

## Design of Information System for Outpatient Emergency Room Eligibility Letter to Support BPJS Claim Reporting

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### ABSTRACT

Technological advances in this era have a significant impact in various fields, including the health sector. A good hospital can be seen from the services provided to its patients. In the hospital, there are still several problems in the processing of making patient eligibility letters (SEP), namely making patient eligibility letters still using claims that have not been bridged with sims, causing the process of making patient eligibility letters to take a long time, thus affecting the quality of health services in the hospital emergency department. So it is necessary to design a system for making patient eligibility letters in the Emergency Installation unit. The method used in this study is a qualitative method with a descriptive approach by conducting data collection stages through interviews, observations, and literature studies, and the method used for device development is the System Development Life Cycle (SDLC) method. The result of this design is a system for making patient eligibility letters in emergency installations that can facilitate health workers in making SEPs.

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## 1. INTRODUCTION

In 2011 the world entered the era of Industry 4.0 where technology is born and developed rapidly. Computers, the internet, software, and the like have begun to be used and various kinds of advanced technologies were born and continue to grow. On January 21, 2019, the world entered the era of Society 5.0, this era is the development of the industrial revolution 4.0. What is Society 5.0? Citing the BINUS University Online Learning website, Society 5.0 is a concept that allows mankind to use modern technology-based science such as AI and robots to meet the needs and facilitate human life [1].