Development of a Web-Based Dental Clinic Service Reservation System (Case Study: Ibnu Abbas Bantul Clinic)

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ABSTRACT

Ibnu Abbas Clinic operates in the health sector, one of which is the dental clinic. Currently, Ibnu Abbas Clinic still lacks information facilities so that promotion is not widespread among the community. Patients must make an appointment by calling or coming directly to the clinic, which sometimes patients do not get a place to be examined because they are full or do not know about the doctor's practice schedule at Ibnu Abbas Clinic. Therefore, this study aims to implement a dental clinic service reservation system that is used to support appointment reservation activities at the Ibnu Abbas Clinic to be more effective. The research methods used to develop this dental clinic service reservation system are problem identification, data collection, system analysis, model development, system design, implementation, testing. The result of this system design is an implementation of a web-based dental clinic service reservation system that can provide convenience for patients in making appointment reservations with doctors more easily and effectively. The author conducted a system trial using the blackbox method from 37 scenarios with a success rate of 100%. From the results it shows that in making the implementation of the dental poly service system has succeeded in meeting expectations, namely providing services such as registration and agreements that can facilitate patients and contribute to increasing efficiency in improving clinical care for health workers and the community or related interests.

***Keywords**: Reservation System, Service, Dental Poly, Web, Ibnu Abbas Bantul Clinic*