

**DESIGN OF A USER INTERFACE FOR A MEDICAL INFORMATION
RELEASE SYSTEM USING THE DESIGN THINKING METHOD AT
RUMAH SAKIT UMUM RAJAWALI CITRA**

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ABSTRACT

Background: Medical information release is one of the medical record services that must be carried out accurately and effectively while maintaining patient data confidentiality. Based on observations conducted at Rajawali Citra General Hospital, the medical information release process is still performed manually, with an average of 70 requests per month. In addition, illegible handwriting in the diagnosis section was identified, resulting in less effective and efficient service delivery.

Objective: To develop a prototype of a user interface for a medical information release system at RSU Rajawali Citra using the Design Thinking method.

Methods: This study used a Research and Development (R&D) approach with the Design Thinking method through the stages of empathize, define, ideate, prototype, and test. Data collection was conducted through interviews, observations, documentation, and usability evaluation using the System Usability Scale (SUS) involving 5 informants. The user interface prototype was developed using the Figma application.

Results: The results showed that users needed a system that is simple, easy to use, integrated, and capable of accelerating service processes. The resulting prototype consisted of login pages, dashboards, request forms, document verification, diagnosis input, and document printing pages. Usability testing using the SUS method showed that the prototype was acceptable, with an average SUS score of 81 (Acceptable, Grade B, Excellent).

Conclusion: The user interface prototype for the medical information release system was successfully designed using the Design Thinking method and the Figma application. The SUS testing results indicated that the prototype met good usability standards and could be used as the basis for developing an electronic-based medical information release system at RSU Rajawali Citra.

Keywords: Medical Information Release, User Interface, Design Thinking, System Usability Scale, Electronic Medical Record

PERANCANGAN *USER INTERFACE* SISTEM PELEPASAN INFORMASI DENGAN METODE *DESIGN THINKING* DI RUMAH SAKIT UMUM RAJAWALI CITRA

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ABSTRAK

Latar Belakang: Pelepasan informasi medis merupakan salah satu bentuk pelayanan rekam medis yang harus dilakukan secara tepat, efektif, dan tetap menjaga kerahasiaan data pasien. Berdasarkan hasil observasi di RSUD Rajawali Citra, proses pelepasan informasi medis masih dilakukan secara manual dengan rata-rata jumlah pelepasan sebanyak 70 permintaan/bulan dan ditemukan ketidak terbacaan tulisan dokter pada kolom diagnosis sehingga menyebabkan pelayanan kurang efektif dan efisien.

Tujuan: Menghasilkan *prototype user interface* sistem pelepasan informasi medis di RSUD Rajawali Citra menggunakan metode *Design Thinking*.

Metode: Penelitian ini menggunakan pendekatan *Research and Development* (R&D) dengan metode *Design Thinking* melalui tahapan *empathize*, *define*, *ideate*, *prototype*, dan *test*. Pengumpulan data dilakukan melalui wawancara, observasi, dokumentasi, serta evaluasi *usability* menggunakan *System Usability Scale* (SUS) kepada 5 informan. *Prototype user interface* dikembangkan menggunakan Figma.

Hasil: Hasil penelitian menunjukkan bahwa pengguna membutuhkan sistem yang sederhana, mudah digunakan, terintegrasi, serta mampu mempercepat proses pelayanan. *Prototype* yang dihasilkan terdiri dari halaman *login*, halaman awal, *form* permohonan, verifikasi dokumen, pengisian diagnosis, dan cetak dokumen. Hasil pengujian *usability* menggunakan metode SUS menunjukkan bahwa *prototype* dapat diterima dengan skor rata-rata SUS 81 (*Acceptable, Grade B, Excellent*).

Kesimpulan: *User interface* sistem pelepasan informasi medis berhasil dirancang menggunakan metode *Design Thinking* dan aplikasi Figma. Hasil pengujian SUS menunjukkan bahwa *prototype* memenuhi standar *usability* yang baik serta dapat digunakan sebagai dasar pengembangan pelepasan informasi medis berbasis elektronik di RSUD Rajawali Citra.

Kata Kunci: Pelepasan Informasi Medis, *User Interface*, *Design Thinking*, *System Usability Scale*, Rekam Medis Elektronik