***Design of Online Registration Information System Based on Website Using User Centered Design Method at Balung Regional Hospital Jember***

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## ABSTRACT

*A preliminary study conducted by researchers in June 2023 at RSD Balung Jember yielded results indicating that Balung Regional Hospital has implemented a Hospital Information System (SIMRS), but has not yet facilitated patient registration online from anywhere. Another issue identified is that the online registration service requires a long wait time, causing patient queues to accumulate because the existing direct registration process is lengthy and time-consuming. Therefore, there is a need for an information system that can address these issues. Based on interviews conducted by the researchers with the hospital staff, they hope for a design phase first so that the researchers can find solutions to these problems. As a result, a design for an online outpatient registration information system based on a website at RSD Balung Jember was proposed. This system design will feature advantages such as generating patient queue numbers that can display a barcode for easy patient data retrieval and sending email notifications upon successful registration, making the online registration process at RSD Balung more effective and efficient. The research method used was a structured program with User Centered Design (UCD) methodology. Data collection techniques included interviews, observations, documentation, and questionnaires. The researchers produced a system overview including DFD (Data Flow Diagram) level 0 and 1, an ERD (Entity-Relationship Diagram) for registration system, and several interface design drafts. Subsequent testing with both staff and patients resulted in questionnaire responses indicating satisfaction with the researcher-designed online registration system.*

***Keywords:*** *medical records, patient registration, UCD, website*