to amnesia while handing over or passing to the following shift officer. One possible explanation for officers' forgetfulness could be the lack of a checklist or reminder mechanism to make sure all paperwork is completed

3. The Effect of Partial Chronological Letters on Emergency Department Patients' Minor Accident Cases

Incomplete chronological letters have a negative effect on the Muhammadiyah Hospital in Bandung emergency department patients' ability to file claims for medical services. This is because BPJS has stringent guidelines and policies regarding these kinds of claims. In order to demonstrate that the medical services rendered adhere to set standards, BPJS demands accurate and comprehensive patient medical records. Medical record document incompleteness can make it challenging to validate claims, which can cause payments to hospitals to be delayed and hospital cash flow to be disrupted when claims are not handled promptly because of incomplete files.

The administration of data and the workload of officers during reporting operations are affected. It will take more time for the reporting officer to compile missing data from the patient's medical record. Completing and submitting scheduled reports on time can be delayed by an obstruction in the reporting process.

IV. CONCLUSION

- 1) Between January and March 2024, the Muhammadiyah Hospital in Bandung had an average of 68% complete chronological letters for minor accident cases involving emergency department patients; of the 247 BPJS claim files for small accident cases, 32% were incomplete. Since a medical record document's completeness must be 100%, this does not meet the requirements.
- 2) There are a number of factors that contribute to incomplete chronological letters for emergency room patients in cases of minor accidents. These include officers not paying close attention to whether patient medical files are complete, officers serving patients for short periods of time, a lack of supervision that results in officers not adhering to policies regarding the completeness of patient medical files, particularly when chronological letters are required in accident cases in order for BPJS claims, and officers forgetting because of the high volume of patients.
- 3) Incomplete chronological letters have a negative effect on data management and staff workload during reporting activities. They also impede the BPJS claims process, which delays payments and disrupts hospital cash flow in cases of minor accidents involving ER patients.

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