

REVIEW OF OCCUPATIONAL HEALTH AND SAFETY (OHS) IMPLEMENTATION IN THE FILING ROOM OF BALARAJA REGIONAL HOSPITAL

Ilfan Junata^{*}, Nanda Aula Rumana, Laela Indawati, Muhammad Fuad Iqbal

Health Sciences, Universitas Esa Unggul
Jl. Arjuna Utara No.9, Kebon Jeruk, Jakarta
Email: ilfanjunata@student.esaunggul.ac.id

Abstract

Occupational Safety and Health (OSH) plays a pivotal role in ensuring a safe, healthy, and productive workplace even in areas like hospital archives. The archives room at Balaraja Regional General Hospital stores vital medical records and is exposed to physical, chemical, biological, and ergonomic hazards. This study explores how OSH is implemented in this environment, focusing on five key indicators: hazard recognition and risk control, ergonomic practices, routine health checks, management of facilities and infrastructure, and emergency preparedness. Using a qualitative descriptive approach with a case study method, data were gathered through observations and interviews with the hospital's OSH team leader and six archive officers. Findings show that many safety measures are well applied, including regular cleaning to control dust, OSH training sessions, use of personal protective equipment, and annual health checks in line with regulations. However, gaps remain, such as inadequate lighting, non-ergonomic chairs, and absence of a first aid kit. In conclusion, while OSH implementation meets several standards, improvements in hazard management, facilities, and ergonomics are necessary to create a safer, more comfortable workspace that supports archivists' efficiency and well-being.

Keywords: Occupational Safety and Health, Archives, Hospital Safety, Ergonomics

INTRODUCTION

Hospitals are essential healthcare facilities that play a significant role in improving public health through promotive, preventive, curative, rehabilitative, and palliative efforts (Kemenkes RI, 2015). In performing their functions, hospitals are responsible not only for providing medical services but also for ensuring the safety and health of all personnel working within them. One important component that supports the smooth operation of hospital services is the management of medical records, which serve as the central repository of patient health information and hold administrative, medical, legal, educational, and documentation functions (Kemenkes RI, 2022a).

Medical records are stored in the filing room, a facility where inpatient, outpatient, and emergency records are organized and maintained. Since medical records are confidential and

carry legal implications, their management must adhere to standards of accuracy, safety, and confidentiality. The filing room, therefore, plays a vital role in ensuring the availability and protection of medical record documents. This function requires a safe and healthy work environment to support the performance and well-being of filing officers (Mathar & Igayanti, 2021).

In practice, filing officers are exposed to several occupational risks such as dust exposure, inadequate lighting, poor air circulation, non-ergonomic work positions, and physical hazards from the storage system itself. For this reason, the implementation of Occupational Health and Safety (OHS) in the filing room is essential to create a safe and efficient working environment that minimizes hazards and protects personnel from potential harm (Kemenkes RI, 2018). Proper OHS implementation has also been shown to positively affect the performance and productivity of workers (Kaligis et al., 2013).

However, previous studies indicate that OHS implementation in filing rooms remains suboptimal. Research conducted by Rusadi et al. (2023) at Sambang Lihum Psychiatric Hospital found that although OHS had been introduced through socialization and training, there was still no specific Standard Operating Procedure (SOP) and limited supporting facilities. Similarly, Mawardi et al. (2020) reported that the implementation of OHS in the filing room of RS PKU Muhammadiyah Bantul had not yet met the required standards due to high room temperature, dust accumulation, and the absence of a specific OHS SOP. Mukti et al. (2021) also found that the available safety equipment was inadequate, facilities were incomplete, and OHS supervision was irregular. These findings demonstrate that the implementation of OHS in filing rooms requires greater attention and improvement.

A similar situation was observed at RSUD Balaraja, a type-B regional hospital located in Tangerang Regency. Preliminary observations revealed that the filing room at RSUD Balaraja had several issues, including uneven lighting, non-adjustable chairs, and the absence of a first aid kit. The hospital applies a centralized medical record storage system that combines inpatient and outpatient files. With an average of 235–300 patient visits per day, the workload of filing officers is high, increasing the potential for fatigue and workplace accidents.

Failure to implement OHS effectively can lead to occupational injuries and health problems among filing officers. According to Nurhayati et al. (2021), dusty environments can cause respiratory problems, while Herra (2021) noted that insufficient lighting contributes to eye strain and visual discomfort. Furthermore, Mukti et al. (2021) emphasized that a lack of regular supervision and training results in low awareness among officers regarding the importance of OHS practices.

Based on these conditions, this study aims to provide a comprehensive description of the implementation of Occupational Health and Safety (OHS) in the filing room at RSUD Balaraja. The study seeks to identify key aspects of OHS practices, including hazard recognition and risk control, ergonomic principles, periodic health examinations, facility management, and emergency preparedness. The results of this research are expected to serve as input for hospital management to strengthen OHS implementation and to create a safer, healthier, and more comfortable working environment for filing officers.

IMPLEMENTATION METHOD

This study was conducted at Balaraja Regional General Hospital (RSUD Balaraja), a type B hospital located at Jalan Rumah Sakit No. 88, Tobat Village, Balaraja District, Tangerang Regency, Banten Province, from January to May 2025. The hospital was chosen because it has implemented a Hospital Occupational Health and Safety Management System (K3RS), making it an ideal setting to examine the practical application of occupational safety and health procedures within the medical record unit. The study employed a descriptive qualitative method using a case study approach, collecting data through direct observation and in-depth interviews with key informants responsible for K3 practices.

The informants included one Head of K3RS and six medical record officers selected through purposive sampling due to their direct involvement in K3 implementation. The Head of K3RS holds a master's degree in Occupational Health and Safety, while the medical record officers have D3 and D4 degrees in Medical Record and Health Information, providing diverse perspectives on the hospital's OHS practices. Field observations were conducted to identify potential hazards, ergonomic conditions, and available OHS facilities, followed by semi-structured interviews to gain deeper insights into health examinations, emergency preparedness, and risk control measures.

Data analysis followed a descriptive qualitative technique, starting with transcription of interview recordings using Auris AI and thematic coding via Open Code software to organize the data systematically. Findings were categorized into key themes such as workplace hazards, OHS infrastructure, and risk control effectiveness. The overall results are expected to provide a comprehensive overview of K3RS practices in the medical record unit at RSUD Balaraja, highlighting strengths and challenges, and serving as a reference for hospitals to enhance occupational safety policies and protect staff in high-risk environments.

RESULTS

The qualitative analysis using Open Code provided an overview of Occupational Health and Safety (OHS) implementation in RSUD Balaraja's filing room. The study involved one Head of OHS and six filing officers, with data coded and grouped into five main themes: hazard identification and risk control, ergonomics, periodic health examinations, facilities and infrastructure, and emergency preparedness.

Hazard identification revealed risks such as poor lighting, dust, animals, and unsafe stairs, which were managed through improved lighting, cleaning, mask use, and safety equipment requests. Ergonomic improvements included adjusting chairs and using roll o'pack shelves for efficiency and comfort. Periodic health checks were conducted annually, monitored by the OHS team and department head to maintain staff health.

Facility management showed regular inspections, though first aid kits were lacking. Emergency preparedness involved biannual simulations, emergency response teams, evacuation routes, assembly points, and fire protection. Overall, OHS practices in the filing room are well-managed but need further improvement in safety facilities and emergency readiness.

Identification of Hazard Recognition and Risk Control in the Filing Room of RSUD Balaraja

Based on the analysis conducted with the filing room staff at RSUD Balaraja, several potential hazards and risk factors were identified that may affect the safety and health of employees. The findings were obtained through in-depth interviews and direct field observations, which were then analyzed qualitatively to identify existing problems and control measures implemented in the workplace.

a. Potential Hazards and Risk Factors in the Filing Room

One of the main issues found relates to physical factors. According to the participants, lighting in the filing room was inadequate and uneven, particularly in certain areas where medical records are stored. This situation forces staff to adjust the roll O'pack shelves to obtain sufficient lighting when retrieving documents. Measurement results showed an illumination level of 153 lux, which is below the recommended standard for comfortable and safe work. As a result, some staff complained of headaches due to the lack of lighting while searching for records. One participant mentioned,

"The lighting at this end is sufficient, but at the other end, it's not. So, we have to move around to find proper lighting" (Informant 3). Another added, "Staff used to complain of headaches; previously the room was quite dark. Some parts were bright, but others were blocked by the roll O'pack shelves, which limited the lighting" (Informant 1).

Apart from lighting, a chemical factor was also identified in the form of dust accumulation on the filing racks and medical records. This condition often causes coughing or shortness of breath among staff, especially when sorting or retrieving old files that have not been opened for a long time. One staff member explained,

"In the filing room, the dust risk is real. When we're sorting records, we often cough a lot because of the dust. Especially when we take out old files, the dust flies up and enters our nose. Sometimes it makes us feel tight-chested, especially if we're not wearing masks" (Informant 3).

A biological factor was also found in the form of animals entering the filing room, causing unpleasant odors when one of them died inside the storage racks. As stated by one participant,

"Actually, our hospital is surrounded by a lake and forest, so there are quite a lot of animals around. Sometimes, rats get into the filing room" (Informant 3). Another informant confirmed this, saying,

"Yes, some died after getting trapped in the racks, and the smell spread throughout the room" (Informant 6).

The ergonomic factor was also a concern. Staff members were at risk of falling while reaching medical records stored on high shelves due to the lack of proper ladders equipped with safety handles. One participant shared,

"I once fell from the rack, but it was a long time ago" (Informant 5). Another

explained, “The fall happened because there was only one ladder at that time, and it wasn’t as safe as the one we use now” (Informant 1).

b. Hazard Control Measures

Various control measures have been implemented to minimize these identified risks, although some areas still require improvement. For physical factors, improvements have been made to the lighting system in the filing room, even though formal re-measurement by authorized personnel has not yet been conducted. As one informant stated,

“Lighting must be adequate, and thankfully, improvements have already been made, although the lighting measurement hasn’t been done yet” (Informant 1). Additionally, periodic cleaning is performed using vacuum equipment to reduce dust accumulation. “We always carry out regular checks and cleaning using a vacuum,” said another informant (Informant 2).

To control chemical factors, staff are encouraged to wear protective masks to avoid dust exposure, and routine cleaning is conducted using vacuum equipment. One informant stated,

“When going to the filing racks, we wear masks because of the dust” (Informant 5). This was reinforced by another statement: “We always conduct regular checks and cleaning using a vacuum” (Informant 2).

Regarding biological factors, the hospital has conducted extermination programs and routine monitoring to prevent animals from entering the filing area. As one staff member stated,

“Now there are no more animals because extermination has already been done” (Informant 7). Coordination with the Occupational Health and Safety (OHS) and Environmental Health units is also maintained to ensure regular inspection and preventive measures. “For prevention, we always coordinate with OHS and environmental health. There’s regular monitoring to anticipate problems,” explained another informant (Informant 2). In terms of ergonomic hazard control, the hospital has provided safer ladders equipped with handrails to help staff access higher shelves more securely. “To make it easier for them to reach objects placed at a height, we provided ladders with handrails,” said one informant (Informant 1).

Identification of Ergonomic Principles Implementation in the Filing Room of RSUD Balaraja

Based on the analysis conducted with medical record officers working in the filing room of RSUD Balaraja, it was found that the overall comfort level in using the available equipment varies depending on the type of furniture or tool. The following findings describe the ergonomic conditions related to the use of storage systems, desks, and chairs in the filing room.

a. Roll O'Pack System

The staff generally expressed satisfaction with the Roll O'Pack system used for storing medical records. They stated that the equipment was convenient to use, and the spacing between racks was adequate to support movement and accessibility. One staff member mentioned, "Yes, it's appropriate. Currently, the rack height is approximately two meters" (Informant 5). Another participant added, "It's sufficient for two people, as long as we open it properly according to our needs" (Informant 3). The adequacy of space between the racks was also emphasized: "The distance is sufficient, more than 90 centimeters" (Informant 6). These statements indicate that the storage system in the filing room has been designed with attention to ergonomic standards, allowing for safe and efficient access to medical records.

b. Work Desk

Regarding the work desk, staff reported that the desks provided are already comfortable and do not cause any physical complaints during work activities. As confirmed by several respondents, "The desks we use are comfortable" (Informants 2, 3, 4, 5, 6, and 7). This shows that the current desk design and dimensions are appropriate for the staff's working posture and do not contribute to musculoskeletal strain or discomfort during documentation or record handling tasks.

c. Work Chair

The chairs used in the filing room were considered less comfortable and lacked ergonomic design. The main issues mentioned were the fixed height, absence of wheels, and lack of armrests. Staff members expressed a preference for adjustable chairs with wheels to allow more flexible movement and better posture. One informant stated that adjustable chairs are more comfortable since they can be adapted to individual height, while another added that mobility and adjustability would make the chairs more ideal. Overall, the responses show that staff prefer ergonomically designed chairs with adjustable height, armrests, and wheels, as these features would improve comfort, flexibility, and safety during work.

Identification of Periodic Health Examinations in the Filing Room of RSUD Balaraja

Based on the analysis conducted, periodic health examinations (Medical Check-Up/MCU) for filing room staff at RSUD Balaraja are carried out once a year. The examination includes basic health checks to monitor employees' physical condition and detect early signs of work-related health issues. All filing officers are required to participate in this program, ensuring that every staff member undergoes regular health monitoring. As one informant stated,

"Every year we propose that 100% of employees, including medical record staff, receive a simple annual MCU" (Informant 1).

If any abnormal results are found, the management immediately recommends further medical examination according to the laboratory findings. This is confirmed by another staff member who said,

"If the MCU results are not normal, there's always a recommendation for follow-up tests based on the lab results" (Informant 3).

The hospital's Occupational Health and Safety (OHS) team also monitors and assists employees who are advised to undergo additional examinations. Their role includes ensuring that staff comply with the doctor's recommendations. As noted by one informant,

“We make sure they've had the check-up, whether they've gone to the clinic. If they have, then our assistance ends there” (Informant 1). Overall, the periodic health examination program in the filing room of RSUD Balaraja reflects a structured and preventive approach to maintaining employee health and supporting workplace safety.

Identifying the Management of Occupational Health and Safety (OHS) Facilities and Infrastructure in the Filing Room of RSUD Balaraja

Based on the observations using a checklist and interviews with staff, the researcher obtained information regarding the facilities and infrastructure available in the filing room of RSUD Balaraja as follows:

Table 1. Facilities in the Filing Room of RSUD Balaraja

No.	Equipment	Available	Not Available	Description
1	Open shelves	✓		Two open shelves available in good condition
2	Five-drawer file cabinet	✓		One five-drawer cabinet available and functioning properly
3	Roll O'Pack	✓		Ten Roll O'Pack shelves and thirty-five sub-shelves available and functioning well
4	Filing cabinet	✓		Two filing cabinets available, strong and sturdy
5	Goods trolley	✓		Three trolleys available and in good condition
6	Fire extinguisher (APAR)	✓		Available with regular inspections
7	First aid kit (P3K)		✓	No first aid kit available
8	Room thermometer	✓		One available and functioning properly
9	Ladder with rubber feet	✓		Three ladders available, equipped with rubber footing and safe to use
10	Trash bins	✓		Two bins available for infectious and non-infectious waste

Based on the table above, it can be concluded that the facilities in the filing room of RSUD Balaraja are generally adequate, well-maintained, and undergo regular inspections. However, there is still a shortcoming in the absence of a first aid kit in the room.

Table 2. Infrastructure in the Filing Room of RSUD Balaraja

No.	Infrastructure	Available	Not Available	Description
1	Building	✓		The building is strong and stable
2	Roof	✓		The roof is durable, sturdy, and free from leaks
3	Ceiling	✓		Bright-colored, strong, and free from mold
4	Floor	✓		Smooth, made of strong material, non-slippery, and easy to clean

From the table above, it can be concluded that the infrastructure in the filing room of RSUD Balaraja meets workplace requirements and supports the implementation of occupational health and safety effectively.

Identifying Emergency and Disaster Preparedness, Including Fire Safety, in the Filing Room of RSUD Balaraja

The filing room at RSUD Balaraja has implemented key emergency preparedness measures. Safety equipment such as fire extinguishers (APAR), evacuation routes, assembly points, and PPE like helmets are available, with regular inspections to ensure functionality. Emergency drills are conducted twice a year to refresh staff readiness. As one informant stated:

“Evacuation training is mandatory because situations requiring evacuation do occur, and it’s refreshed every year. At least twice a year, we conduct fire and disaster simulations. Since medical records are crucial, the simulation includes evacuation training as part of our SOP.” (Informant 1)

Staff assigned through official decrees maintain safety equipment, with adjustments allowed by the unit head:

“A few months ago, we had inspections for the smoke and heat detectors. As for APAR, monthly checks are mandatory, and it’s the responsibility of the staff in the medical record unit. Those who receive an inventory decree are automatically responsible for inspecting the APAR. However, if the head of the medical record unit decides on a rotation policy, that’s up to their discretion.” (Informant 1)

Overall, these measures reflect the hospital’s strong commitment to occupational health and safety.

DISCUSSION

Identifying Hazard Recognition and Occupational Health and Safety (OHS) Risk Control in the Filing Room of Balaraja Regional General Hospital

Hazard recognition involves identifying potential risks that may affect healthcare workers, patients, visitors, and the surrounding community within healthcare facilities. Its goal is to enable staff to apply proper risk control measures to prevent occupational diseases and work-related accidents (Ministry of Health of the Republic of Indonesia, 2018).

The study identified several hazards in the filing room. Physically, lighting levels were measured at 153 lux, below the Ministry of Health’s (2019) standard of 200 lux. Chemically, dust accumulated on shelves and medical record files. Biologically, rats were found in the room. Ergonomic hazards included headaches from poor lighting and incidents of staff falling from the Roll O’pack while retrieving files.

These findings are consistent with Kusumaningrum et al. (2022), who reported that inadequate lighting causes eye strain, dust is common on record files, and the absence of proper ladders increases fall risks. To manage these hazards, risk control measures were

applied according to the hierarchy of controls (Ministry of Health of the Republic of Indonesia, 2018). Efforts included improving lighting, vacuuming dust, eradicating pests, and providing ladders with handrails. This aligns with Kusumaningrum et al. (2022), who recommended safe stepping tools such as foldable aluminum ladders and the use of personal protective equipment like masks to reduce exposure to dust and microorganisms.

Identifying the Implementation of Ergonomic Principles in the Filing Room of Balaraja Regional General Hospital

The implementation of ergonomic principles is an effort to adapt work to humans by designing tasks, jobs, work tools, information systems, and facilities in the work environment. The purpose of ergonomics implementation is to enable healthcare personnel to work safely, comfortably, healthily, effectively, efficiently, and productively (Ministry of Health of the Republic of Indonesia, 2018).

Based on the research findings, filing staff expressed comfort with the work equipment used, particularly the Roll O'pack shelves, which meet the standards. The distance between shelves exceeds 90 cm, and the height of the Roll O'pack is 200 cm. According to the Ministry of Health (2006), the recommended distance between two shelves for passage is 90 cm, and the open storage shelf height should be 200 cm. The desks used are also appropriate, as per the Ministry of Health (2018), which states that desks should provide enough legroom underneath for proper movement. However, some discomfort was reported regarding the chairs, which cannot be adjusted in height. According to the Ministry of Health (2016), chairs should be adjustable so that the user's feet can rest flat on the floor.

This finding is consistent with the study by Silfyana et al. (2023), which reported that the work chairs used in the medical record storage room were not ideal, as their height could not be adjusted, the backrests were fixed, and they lacked armrests.

Identifying the Implementation of Periodic Health Examinations in the Filing Room of Balaraja Regional General Hospital

Health examinations for healthcare personnel are conducted to assess health status and to detect early signs of diseases, whether work-related or not, as well as to prevent them from worsening. In addition, health examinations aim to determine the suitability of healthcare personnel to perform their jobs according to their health condition (fit to work). Periodic health examinations should be conducted at least once a year, taking into account the risks associated with the job (Ministry of Health of the Republic of Indonesia, 2018).

Based on the research analysis, the filing staff at Balaraja Regional General Hospital have implemented periodic health examinations in accordance with the policy stipulated in the Regulation of the Minister of Health (Permenkes) No. 52 of 2018. This finding aligns with the study by Novriani et al. (2024) titled *Analysis of the Implementation of Occupational Health and Safety Standards in Health Facilities (Kimia Farma Pasar Minggu Clinic, 2021)*, which found that periodic health examinations for workers were conducted as mandated by Permenkes No. 52 of 2018.

Identifying the Management of Occupational Health and Safety (OHS) Facilities and Infrastructure in the Filing Room of Balaraja Regional General Hospital

The management of healthcare facilities and infrastructure from an OHS perspective aims to create a safe work environment by ensuring the reliability of utilities and infrastructure systems while minimizing potential risks. The OHS aspect of facilities and infrastructure includes the supervision and maintenance of their components (Ministry of Health of the Republic of Indonesia, 2018).

Based on the analysis, the facilities and infrastructure in the filing room of Balaraja Regional General Hospital are generally adequate, and routine inspections of equipment are conducted. However, one shortcoming was identified, the absence of a first aid kit (P3K) in the filing room. This finding is consistent with the study by Rusadi et al. (2023), titled *Review of Occupational Health and Safety (OHS) Implementation for Medical Record Officers in the Filing Room of Sambang Lihum Mental Hospital*, which found that the filing room facilities were incomplete due to the unavailability of a first aid kit.

Identifying Emergency and Disaster Preparedness, Including Fire Safety, in the Filing Room of Balaraja Regional General Hospital

Emergency and disaster preparedness refers to a series of activities designed to minimize the impact of potential losses or damage caused by internal or external emergencies, whether due to technological failures, human actions, or natural disasters that may occur at any time within a healthcare facility (Ministry of Health of the Republic of Indonesia, 2018).

Based on the analysis, the filing staff at Balaraja Regional General Hospital have implemented emergency preparedness measures in accordance with the Regulation of the Minister of Health (Permenkes) No. 52 of 2018. This finding aligns with the study by Sugiarni and Susanto (2023), which reported that RSIA Al Islam Bandung had fully implemented all measures related to emergency and disaster preparedness control.

CONCLUSION

Based on the findings of this study, it can be concluded that the potential hazards identified in the filing room of RSUD Balaraja include physical factors such as inadequate lighting, chemical factors such as dust exposure, biological factors like the presence of rodents, and ergonomic factors such as the risk of falling from the Roll O'pack and headaches caused by poor lighting conditions. Although some preventive measures have been implemented, improvements in lighting are still necessary to meet occupational health standards.

Ergonomic aspects in the filing room are generally well applied, particularly the distance between shelves and the design of work tables. However, the use of non-adjustable chairs remains an issue that may lead to discomfort and long-term musculoskeletal problems. Regular health examinations have been carried out in accordance with the Ministry of Health Regulation No. 52 of 2018, demonstrating the hospital's commitment to maintaining employee health. Most facilities and infrastructure are adequate and undergo

routine inspections, yet the absence of a first aid kit indicates a lack of basic safety preparedness.

Therefore, it is recommended that RSUD Balaraja improve the lighting to at least 200 lux, provide a first aid kit in the filing room, and procure ergonomic chairs to enhance worker comfort, productivity, and overall occupational safety.

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