

ABSTRACT

Abstract: *Hospital is a place that can be visited by all groups when people need medical help. Hospital has two types of services, namely medical and non-medical support. Hospital service that is always available 24 hours every day is the emergency room. Hospitals are synonymous with health workers who can help in the medical healing process and also have workers who help operate hospital services so that the hospital becomes a better place to provide services to patients and improve the quality of the hospital. In designing this hospital, the goal to be achieved is to design the emergency room and offices of Panti Wilasa Dr. Cipto Hospital in accordance with the standards that apply to hospitals and offices because at the time of the survey it was found that hospital standards for the emergency room and standards for offices in the hospital had not been met. For this reason, the approach used in this design is user centered design.*

Keyword: *redesign, emergency rooms, offices, user centered design*