

ABSTRACT

DESIGN OF SELF-SERVICE INFORMATION TECHNOLOGY AT TARAKAN HOSPITAL JAKARTA USING HEALTHCARE INNOVATION FRAMEWORK

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Self-service technology allows consumers to produce services independently without the full involvement of the service provider. In this study, the authors designed a self-service technology at Tarakan Hospital, Jakarta. Tarakan Jakarta Hospital is one of the hospitals owned by the DKI Jakarta provincial government that does not yet have independent services. Thus, this research utilizes the Healthcare Innovation Framework to be able to create self-service services at Tarakan Hospital Jakarta. The Healthcare Innovation Framework aims to create an innovation that focuses on the world of health. The recommendation given is in the form of a Tele-Assistance application Mockup at RSUD Tarakan Jakarta which provides Tele-Assistance for outpatient and Tele-Inpatient for inpatient. With this service design, patients no longer need to queue, and patients do not need to fill out registration forms because there is already integration between the patient's NIK and the Tele-Assistance application, patients can also find out room availability and by using the Tele-Assistance application design at Tarakan Hospital Jakarta, making users less direct interaction between individuals. For this reason, a service blueprint design is needed to see the interaction between patients and self-service services.

Keywords: Self-Service, RSUD Tarakan Jakarta, Healthcare Innovation Framework, Mockup. Blueprint.