

ABSTRACT

Sari, Ni Made Indira, 2018. *“The speed of service attributed with implementation of desktop based patient registration application in Arjuno Public Health Center of Malang” Final report. DIII Medical Record and Health Information. Health Polytechnic of Health Ministry Malang. Advisor Diniyah Kholidah, ST., S.Gz., MPH*

Patient registration is the beginning of health care process. Based on preliminary survey conducted by the researcher on the process of registration of patient at Arjuno Public Health Center , there is obstacle that on registration system with recording of daily register of patient visit using Microsoft Excel with the patient waiting time to provision of document at the polyclinic about 15 minutes. Based on this background, researchers intend to develop a new system with desktop-based registration application that can be used to help complete the registration administration activities faster. This is expected to facilitate the performance of officers and can improve the registration service. This study uses independent variables in knowing the implementation of desktop based registration application, with the dependent variable to see the difference of the speed in registration service before and after using registration application. With a sample of 100 patients, the speed of registration services before applying the application is 73% of patients waiting for more than 10 minutes at the registration counter. Speed of patient registration service after applying the application is 16% of patients waiting for more than 10 minutes at the registration counter. Judging from the statistical test of SPSS Two Independent-Sample Kolmogorov-Smirnov shows that the value of Sig is 0.00 which means H_0 is rejected. The conclusion is that there is a difference in the speed of outpatient registration service before and after using the application of registration.

Keyword : Speed, Patient Registration, Using Application.