

# **WEB-BASED PATIENT REGISTRATION QUEUE INFORMATION SYSTEM**

*(Case Study: Puskesmas Kebumen II)*

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## **ABSTRACT**

*Puskesmas is an important public health service facility in the health system in Indonesia. However, at Puskesmas Kebumen 2 there is often a problem with long queues when registering patients, causing discomfort and decreasing service efficiency. To overcome this problem, researchers developed a registration queue information system which aims to increase efficiency and patient comfort. This system allows patients to register online via a website application. After registration, the patient will receive a verification code which is used for the verification process at the Puskesmas. This code helps manage patient queues, with queue numbers based on order of arrival. This makes the patient calling process more structured and organized, thereby reducing confusion and chaos in health services. The implementation of this system at the Puskesmas Kebumen 2 is expected to increase service efficiency, reduce waiting times, and increase patient satisfaction. Apart from that, this system also helps Puskesmas management in monitoring and managing patient queue data more effectively.*

*Keywords: Puskesmas, Queue, Information System, Verification*

