

Design and Development of a Web-Based Outpatient Online Registration Information System at the Dental and Oral Hospital of Jember University
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ABSTRACT

The Dental and Oral Hospital of Jember University has several problems, especially in the registration department, such as long queues and full registration waiting rooms, information on doctor schedules and specialist dentist quotas is unclear, patient registration via online (google form and Whatsapp) is not yet effective because the registration process still goes through an intermediary officer, patient messages on Whatsapp that are often hoarded, and the unavailability of queue numbers for each clinic. These problems can result in decreased patient satisfaction with the capabilities of health services at the hospital and hamper the registration process both directly at the registration site and online. In addition, the status of the patient queue at the clinic is not known. The purpose of this study was to design and create a web-based outpatient online registration information system at the Dental and Oral Hospital of Jember University. The type of research used is qualitative research with the Waterfall system development method which consists of analysis, design, coding, and testing stages. The data collection techniques used are interviews, observation, documentation, and brainstorming. The result of this research is a web-based outpatient online registration information system at the Dental and Oral Hospital of Jember University which has a QR Code scan feature to speed up the patient registration verification process. This system is also equipped with a quota feature and doctor's schedule, making it easier for patients to see the availability of quotas and doctor's schedules.

Keywords : *Waterfall, QR Code, Online Registration.*