

## **ABSTRACT**

*Clinics which are health care facilities that organize and provide medical services are widely available in the community, especially in Padang City. The number of clinics in Padang city according to the Padang City Statistics Agency in 2020 to 2022 is 102 clinics. The problem that occurs in the object of this research is that a form of service information system has not been implemented at Dentika Dental Clinic. The purpose of this final project is to design a website-based service process information system at Dentika Klinik Gigi.*

*In designing this Dentika Klinik Gigi website using the waterfall method. The stages in the process are needs analysis, system design, implementation, testing, and maintenance. In the needs analysis there are results of interviews with the clinic. For system design there is data collection, identification of system requirements, and Unified Modeling Language (UML) design. At the implementation stage there is a form of display on the website that has been designed. For the testing stage there is verification in the form of black box testing and validation in the form of User Acceptance Testing (UAT). In the last stage, namely maintenance, which in this final project does not reach that stage so there is no writing related to maintenance in this final project design.*

*This final project produces design results in the form of a Dentika Klinik Gigi website that has features according to the request of the clinic. This website also has features such as queuing for patients, examination reports by doctors, patient payments, and clinic bookkeeping.*

*With this Dentika Klinik Gigi website, workers at the clinic can do their work more quickly based on the time and performance of these workers. This website can facilitate the work of the doctor and the administration to search for patient medical records and patient data.*

***Keywords - [Klinik Gigi, Metode Waterfall, Sistem Informasi, Website]***