

ABSTRACT

Community Health Centers play an important role in providing health services at a particular regional level. In an effort to improve the effectiveness and efficiency of health services, we have taken the initiative to design and develop a web-based Appointment application. The basis for developing this application is to improve patient access to health services, optimize patient queue management, prevent crowds of patients, and improve the quality of medical services by giving patients control over doctor selection and visit schedules. The hope is that this application will be a useful solution for the community and Community Health Centers to improve the health service system in the area. This study will discuss in detail the concept, implementation and potential benefits of the Appointment application at the Tamblong Community Health Center.

Keywords: Appointment Application, Patient Accessibility, Queue Management, Quality of Medical Services