
Web-Based Patient Service Information System At Al-Furqon Health Clinic, Palembang

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Abstract

AL-Furqon Health Clinic is a healthcare facility committed to providing quality and affordable medical services to the community. However, the manual management of patient data often leads to delays in record-keeping, risk of data loss, and suboptimal service delivery. This study aims to design and develop a web-based patient service information system that supports patient registration, data management, service scheduling, and medical record documentation in an integrated manner at AL-Furqon Clinic Palembang. The system was developed using the Agile method and Unified Modeling Language (UML) modeling to represent system requirements and workflows. The technologies used include JavaScript, MySQL, and XAMPP. This web-based patient service information system integrates and manages registration, reservations, medical records, and service schedules in real-time, providing convenience for patients to access services online and assisting administrators and medical staff in efficiently managing data and services. The research results indicate that the system improves efficiency, accuracy, and speed in managing patient service data. With this system, healthcare services at AL-Furqon Clinic are expected to become more effective and well-structured.

Keywords: Information System, Website, Patient Services, Clinic, Agile.

INTRODUCTION

The healthcare service sector, including services at the clinic level, has undergone significant transformation as a result of advances in information technology. As primary healthcare facilities, clinics play a crucial role in providing fast, accurate, and efficient medical services to the community. However, a major challenge faced by many clinics is the limited capacity to manage data in a structured and integrated manner. The lack of interoperability among health information systems represents a serious obstacle. Many healthcare facilities, particularly clinics, still rely on standalone applications or manual record-keeping systems that are not interconnected, resulting in patient data that cannot be synchronized in real time. Manual data management in clinics often leads to various problems, such as delays in data retrieval, risks of data loss or damage, and potential errors in recording patient information. These issues can hinder service processes and reduce the quality of care provided to patients (Arifin, 2024).

AL-Furqon Health Clinic is a general clinic located on Jl. Sematang Borang, Sako District, Palembang City. As one of the primary healthcare facilities frequently visited by the community, this clinic is particularly favored due to its strategic location and its considerable distance from major hospitals in Palembang. This distance encourages residents to seek basic healthcare services at AL-Furqon Health Clinic, as it offers faster and more affordable treatment. Nevertheless, despite its important role in meeting community healthcare needs, the clinic still manages patient service data manually, using registration logbooks and Microsoft Excel as storage media. Based on initial observations, patient registration requires individuals to visit the clinic in person to complete registration forms. This manual registration process results in long waiting times of more than 30 minutes. Such an approach leads to several issues, including the risk of data entry errors, suboptimal patient scheduling that causes extended waiting times, frequent inaccuracies in record-keeping, data loss, and the absence of comprehensive and timely access to patient information. These problems directly affect patient satisfaction and the overall effectiveness of clinic services. Clinic management recognizes the importance of an integrated, real-time information system to support work efficiency and improve decision-making accuracy. Moreover, reliance on conventional storage media poses risks

to data security and sustainability, such as weak archiving systems that complicate document retrieval and reduce operational effectiveness. Due to these limitations, an integrated patient service information system is required to manage all data efficiently, facilitate data retrieval, and enhance service speed and accuracy (Lim et al., 2023).

One strategic solution to improve the operational efficiency and effectiveness of AL-Furqon Health Clinic is the implementation of a web-based patient service information system. Through this system, patient reservations, medical records, service scheduling, and clinic administration can be managed centrally and in real time. Additionally, the system is expected to accelerate service processes, minimize data errors, and improve accessibility of information for patients, administrators, and medical personnel (Tumini & Endang, 2023). The development of this system utilizes JavaScript as the programming language for website development, MySQL as the database for storing patient service information, and XAMPP as a local server to support integrated system development and testing. This combination of technologies enables the creation of a flexible, efficient, and easily implementable system within a clinical environment. The study adopts the Agile methodology for system development, as it allows incremental development and adaptability to user needs. Furthermore, UML (Unified Modeling Language) is employed to document data structures, user interactions, and system workflows. The objective of this research is to develop a web-based patient service information system for AL-Furqon Health Clinic in Palembang to support more effective, efficient, and integrated healthcare services and to enhance service quality for the community.

Information systems in the healthcare sector have been proven to improve operational efficiency, the quality of patient care, and overall patient experience (Mutiarani, 2023). The implementation of a web-based patient service information system at AL-Furqon Health Clinic is expected to enhance service processes, including registration, medical record management, scheduling, and clinic administration. With this system, clinic leaders and staff are expected to conduct monitoring, evaluation, and patient data management in a more integrated, rapid, and accurate manner. In addition, the system can improve service transparency and facilitate the availability of data needed for informed decision-making related to clinic operations. It is anticipated that this research will contribute to the development of small- and medium-scale clinic services, particularly in areas lacking access to major hospitals.

RESEARCH METHODS

Research Stages

The research stages are intended to assist in defining and explaining the sequence of steps that must be carried out during the study. The overall research process is illustrated in Figure 1 below.

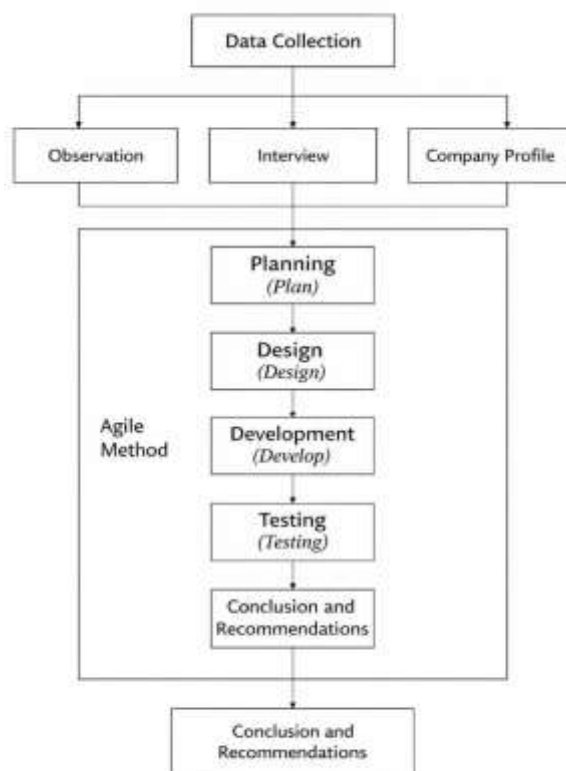


Figure 1. Research Stages

Data Collection Methods

In this study, data collection is a crucial stage, as accurate and reliable data are essential for providing relevant solutions to the problems that have been formulated. Therefore, data collection serves as an important initial step in ensuring the success of the research. The data used in this study were obtained from several sources, including observation, interviews, and the company profile.

Observation

The researcher collected data through direct observation of patient service processes at AL-Furqon Health Clinic. The observations yielded information regarding the challenges faced by the clinic, as well as supporting data such as patient registration procedures and patient data management practices currently in use.

Interviews

The researcher conducted direct interviews with two staff members at AL-Furqon Health Clinic, namely Ms. Rini and Mr. Madi. The data obtained from these interviews included information on the clinic's organizational structure, vision and mission, and the existing patient service system workflow. The following is a photograph taken during the interview process:



Figure 2. Documentation during the interview

RESULTS AND DISCUSSION

System Implementation

The results of the system analysis and design presented in the previous chapter were subsequently implemented in the patient service information system at AL-Furqon Health Clinic, Palembang. This system was developed to support patient service processes and patient data management more efficiently. The information system was developed using the JavaScript programming language and MySQL as the database. For development and testing purposes, XAMPP was utilized as a local server, while Visual Studio Code was used as the code editor for program development.

System Implementation Results

After completing the coding process for the website, the researcher proceeded to the next stage of development, namely the implementation phase. This section describes the website design that has been developed, along with guidelines for its use.

Patient Interface

Login Page

To access the system, patients are required to enter their email and password in accordance with the data registered during account creation.

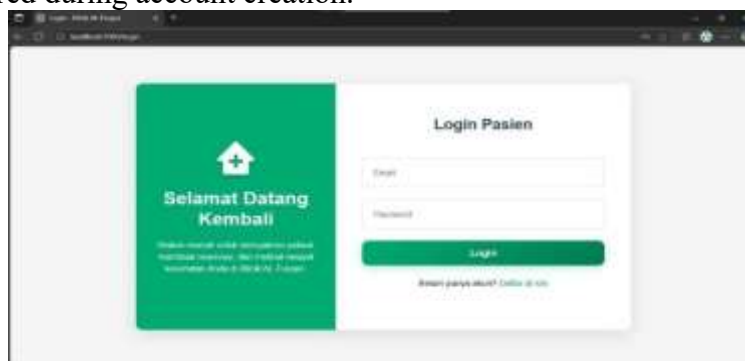


Figure 3. Patient Login Page

Patient Registration Page

The patient registration page is used to create a new account by entering personal information such as full name, email address, national identity number (ID number), telephone number, gender, date of birth, address, and password. The form is also equipped with a CAPTCHA verification feature. After all required data have been completed, patients can click the “Register” button to save their account.

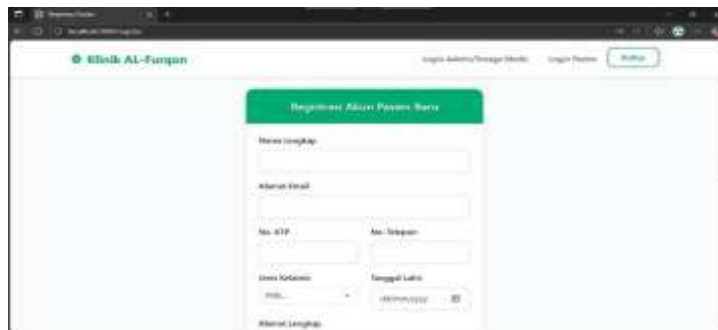


Figure 4. Patient Registration Page

Patient Dashboard Page

The patient dashboard page displays a personalized welcome message and a button to create a new reservation. Below this, there is a quick-access menu to the main features, including patient profile, examination history, and help contact information.



Figure 5. Patient Dashboard Page

Patient Reservation Creation Page

This page is used to schedule an appointment with a doctor. Patients select the reservation date, view operational schedule information, and enter their primary complaint. The system displays an estimated arrival time and a notification that the reservation will be confirmed by the administrator within 1×24 hours.



Figure 6. Patient Reservation Creation Page

Reservation History Page

This page displays a list of reservations that have been made by the patient, along with details such as the reported complaint, submission date, and time. Patients can monitor the reservation status, including Pending, Confirmed, or Completed, and may cancel a reservation if necessary.



Figure 7. Reservation History Page

Examination History Page

This page presents the patient’s examination history, including the examination date, attending physician, diagnosis, and prescribed treatment, as well as a “View Medical Record” button to access more detailed information.

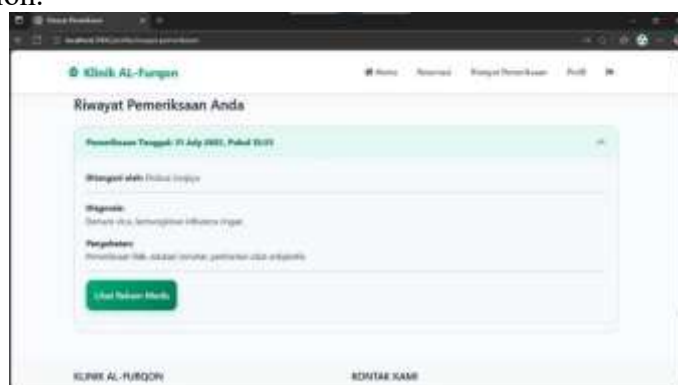


Figure 8. Examination History Page

Medical Record Detail Page

This page includes key features such as an Initial Complaint section to record patient symptoms, a Vital Signs section displaying six medical parameters in a grid format, and an Examination Results section with tabs for Diagnosis, Medical Procedures, Prescriptions, and Additional Notes. At the bottom of the page, there is a Document Action section with a button to print the medical record.



Figure 9. Medical Record Detail Page

Medical Record Print Page

The Medical Record Print page features a clinic header containing address and telephone information, along with the title “Patient Medical Record Data Report.” The main features include a table of patient information, a Primary Examination section for complaints and general condition, and three action buttons at the bottom: Close, Print, and Download PDF.



Figure 10. Medical Record Print Page

Patient Profile Page

The Patient Profile page displays the patient’s personal information. A feature to update data is available through the “Edit Profile” button. In addition, quick-access features and a summary of recent visits are provided at the bottom of the page.

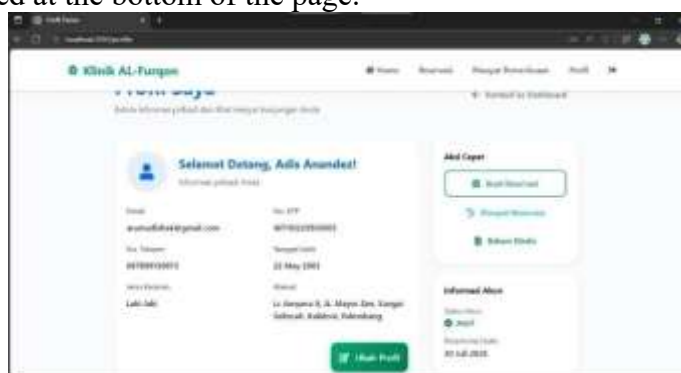


Figure 11. Patient Profile Page

Admin Interface

Admin Login Page

This page functions as the login interface for administrators. Users are required to enter their username and password into the provided form and then click the LOGIN button to access the system.

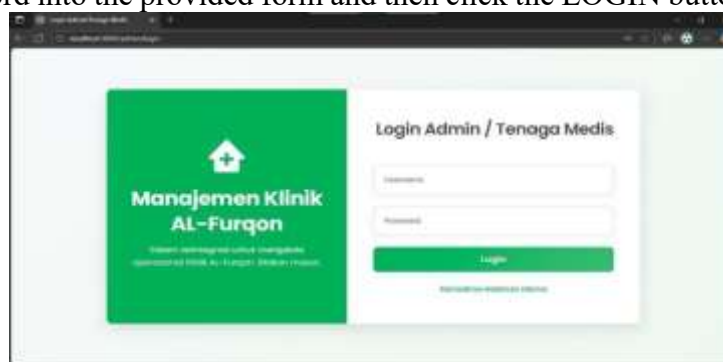


Figure 12. Admin Login Page

Admin Dashboard Page

The Admin Dashboard page presents a summary of key data, including the total number of patients, the number of medical personnel, and reservation statistics displayed in graphical form. The navigation menu on the left side allows administrators to quickly access reservation management, patient management, scheduling, and medical personnel features.



Figure 13. Admin Dashboard Page

Reservation Management Page

On the Reservation Management page, administrators can view and manage the complete list of patient reservations. Search and filtering features are available based on patient name, reservation status, and date. Reservation data are displayed in a table containing information on session time, assigned physician, status, and action buttons.

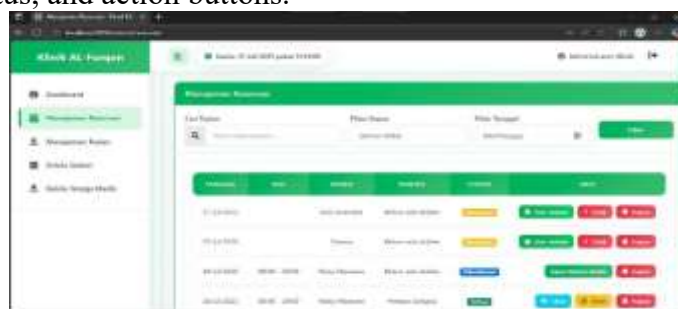


Figure 14. Reservation Management Page

Reservation Confirmation and Scheduling Page

On the Reservation Confirmation and Scheduling page, administrators can review detailed reservation information, including patient name, selected date, and reported complaints. The administrator then selects an available time slot to be confirmed with the assigned physician and saves the schedule with a single click.



Figure 15. Reservation Confirmation and Scheduling Page

Patient Management Page

On the Patient Management page, administrators can view a list of patients registered in the system, complete with information such as name, email address, date of birth, and gender. Administrators can also access detailed patient profiles or modify patient data through the available action buttons.



Figure 16. Patient Management Page

Schedule Management Page

On the Schedule Management page, administrators can manage the practice schedules of medical personnel by viewing a list that includes names, practice days, start times, and end times. Administrators can add new schedules and edit or delete existing schedules using the action buttons provided.



Figure 17. Schedule Management Page

Add Doctor Schedule Page

On the Add Schedule page, administrators can add new practice schedules for medical personnel by selecting the doctor's name, specifying the practice day, start time, end time, and schedule status. Once the information has been completed, the schedule can be saved by clicking the Save button.



Figure 18. Add Doctor Schedule Page

Medical Personnel Management Page

The Medical Personnel Management page displays a complete list of medical personnel registered in the system, including full name, username, role, and area of specialization. Each row includes Edit and Delete options to facilitate efficient management of medical personnel data by the administrator.

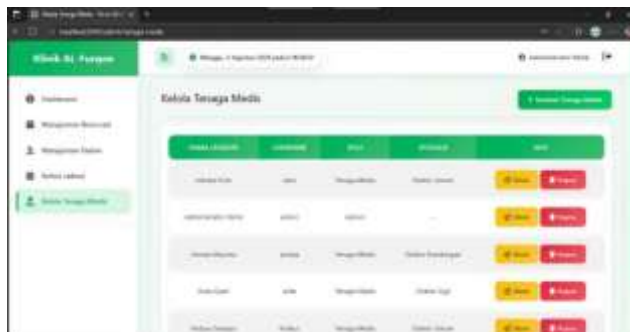


Figure 19. Medical Personnel Management Page

Add Medical Personnel Page

The Add Medical Personnel page provides a form for entering new medical personnel data into the system. The required fields include Full Name, Username, Password, Role, and Specialization. A **Save** button is available to add the data, while a **Cancel** button allows the administrator to abort the process.



Figure 20. Add Medical Personnel Page

Medical Personnel Interface

Medical Personnel Login Page

The Medical Personnel Login page displays an interface for accessing the system. Users are required to enter their Username and Password in the provided fields.

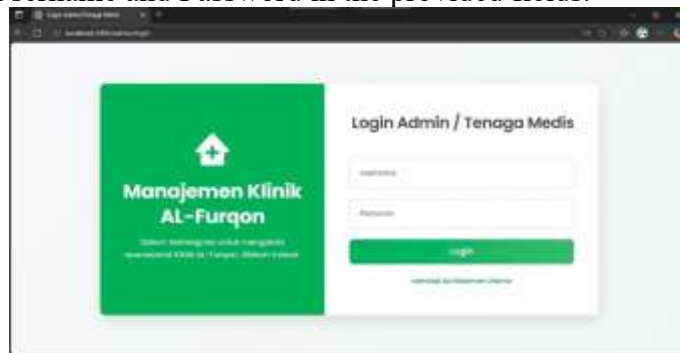


Figure 21. Medical Personnel Login Page

Medical Personnel Dashboard Page

The Medical Personnel Dashboard page presents graphical summaries of key data, including the total number of patients, the number of medical personnel, as well as statistics on reservations and new patient registrations. A navigation menu on the left side facilitates quick access to system features for medical personnel.



Figure 22. Medical Personnel Dashboard Page

Medical Personnel Reservation Management Page

The Medical Personnel Reservation Management page displays a list of patient reservations. For each reservation, available actions include View and Edit to examine reservation details and make modifications, as well as an Input Medical Record button to enter patient medical records.



Figure 23. Medical Personnel Reservation Management Page

Medical Personnel Medical Record Input Page

The Medical Record Input page is a form used to document patient medical records. This page includes patient information, vital sign examination results, diagnoses, and medical procedures performed. In addition, medical personnel can create prescriptions and add clinical notes. A Save Medical Record button is provided to store the entered data.

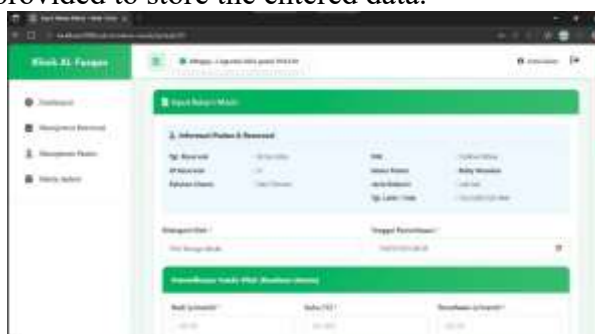


Figure 24. Medical Personnel Medical Record Input Page

Medical Personnel Medical Record View Page

The Medical Record View page displays detailed patient medical records that have already been saved. At the bottom of the page, an Edit Medical Record button is available to make modifications.



Figure 25. Medical Personnel Medical Record View Page

Medical Personnel Medical Record Edit Page

The Medical Record Edit page is a form used to modify existing medical record data. This form displays previously entered patient information and examination results. A Save Medical Record button is provided to save the changes, along with a Cancel button to cancel the editing process.



Figure 26. Medical Personnel Medical Record Edit Page

Blackbox Testing

Blackbox testing is a software testing method that focuses on evaluating system functionality without considering the internal structure of the program. This testing aims to ensure that the system operates in accordance with predefined requirements and specifications by examining system inputs and outputs. The following section presents the results of blackbox testing conducted on the web-based patient service information system at AL-Furqon Health Clinic.

System Testing for Patients

System testing for patients was conducted to ensure that all features accessible to patients function as intended and in accordance with established requirements and specifications. This testing includes account registration, login, making reservations, viewing medical record results, printing medical records, and the logout process. Each test scenario focuses on validating system inputs and outputs without examining internal program processes. The results of patient system testing using the blackbox testing method are presented below:

Table 1. Patient Menu System Testing

No.	Activity	Test Scenario	Expected Result	Details	Remarks
1	Account Registration	Registration with valid data	The system stores patient data and displays a success notification	Entered data include Name, National ID Number (NIK), Phone Number, Password, and Valid Email, which are validated against the database	
2	Account Registration – Failed	Registration with incomplete data	The system displays an error message	If any required field is empty, the system displays a notification stating “Please	Valid

3	Login	Login with valid credentials	The user is directed to the patient dashboard	complete all required data” Email and password match the database records	Valid
4	Login – Failed	Login with invalid credentials	The system displays an error message	Incorrect email or password; the system displays a notification stating “Email or Password is incorrect”	Valid
5	Make a Reservation	Complete the reservation form with valid data	Reservation data are saved and a “Reservation Successful” notification is displayed	The system checks doctor schedule availability and stores the reservation data	Valid
6	View Medical Record Results	Click the medical record results menu	The system displays the patient’s medical record data	Data include diagnosis results, medical procedures, and examination dates	Valid
7	Print Medical Record Results	Click the print medical record option	The system displays medical record data for printing	Data are presented as a patient medical record report in PDF format	Valid
8	Logout	Log out of the patient account	The system returns to the login page	The patient session ends	Valid

System Testing for Administrators

System testing for administrators aims to ensure that features related to data management—such as patient data, medical personnel data, service schedules, and medical record data—function properly in accordance with the clinic’s business processes. The testing also includes the administrator login and logout procedures. Through this testing, it is expected that all data entry, editing, and deletion processes can be performed accurately and that the system responds as expected. The results of the administrator system testing using the blackbox testing method are presented below:

Table 2. Administrator Menu System Testing Table

No.	Activity	Test Scenario	Expected Result	Details	Remarks
1	Login	Login with valid credentials	The administrator is directed to the admin dashboard	Username and password are validated against the database	Valid
2	Login – Failed	Login with invalid credentials	The system displays an error message	Incorrect username or password; the system displays a notification stating “Username or Password is incorrect”	Valid
3	Manage Patient Reservation Data	Perform actions on patient reservation data	The administrator performs actions on patient reservation data	Patient reservation data can be confirmed, rejected, or scheduled	Valid
4	Manage Medical	Add medical personnel data	Medical personnel data are successfully saved	Data include Name, Specialization, and Work Schedule	Valid

	Personnel Data				
5	Manage Schedules	Add doctor practice schedules	Schedule data are successfully saved	Schedules are entered according to available practice days and hours	Valid
6	Manage Medical Record Data	Add patient medical records	Medical record data are saved and can be accessed by patients	Data such as diagnosis, medical procedures, and notes are added by the administrator	Valid
7	Logout	Log out of the administrator account	The system returns to the login page	The administrator session ends	Valid

System Testing for Medical Personnel

System testing for medical personnel aims to ensure that features related to patient data access and medical record management function properly. The testing covers the medical personnel login process, viewing patient data, entering patient medical records, and the logout process. This testing ensures that medical personnel can access and update patient data accurately and that the system responds in accordance with the expected specifications. The results of the system testing for medical personnel using the blackbox testing method are presented below:

Table 3. Medical Personnel Menu System Testing

No.	Activity	Test Scenario	Expected Result	Details	Remarks
1	Login	Login with valid credentials	Medical personnel are directed to the medical personnel dashboard	Username and password match the database records	Valid
2	Login – Failed	Login with invalid credentials	The system displays an error message	Incorrect username or password; the system displays a notification stating “Username or Password is incorrect”	Valid
3	View Patient Data	Click the patient list menu	The system displays the patient list data	Displayed data include Name, National ID Number (NIK), Phone Number, and visit history	Valid
4	Enter Medical Records	Add diagnosis and medical procedures	Medical record data are saved and can be accessed by patients and administrators	Diagnosis, medical procedures, and notes are entered by medical personnel	Valid
5	Logout	Log out of the medical personnel account	The system returns to the login page	The medical personnel session ends	Valid

CONCLUSIONS

Based on the results of the research and the development of a web-based patient service information system at AL-Furqon Health Clinic, Palembang, it can be concluded that:

The developed web-based patient service information system is capable of managing patient registration data, service reservations, medical records, and service schedules in a structured, integrated, and real-time manner, thereby improving service efficiency, accuracy, and speed.

The implementation of this system provides convenience for patients in accessing clinic services, such as online registration and service reservations, as well as independently viewing their medical record information.

Administrators and medical personnel benefit from improved ease in managing patient data, organizing service schedules, and recording and monitoring medical records digitally through a centralized system, resulting in faster, more accurate, and well-documented service processes.

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