

## ABSTRACT

Name : Diva Ardelia Putri  
Study Program: D-3 Medical Records and Health Information  
Title : Evaluation of Outpatient Patient Registration Via the WhatsApp Application at Aminah Hospital Blitar.

*The registration system at RSU Aminah Blitar uses 7 types, namely application registration for RSU Aminah, independent pavilions, inpatient nurses, direct visits to the hospital, telephone, WhatsApp, and Mobile JKN where each type of registration process has its own SOP. The purpose of this study is to identify the flow of outpatient registration via the WhatsApp application and evaluate outpatient registration via the WhatsApp application using the 5M method (Man, Money, Material, Machine, Method). The type of research used is descriptive research with a qualitative approach. The subjects of this study were the Head of the Medical Record unit, Online Registration Officer, and EDP officers at Aminah General Hospital Blitar. The research method used is interview and observation. The results of this study reveal that the flow of outpatient registration via WhatsApp uses the existing SOP. Based on the human element, 2 online registration officers have a high school educational background, training is often carried out and there are officers who experience double jobs. Based on the element of money, the financial budgeting system has been regulated by the hospital's public relations. Based on material elements, computers use Biznet wifi internet with a speed of 50 Mbps while cellphones use a postpaid quota, and in this online registration using the WhatsApp application. Based on the machine element, infrastructure facilities have supported patient registration activities, namely computers, printers, cellphones, tables and chairs. Based on the method element, work procedures in the outpatient registration unit via the WhatsApp application are in accordance with existing SOPs, but sometimes there are hospital employees who ask to be registered first.*

*Keywords: Evaluation, patient registration, WhatsApp, 5M*