

ABSTRACT

The development of information and communication technology has a significant influence on healthcare services in Indonesia. Healthcare services utilize the advancements in technology, one of which is remote health services (EHealth). This represents a transformation in healthcare services that meet customer needs through the use of information and communication technology, in line with changing behaviors in society today. Information and communication technology implemented in healthcare services, particularly in the Halodoc application, includes remote consultations, video and audio conferences, doctor appointment services, medical appointment services, reliable health article attachments, and an daring health store. This research employs a quantitative method by distributing questionnaires to 108 Indonesian individuals who use the Halodoc application and have utilized the doctor chat service within the Halodoc application. The aim of this research is to measure the extent of the influence of the quality of the doctor chat service on Halodoc application users. Based on the results of descriptive analysis, the research indicates that the implementation of remote healthcare services has a positive impact, with an average satisfaction score of 3.96 out of 5.00 across 5 dimensions of indicators. A total of 68.2% demonstrates the overall influence of the quality of the doctor chat service on Halodoc application user satisfaction. However, the empathy indicator has not shown a significant impact.

Keywords: *Health Communication,, Ehealth, Quality of Service, Customer Satisfaction,*