ABSTRACT

In the era of the COVID-19 Pandemic, the search for information on physical and mental health by the Indonesian people has increased and there has also been an increase in public interest in telemedicine. One of the telemedicine that is widely used today is Halodoc. Based on the survey and testing of the Halodoc application that has been carried out, it is stated that the elderly are aware of the Halodoc application, but only a few of them have used the application due to lack of information related to the application and still find it difficult to use the Halodoc application. From these problems, it is necessary to redesign the Halodoc mobile application to improve accessibility by using the inclusive design method. The use of the inclusive design method focuses on increasing accessibility so that it can help the process of making application prototypes based on the WCAG 2.1 and Mobile Accessibility guidelines according to the needs of elderly *user*s. Comparative Evaluation was carried out in the first and second evaluations, the results obtained were an increase in the completion rate by 100%, a decrease in the average Time on task, and a decrease in the number of Errors, this means that the implementation of mobile application design designs to improve accessibility for elderly *user*s achieved or succeeded.

Keywords *: Accessibility, elderly, Halodoc, WCAG 2.1, Inclusive design, Mobile Accessibility*