

ABSTRACT

SMART SERVICE PUSKESMAS AND HOSPITAL IN LAMPUNG BASED ON PATIENT PRIORITIES USING THE FIRST IN FIRST OUT ALGORITHM

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Long queues and long waiting times are a common problem in hospitals and puskesmas. Smart Service provides an efficient queue management system, enables patients to book appointments online, and optimizes examination and consultation schedules. Hospitals with Smart Service can provide easily accessible health information. This includes information about diseases, medical procedures, medications, and health guidelines. FIFO stands for First In First Out, and refers to how data is organized and handled in terms of timing and priority. This statement refers to the traditional approach of processing queues or serving requests as opposed to ordering systems based on First Come First Served (FCFS) behavior, where individuals leave the queue in the order they arrived, or wait their turn. The system testing process is carried out using the black box testing method. When testing using a Lenovo thinkpad f310 laptop, the Intel Core i5 Personal computer runs well, all application menus can be accessed and run well. This website can be accessed on other personal computers and laptops that already use the minimum operating system version of Windows 10. From the description of the discussion that has been explained, it can be concluded that with the existence of smart service applications, it is hoped that it can help people get queues according to their disease priority and help medical staff in choosing which to prioritize to be treated first based on the type of disease experienced by mild, moderate, or severe patients.

Keywords: FIFO, Smart Service, Prioritize, Hospitals, Patients.