

ABSTRACT

Apotik dan Klinik Anggrek is a public health facility that provides health services such as selling medicines and booking health services with general practitioners and dentists. A common problem occurs when the clinic is busy. Very long patient queues and manual management of health services result in crowded waiting rooms due to unstructured and inefficient health service processes. Furthermore, the waiting room at the clinic is very limited, with a capacity of only about 30 people. Based on these problems, a solution was created to design and build a web-based information system for health service reservations with general practitioners and dentists as well as purchasing drugs at Anggrek Pharmacy and Clinic. The development of this system will utilize PHP frameworks, namely Laravel 11, Laravel Spatie, and Laravel Breeze. The software development method used in designing this system is the ICONIX process. The results of this study indicate that the system developed is in accordance with functional requirements and runs well based on the use case scenario.

Keywords: Reservation Service System, Drug Purchase, Apotik dan Klinik Anggrek, Laravel 11, ICONIX Process