

**Website Based Design and Manufacturing of Mother and Child Clinical
Teleconsultation at RSIA Muhammadiyah Probolinggo City, Riska Isyraq
Ramadhani, G41191073, in 2023, Health Information Management, State
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ABSTRACT

Health services at RSIA Muhammadiyah Probolinggo City are provided directly by patients by visiting the hospital. Visits by patients who want treatment at the hospital can cause queues of patients at several polyclinics. This can reduce patient comfort during long queues of patients while waiting in the waiting room. The aim of this research is to design and build a website-based maternal and child clinical teleconsultation at RSIA Muhammadiyah Probolinggo City according to user needs in an effort to improve service quality, especially online services. This type of research is Research and Development research using the Waterfall method. Data collection was carried out by interviews, documentation and observation. The results of this research are website-based clinical teleconsultation for mothers and children at RSIA Muhammadiyah Probolinggo City which can improve the quality of online patient services with real-time chat features and Google Meet-based video calls.

Keywords: Teleconsultation, Online Consultation, Hospital