

*USER INTERFACE DESIGN FOR INPATIENT REGISTRATION APPLICATION
USING THE DESIGN THINKING METHOD AT THE DHARMA HUSADA
CLINIC BANTUL*

Revalina Atika Devi¹, Abdul Hadi Kadarusno², Syarah Mazaya Fitriana³, Arif
Nugroho Triutomo⁴

Program Studi Rekam Medis dan Informasi Kesehatan Program Diploma Tiga
Poltekkes Kemenkes Yogyakarta

Jl. Mangkuyudan MJ III/304, Mantrijeron, Kota Yogyakarta,

Daerah Istimewa Yogyakarta

Email: revalinaatikad@gmail.com, abdul.hadik@poltekkesjogja.ac.id.com,
syarah.fitriana@poltekkesjogja.ac.id, arifngрту@gmail.com

ABSTRACT

Background: *User interface design is the first step in transitioning from manual medical records to electronic medical records. Inpatient registration at the Dharma Husada Clinic Bantul is still done manually. This situation creates various obstacles such as typos, unclear handwriting, unclear document scans, and duplicate data entry, which can potentially delay the claims process.*

Objective: *To design the user interface for the inpatient registration application at Dharma Husada Clinic Bantul.*

Method: *This study uses the Research and Development method with a Design Thinking approach that includes the stages of empathize, define, ideation, prototype, and test. Data collection was conducted through in depth interviews and observation of 5 registration officers as informants, 1 clinic head as triangulator, and 1 vendor as design validator.*

Results: *Issues with the inpatient registration process included recording errors, unclear document scan result, and data duplication. Based on user needs, a user interface was designed that includes features for inpatient orders, inpatient consent forms, editing features, and inpatient payment options. Usability testing results indicated that the UI design was easy to understand and had the potential to improve the effectiveness of the inpatient registration process.*

Conclusion: *Design Thinking can be used to produce user interface designs that suit user needs and become the basis for developing an inpatient registration application at the Dharma Husada Clinic Bantul.*

Keywords: *User interface, inpatient registration, Design Thinking, Usability Testing, Electronic medical records.*

PERANCANGAN *USER INTERFACE* APLIKASI PENDAFTARAN PASIEN
RAWAT INAP MENGGUNAKAN METODE *DESIGN THINKING* DI KLINIK
DHARMA HUSADA BANTUL

Revalina Atika Devi¹, Abdul Hadi Kadarusno², Syarah Mazaya Fitriana³, Arif
Nugroho Triutomo⁴

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Email: revalinaatikad@gmail.com, abdul.hadik@poltekkesjogja.ac.id.com,
syarah.fitriana@poltekkesjogja.ac.id, arifngрту@gmail.com

ABSTRAK

Latar Belakang: Perancangan *user interface* merupakan langkah awal peralihan rekam medis manual ke rekam medis elektronik. Pendaftaran pasien rawat inap di Klinik Dharma Husada Bantul masih dilakukan secara manual. Kondisi tersebut menimbulkan berbagai kendala seperti kesalahan penulisan, ketidakjelasan tulisan petugas, hasil pemindaian dokumen yang kurang jelas, serta input data ganda yang berpotensi menyebabkan keterlambatan proses klaim.

Tujuan: Melakukan perancangan *user interface* aplikasi pendaftaran pasien rawat inap Klinik Dharma Husada Bantul.

Metode: Penelitian ini menggunakan metode *Research and Development* dengan pendekatan *Design Thinking* yang meliputi tahap *emphasize*, *define*, *ideation*, *prototype*, dan *test*. Pengumpulan data dilakukan melalui wawancara mendalam dan observasi terhadap 5 petugas pendaftaran sebagai informan, 1 kepala klinik sebagai triangulator, dan 1 vendor sebagai validator desain.

Hasil: Permasalahan proses pendaftaran pasien rawat inap meliputi kesalahan pencatatan, ketidakjelasan hasil pemindaian dokumen, dan duplikasi data. Berdasarkan kebutuhan pengguna dirancang *user interface* yang memuat fitur surat perintah rawat inap, formulir persetujuan rawat inap, fitur edit, dan pilihan jenis pembayaran pasien. Hasil *usability testing* menunjukkan bahwa rancangan UI dinilai mudah dipahami dan berpotensi meningkatkan efektivitas proses pendaftaran pasien rawat inap.

Kesimpulan: *Design Thinking* dapat digunakan untuk menghasilkan rancangan *user interface* yang sesuai dengan kebutuhan pengguna dan menjadi dasar pengembangan aplikasi pendaftaran pasien rawat inap di Klinik Dharma Husada Bantul.

Kata Kunci: *User interface*, pendaftaran pasien rawat inap, *Design Thinking*, *Usability Testing*, Rekam medis elektronik