

ABSTRACT

Physiotherapy clinic Sei Belutu Medan is a clinic that handles patient care related to recovery functional of one's body to normal function with specific therapies by a team of professional therapists. With a mission to nourish people through a quality physiotherapy service, this clinic always try to provide the best service and customer satisfaction is something important for the clinic.

However, there are some complaints experienced by the customers both internal and external customer that is relating to length of queue time which caused by many activities are still done manually. Therefore, improvement of business process services need to be done.

Improvement is obtained through analysis of value-added and the using of streamlining tools after the previous understanding and measuring the efficiency of the existing business process. The result of these improvements, obtain a proposed process business that provides the efficiency level better than the existing business process.

This is shown by the comparison table below:

Sub process	Existing business process		Proposed business process	
	Cycle time	Efficiency	Cycle time	Efficiency
New general patient registration	117,52	0,52	104	0,59
Old general patient registration	108,32	0,45	82,28	0,59
New company patient registration	117,07	0,52	104,07	0,59
Old company patient registration	107,47	0,45	82,09	0,59
Billing for invoice to company	132,5	0,63	88,51	0,94

Key words: Information System, Business Process Improvement