ABSTRACT

PT Mutiara Medical Service is an organization engaged in providing healthcare services for partner companies. However, several issues still arise in its operations, such as managing service orders with clients, organizing data for partner hospitals and clients, managing the stock of medicines and vaccines, and documenting medical records, which are not yet well-structured. To address these issues, a web-based medical service information system was developed to minimize human error and improve efficiency in managing service orders with clients, organizing partner hospital and client data, managing medicine and vaccine stock, and ensuring medical records are better organized. This information system is expected to serve as a reference for decision-making. The development process utilized the Software Development Life Cycle (SDLC) Agile Methodology with Kanban process model. The Kanban process model was chosen because it accommodates changes in system requirements during development, does not require specific roles within the development team, and ensures time efficiency. The Kanban process model allows for continuous progress, as tasks can proceed to the next stage immediately upon completion, enhancing time and cost efficiency. The application was tested using the Black Box Testing method. The result of this research is a web-based medical service information system that was successfully tested using the Black Box Testing method, achieving 100% accuracy. This indicates that all system functions operate as required and meet the predefined specifications.

Keywords : Medical Service Information System, Kanban Model, Black Box Testing