

ABSTRACT

Clinic XYZ is a healthcare provider company (Healthcare Provider) that provides health solution services in the form of Clinics, Laboratories, Pharmacies, Optics and Health Services. Clinic XYZ has a vision to contribute to becoming the primary healthcare management company of choice for corporations covering several sectors such as the hotel sector, industry, banking, transportation, universities, etc. The Clinic XYZ branch located at T University is a unit intended to maintain healthcare services for all students where patients receive free standard healthcare and treatment services. Through observation, interviews and data analysis, problems faced by the clinic and several aspects that can be developed were found. These problems include the absence of a good patient relationship management system, patient recording, limited facilities, and other problems will become more apparent with the growth of the student population each year. The purpose of this Final Project is to design a scheduling and medical record system in the form of a dasbor to integrate information and parties related to the treatment process at Clinic XYZ, and to solve existing problems. The benefits of the Final Project are real-time services and more effective clinic operational management. The dasbor design is carried out using the Waterfall approach and MCDM (multi-criteria Decision Making) Profile matching techniques to support the scheduling system. This system is operated using the Black Box Testing method and validation with UAT (user acceptance test). Validation uses the ISO 25010 reference to ensure the suitability of the design to real conditions at the Clinic XYZ. The result of this Final Project is a dasbor that can be used by students, administrative staf, doctors and managers of the Clinic XYZ to integrate real-time information and improve the patient's treatment experience.

Keywords: *Dashboard, Medical Records, Patients, Scheduling, Services*