



INTISARI

Antrian merupakan salah satu komponen yang sering dijumpai dalam pelayanan publik, salah satunya pada klinik kesehatan. Antrian muncul ketika jumlah permintaan pelayanan melebihi kapasitas pelayanan sehingga pelanggan atau pasien harus menunggu dan mengantri. Informasi mengenai antrian pasien seperti nomor antrian dan ruangan yang dituju perlu ditampilkan dalam bentuk yang sistematis dan jelas. Hal ini karena informasi tersebut berperan penting dalam membantu pasien memperkirakan kapan giliran pelayanannya akan tiba. Sistem antrian yang konvensional tidak bisa memberikan informasi tersebut. Maka untuk mengatasinya perlu dilakukan transformasi sistem tersebut menjadi sistem *paperless office*. Pada Klinik Pratama yang tim *capstone project* (CP) jadikan objek studi kasus, yaitu Klinik Pratama SWA sebelumnya telah terdapat sistem informasi klinik berupa sistem registrasi dan sistem rekam medis yang bernama SIMSWA. Namun proses pengantrian yang masih konvensional perlu diubah menjadi sebuah sistem antrian digital sistematis yang dapat mengintegrasikan data antrian antar ruangan di klinik.

QISC (Queue Information System Clinic) hadir sebagai solusi dari permasalahan tersebut. QISC merupakan sistem informasi antrian yang dirancang untuk dapat mengolah dan menampilkan daftar antrian pasien secara *realtime* berdasarkan tempat pelayanannya, seperti ruang periksa, laboratorium dan apotek.

QISC ini dibuat dengan menggunakan metode *prototyping* dan telah dirancang khusus untuk Klinik Pratama yang dijadikan objek studi kasus, sehingga *compatible* dengan sistem yang sudah ada disana. Pada sistem ini terdapat *button* panggil pasien, untuk memanggil pasien yang akan diperiksa. Selain itu agar transfer data pasien antar ruangan dapat dilakukan maka, dibuat *button* pindahkan untuk transfer data pasien sesuai kebutuhan antar ruangan seperti di poli umum, poli gigi, KIA, apotek, laboratorium dan dioperasikan oleh petugas kesehatan klinik seperti dokter, petugas lab, dan apotek/kasir. QISC telah diuji dengan *black-box testing* pada level integration testing, pengujian performa dilakukan dengan *tools* pada browser Google Chrome, dan pengujian aksesibilitas melalui website MAUVE. Metode verifikasi dilakukan dengan perbandingan dengan kebutuhan awal (*requirement*) dan hasil pengujian fungsionalitas dibandingkan dengan sub-karakteristik kualitas sistem fungsionalitas dengan standar ISO/IEC 9126. Pengujian aksesibilitas melalui website MAUVE dilakukan dengan standar WCAG 2.1



pada level *conformance* A, sehingga nantinya QISC dapat digunakan dengan baik oleh pengelola Klinik Pratama yang dijadikan sebagai objek studi kasus.

Keywords - antrian, daftar antrian, klinik, sistem informasi, *paperless office*, QISC, web



ABSTRACT

"Queue" is one of the components that is often found in public services, one of which is in health clinics. Queues appear when the number of service requests exceeds the service capacity so that customers or patients have to wait and queue. Information about patient queues such as queue numbers and designated rooms need to be displayed systematically and clearly. This is because this information plays an important role in helping patients anticipate when their turn for service will arrive. Conventional queuing systems cannot provide this information. So to overcome this, it is necessary to transform the system into a paperless office system. At the Pratama Clinic, that capstone project (CP) team used as the object of the case study, namely the SWA Pratama Clinic, previously there was an information system in the form of a registration system and a medical record system called SIMSWA. However, the existing conventional queuing process needs to be transformed into a systematic digital queuing system that can integrate queuing data between rooms in the clinic.

QISC (Queue Information System Clinic) is here as a solution to this problem. QISC is a queuing information system designed to be able to process and display a real-time queue list of patients based on their service locations, such as examination rooms, laboratory, and pharmacy.

QISC was developed with the prototyping method and has been specially designed for Pratama Clinics, which is the object of case studies so that it is compatible with existing systems there. In this system, there is a "call patient" button, to call the patient to be examined. In addition, so that the transfer of patient data between rooms can be carried out, a move button is made to transfer patient data according to the needs between rooms such as in general polyclinic, dental clinic, the health of both mother and child, pharmacy, the laboratories and are operated by clinical health workers such as doctors, lab staff, apothecary, and cashier. QISC has been tested with black-box testing at the level of integration testing, performance testing has been done with tools on the Google Chrome browser, and accessibility testing via the MAUVE website. The verification method is carried out by comparison with the initial requirements and the results of the functionality testing compared to the sub-characteristics from functionality character in the software quality with the ISO / IEC 9126 standard. Accessibility testing through the MAUVE website is carried out with the WCAG 2.1 standard at conformance level A so that later QISC can be used well by the worker in Pratama Clinic that is used as the object of the case study.

Keywords - queue, queue list, clinic, information system, paperless office, QISC, web