

ANALYSIS OF USER INTERFACE DESIGN ELECTRONIC MEDICAL RECORDS REGISTRATION OF OUTPATIENT PATIENTS IN NYI AGENG SERANG KULON PROGO HOSPITAL

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ABSTRACT

Background: User interface is a graphic display that can be understood by users of a system. Nyi Ageng Serang Regional Hospital has been using electronic medical records since 2017, but since the implementation of electronic medical records there has never been an analysis of the user interface design, especially for outpatient registration, so it is necessary to carry out analysis to increase user comfort.

Objective: This study aims to determine the results of the analysis of the user interface design for electronic medical records for outpatient registration at Nyi Ageng Serang Hospital based on the Heuristic Evaluation method.

Method: This research is a descriptive study with a qualitative approach, carried out in March-June 2024. The subjects consisted of 5 outpatient registration officers and 1 Head of the Medical Records Unit. The object of the research is the electronic medical record of outpatient registration at Nyi Ageng Serang Hospital.

Result: The user interface for the electronic medical record for outpatient registration at Nyi Ageng Serang Regional Hospital in terms of the Heuristic Evaluation method is very suitable for this method so that the results are very good from every aspect of the Heuristic Evaluation method.

Conclusion: The user interface design for electronic medical records at Nyi Ageng Serang Regional Hospital in terms of 10 Heuristic Evaluation aspects is very good, but the assistance aspect of electronic medical records is rarely used.

Keywords: User Interface Design Analysis, Electronic Medical Records, Nyi Ageng Serang Hospital, Heuristic Evaluation.

ANALISIS DESAIN *USER INTERFACE* REKAM MEDIS ELEKTRONIK PENDAFTARAN PASIEN RAWAT JALAN DI RSUD NYI AGENG SERANG KULON PROGO

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ABSTRAK

Latar Belakang: *User interface* yaitu tampilan grafis yang dapat dimengerti oleh pengguna suatu sistem. RSUD Nyi Ageng Serang menggunakan rekam medis elektronik sejak tahun 2017 namun sejak diimplementasikannya rekam medis elektronik belum pernah dilakukannya analisis terhadap desain *user interface* terutama pada pendaftaran pasien rawat jalan sehingga perlu dilakukannya analisis guna meningkatkan kenyamanan pengguna.

Tujuan: Penelitian ini bertujuan untuk mengetahui hasil analisis *desain user interface* rekam medis elektronik pendaftaran pasien rawat jalan di RSUD Nyi Ageng Serang berdasarkan Metode *Heuristic Evaluation*.

Metode: Penelitian ini adalah penelitian deskriptif dengan pendekatan kualitatif, dilaksanakan pada bulan Maret-Juni 2024. Subjek terdiri dari 5 orang petugas pendaftaran pasien rawat jalan dan 1 orang Kepala Unit Rekam Medis. Objek penelitian yaitu rekam medis elektronik pendaftaran pasien rawat jalan di RSUD Nyi Ageng Serang.

Hasil: *User interface* pada rekam medis elektronik pendaftaran pasien rawat jalan di RSUD Nyi Ageng Serang ditinjau dari Metode *Heuristic Evaluation* sudah sangat sesuai dengan metode tersebut sehingga hasil yang sangat baik dari setiap aspek yang ada pada Metode *Heuristic Evaluation*.

Kesimpulan: Desain *user interface* rekam medis elektronik di RSUD Nyi Ageng Serang ditinjau dari 10 aspek *Heuristic Evaluation* sudah sangat baik namun aspek bantuan pada rekam medis elektronik tersebut jarang digunakan.

Kata kunci: Analisis Desain *User Interface*, Rekam Medis Elektronik, RSUD Nyi Ageng Serang, *Heuristic Evaluation*.