
NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY

FACULTY OF COMMUNICATION AND INFORMATION SCIENCE

DEPARTMENT OF RECORDS AND ARCHIVES MANAGEMENT

**AN ASSESSMENT OF THE MANAGEMENT OF MEDICAL REGISTRIES. A CASE
OF THE UNITED BULAWAYO HOSPITALS(UBH) HEALTH AND MEDICAL
RECORDS DEPARTMENT**

BY

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ABSTRACT

This study assesses the management of active medical records at UBH. The project focuses mainly on how records management principles of appraisal, retention and disposal affect the provision of quality medical services by the medical personnel at UBH. It also focuses on the need to utilise medical records policies which act as a basis upon which access to medical records is granted. The objectives of the study were to discover the guides used to regulate the activities of the medical registry, highlight the importance of appraisal, retention and disposal of medical records to determine the consequences of improper medical records management and to identify challenges faced by the medical records department.

Both interviews and questionnaires were to collect data. Interviews were done by appointment while questionnaires were left with respondents and collected at a later date. The research findings were presented in tables and charts to make the process of analysis more manageable. After analysing the data, it was then interpreted and generalisations were made to the general population.

This study was informed by previous research findings to do with medical records appraisal, retention, disposal and policies awareness and use of medical records, which directly impacts on the medical services provision. The findings were mostly in agreement that appropriate ways of managing medical records as well as making them available when requested for is a fundamental concept in records and archives management. The findings further substantiated that medical records management is a very critical subject and if it is not conducted properly it would lead to serious consequences as it involves the medical history of patients.

It was established there is an imbalance between the performance of the medical records department and medical records users expectations. It was also concluded that there were many challenges to accessing medical records and the respondents highlighted these.