

EXAMINING THE IMPACT OF MEDICAL RECORDS TOWARDS SERVICES DELIVERY
IN REFERRAL HOSPITALS; A CASE STUDY OF KAMBUGA REFERRAL HOSPITAL,
KANUNGU DISTRICT

BY

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ABSTRACT

This research was a case study of Kambuga Referral Hospital in Kanungu District. The study examined the impact of medical records towards services delivery in referral hospitals .it was conducted along the following study objectives;

To identify the types of services offered by Kambuga referral hospital, to find out the type of medical records generated and used in Kambugu referral hospital and establish the role of medical records towards service delivery in Kambugu referral hospital.

Data collected from 22 respondents who were hospital health workers, using the distributed, interviews guided by the Questionnaire and focus group discussions, which were also guided by the questionnaire and supervised by the researcher. Study findings; indicate a significant positive impact of medical records on delivery of services as provided by the hospital.

It was concluded that a systematic medical record plays avital role in the field of delivering proper health services and care to the people.it was recommended among other things that, medical records be computerized for an easy and fast access due to their importance in service delivery.