

ABSTRACT

Designing Self-Registration Kiosk System for Patient Registration in Hospitals Using *Design thinking Method* **(CASE STUDY: PURWOKERTO SPECIAL EYE HOSPITAL)**

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The patient registration system at the Purwokerto Special Eye Hospital currently still uses handwritten registration, which causes long queues and long waiting times. This condition causes discomfort for the patient. Therefore, there is a need for innovation in designing an independent bridge system for patient registration. It is hoped that the use of the design thinking method in designing an independent bridge system can provide innovative solutions that make things easier for patients. This research aims to design an independent platform system for patient registration at the Purwokerto Special Eye Hospital. This system is expected to reduce long queues. Based on these problems, it is necessary to design an independent platform by paying attention to a UI that is easy to use from the patient's side. Self-service platforms have an easy to use registration process. On the main page there is a search for the patient's medical record number, scanning the BPJS barcode and independently, the patient can search for the medical record number then print the queue number according to online registration. The results of the Usability testing platform obtained an average score of 80 with grade B indicating the platform. Mandiri Hospital is good and accepted by patients, this is reinforced by hypothesis analysis which produces an accepted hypothesis according to the results of the SUS average score. Feedback from respondents was analyzed based on priority levels and corrected according to the suggestions given.

Keywords: *Design thinking, interface, User Independent Pavilion, SUS, system, Usability.*