

ABSTRACT

This research discusses the development of an Appointment Service System at Telkom University Health Center. The system aims to enhance the efficiency and quality of healthcare services by managing the appointment process between patients and healthcare providers. The research method used is action research, involving data collection, system design, implementation, and evaluation. The results of this study indicate that the use of the appointment service system can reduce patient waiting times, improve service quality, and provide ease in appointment management. This research provides a positive contribution to improving the operational efficiency of Telkom University Health Center and patient satisfaction.

Keywords: Appointment Service System, Telkom University Health Center, Healthcare Service Efficiency.