

ABSTRACT

The use of technology in improving health services in Indonesia is the reason why many health applications have sprung up. Halodoc is a mobile-based health service application in Indonesia aimed to provide health access for the Indonesian people. With a bold doctor consultation service, Halodoc users can communicate via phone call, chat or video call with both general practitioners and specialists. This is a new experience in the world of health in Indonesia (online consultation). Based on the results of the study, the communication experience of Halodoc users cannot be separated from the influence of health conditions that determine whether or not to conduct teleconsultation. Then the selection of doctors is based on the information contained in the Halodoc application, such as experience, rating obtained, education, viewing profile picture, and gender. Furthermore, communication behavior that occurs through the Halodoc application is carried out verbally through chat and non-verbally by sending pictures to doctors. Communication made by Halodoc users is only limited to sending texts to doctors because it is more comfortable than having to go through video calls.

Keywords: *teleconsultation, application, behavior, communication experience*