

User Manual Book
Pratama Amanah Clinic Reservation and Medical Record

USER MANUAL BOOK

Pratama Amanah Clinic Reservation
and Medical Record

PT. NINE TEN INFINITY LAB

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INTRODUCTION

The Software Requirements Specification for the design of this mobile application is a document that defines in detail the functional and non-functional requirements that must be met so that the system development process can run according to the set objectives. This document includes a description of the system objectives, project scope, and limitations that apply in the implementation. The system developed is the Amanah Primary Clinic Reservation and Medical Records System, which consists of two main platforms: First mobile application, used by users (patients/visitors), doctors and medical personnel to make reservations, view schedules, and manage medical records data. Second, Website used by administrators to manage users data, services dan payment.

1.1 Purpose of Creating Documents

The purpose of this project document is to facilitate our development of software for the Pratama Amanah Clinic reservation and medical records system and application, as well as to provide a more detailed overview of the project to the owner of Pratama Amanah Clinic. This Pratama Amanah Clinic reservation and records application project aims to assist healthcare workers and clinic staff in carrying out their work at the clinic, as well as facilitate patient registration and examination at Pratama Amanah Clinic.

1.2 Menu and User Access

There are several user roles that serve to limit access rights and feature usage within the application in accordance with their respective responsibilities. These roles include patients or users, doctors, medical personnel, and administrators. Each role has different access rights to maintain data security and ensure that the system runs according to its functional flow. The following are access rights and feature usage base on role:

a. Patient

- 1) Registration
- 2) Login
- 3) Forgot password
- 4) Reservation
- 5) Doctor and Midwife Practice Schedule
- 6) Queue List
- 7) Live Chat Consultation with Doctor
- 8) Pregnancy Education
- 9) Online Payment
- 10) History
- 11) Profile

b. Doctor

- 1) Registration
- 2) Login

- 3) Forgot Password
 - 4) Reservation Schedule
 - 5) Medical Record
 - 6) Profile
 - 7) Live Chat with Patient
 - 8) Doctor and midwife practice schedule
- c. Midwife
- 1) Registration
 - 2) Login
 - 3) Forgot Password
 - 4) Reservation Schedule
 - 5) Medical Record
 - 6) Profile
 - 7) Doctor and midwife practice schedule
- d. Admin
- 1) Registration
 - 2) Login
 - 2) Forgot Password
 - 3) Cash Payment
 - 4) Reservation Schedule
 - 5) History
 - 6) Manage Staff
 - 7) Manage Services
 - 8) Manage Clinic Information
 - 9) Manage Pregnancy Education
 - 10) Manage Medicine

STEP FOR USING THE SYSTEM

In using this system, there are several specifications that must be met, including:

2.1 Software

The software required to use this system is: FireFox/Edge/Google Chrome/Safari as tools for website access, or install the application Klinik Pratama Amanah via Playstore or App Store. Make sure connected to internet for using this system.

2.2 System Usage Guide

a. Initial screen (Login, Registration, and Forgot Password)

Login. The initial page is the login page, which provides access to the application. On the login form, the user is required to enter their NIK (National ID Number) and the password they have created. If they do not have an account, the user can register first by pressing the "Daftar Sekarang" (Register Now) button. After entering their NIK and password, click the Masuk button for go to home page.

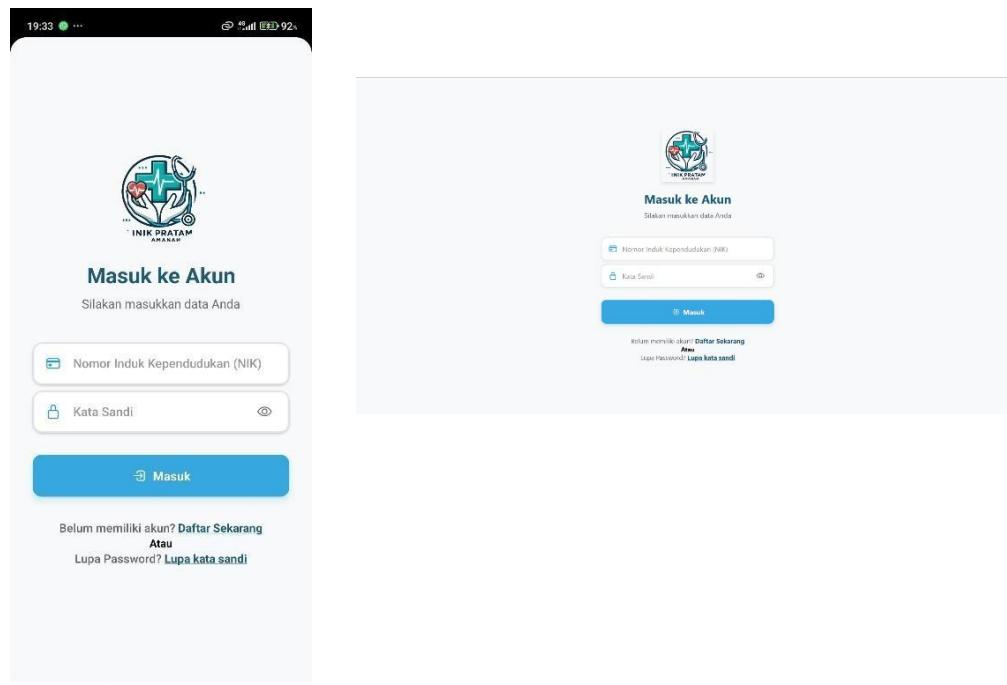


Image1. Login

Registration. On this page, users can register for an account to log in and use the application. The required information is NIK, date of birth, phone number, name, address, and password. After entering the requirement, click Daftar button for submit data and system can redirect to login page.

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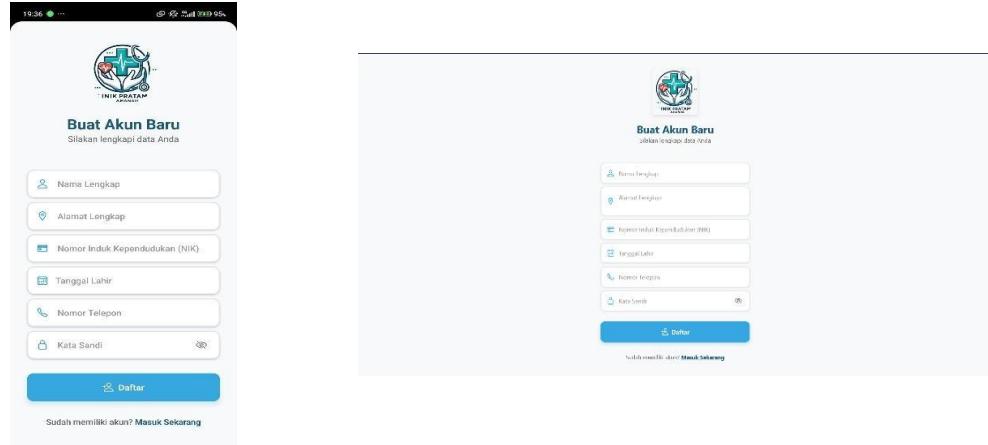
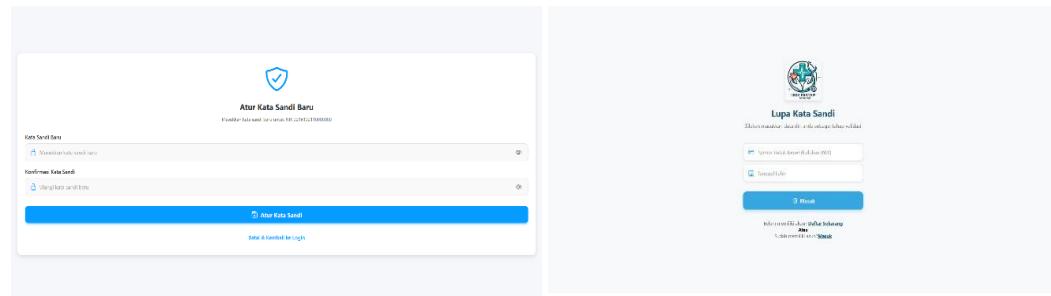
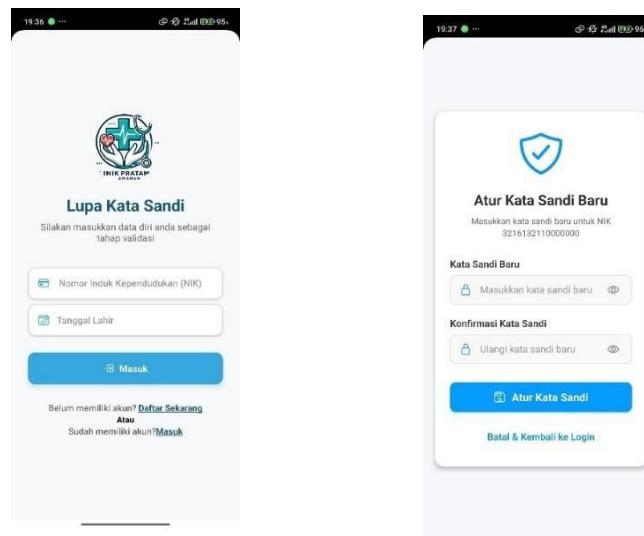


Image 2. Register

Forgot Password. On this page, users can change their password by entering their NIK and date of birth. If the data is correct and available, they will be directed to the password reset page.



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Image 3. Forget Password Page

b. Patients, doctor and midwife profile.

The profile feature allows users to change their profile photo and phone number, enabling them to update their data.

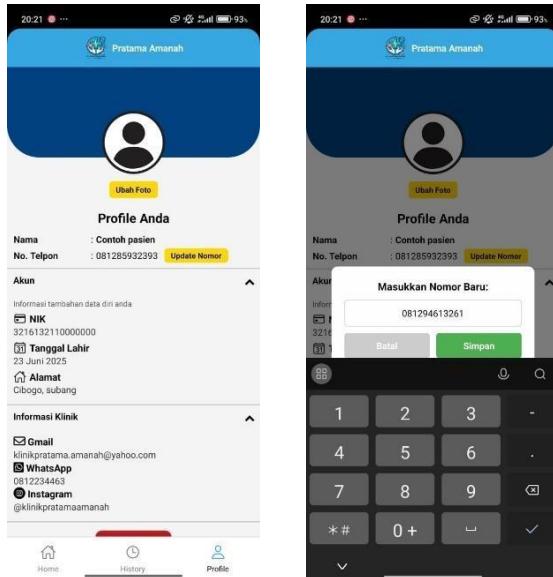


Image 4. Profile User

c. Patient User

1. Patient Home Page

After patients successfully log into the application, they will be directed to this screen. The home page features several functions, including: doctor's practice schedule, reservations, chat consultation with doctors, and pregnancy information. In addition, there is information on queue numbers and education. If they want to reservation, patient can press "Daftar Reservasi Online" menu. If they want to see schedule practice doctor and midwife, they can press the "Jadwal Doktor dan Bidan" menu. If they want a consultation, patient can press "Konsultasi dengan dokter" menu or if they want to see pregnancy education can press "Informasi kehamilan". If they want to get queue information, patient can press queue at the intended clinic. Patients can view the information and education available on the home page.

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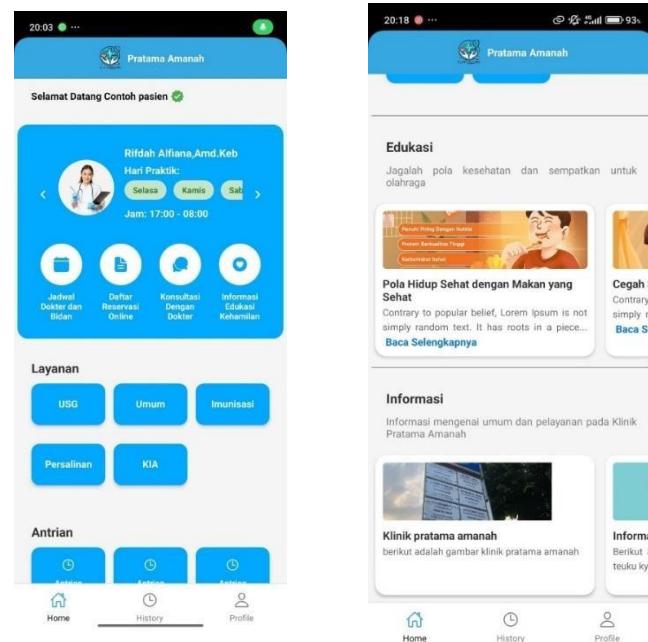


Image 5. Home Patient

2. Doctor and Midwife Practice Schedule

Patients can find information regarding the practice schedules of doctors and midwives on duty at Klinik Pratama Amanah. This is done by entering the doctor and midwife schedule menu and then searching by name or by viewing the existing list

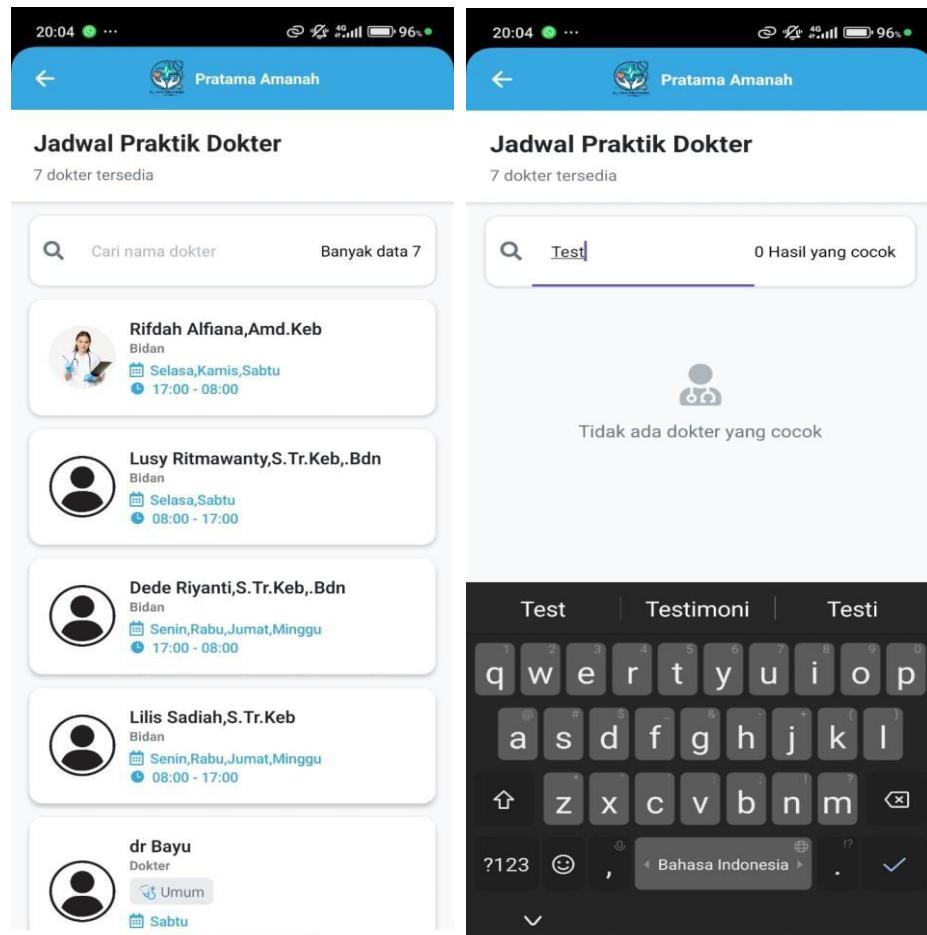


Image 6. Doctor and Midwife Practice Schedule

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3. Patient Reservation Feature

The user must first enter the reservation menu, then press the "plus" icon to create a reservation. The subsequent steps are:

- Fill in the visit date, then press the "selanjutnya" (next) button after selecting the date.
- Then, determine the polyclinic (service) they wish to visit
- If a doctor is not available, the system will display the midwife on duty for the selected date or day. However, if the date and service are unavailable, it will inform the patient that no doctor or midwife is on duty.
- Next, validate the action by checking the reservation box and clicking the "simpan janji" (save appointment) button as confirmation that the patient will make the reservation.
- When the reservation is successfully saved, the patient will receive a queue number for the intended service.

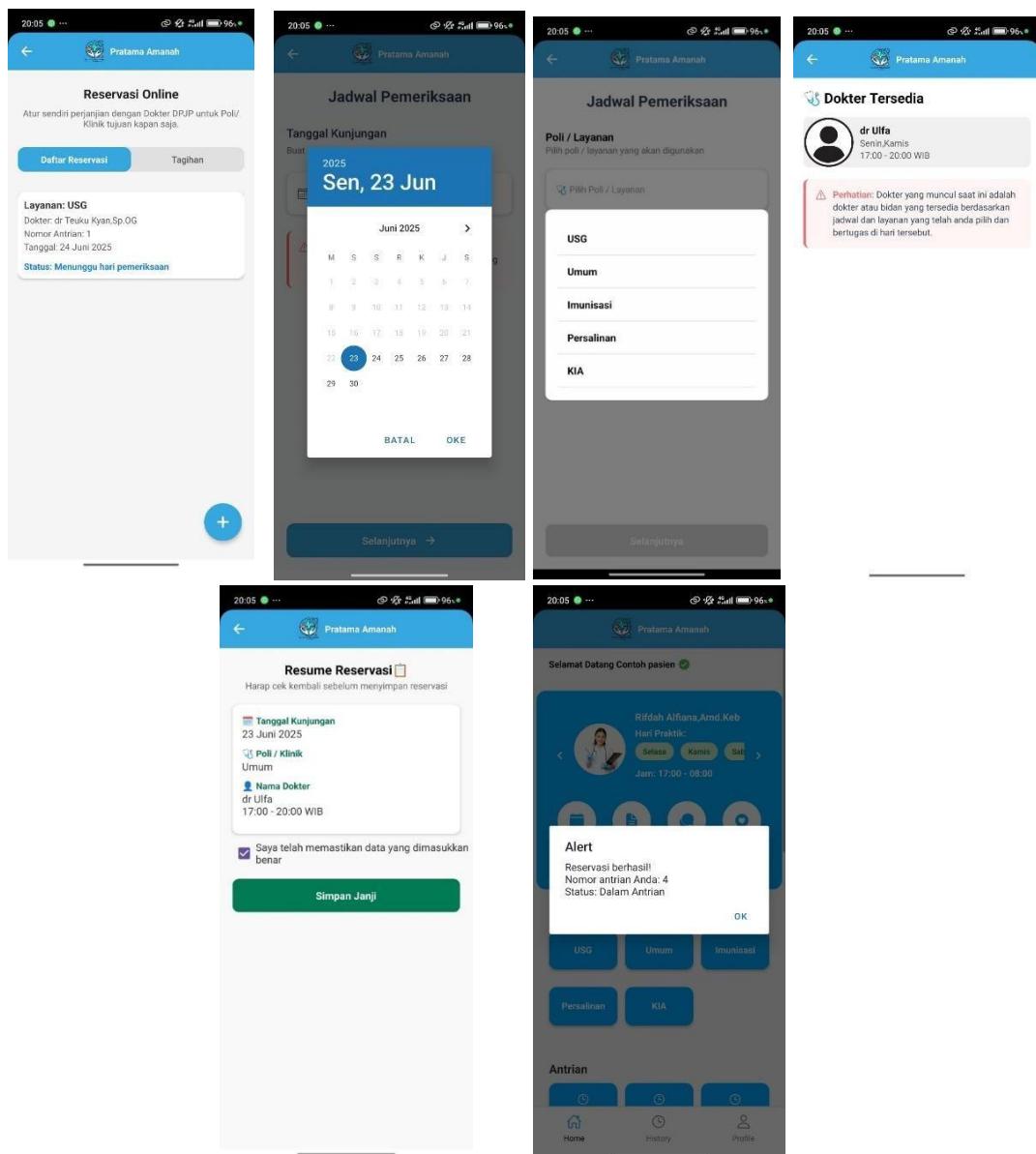


Image 7. Reservasi Feature

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4. Queue Number

Patients can see the ongoing queue for a service and find out if they have a queue number for that service. In the queue feature, the patient will see their queue number and its current status.

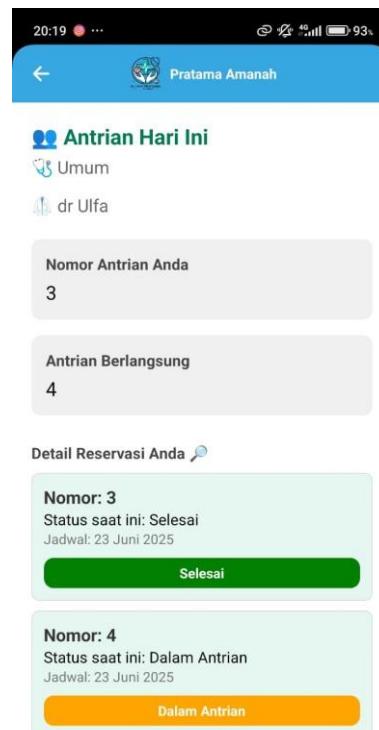


Image 8. Queue Feature

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5. Chat Feature

Patients can conduct consultations via chat with a doctor. The steps are to select the chat feature, which will then display all doctors with their status (online or offline). Then, the patient selects the doctor they want to chat with and sends the desired message.

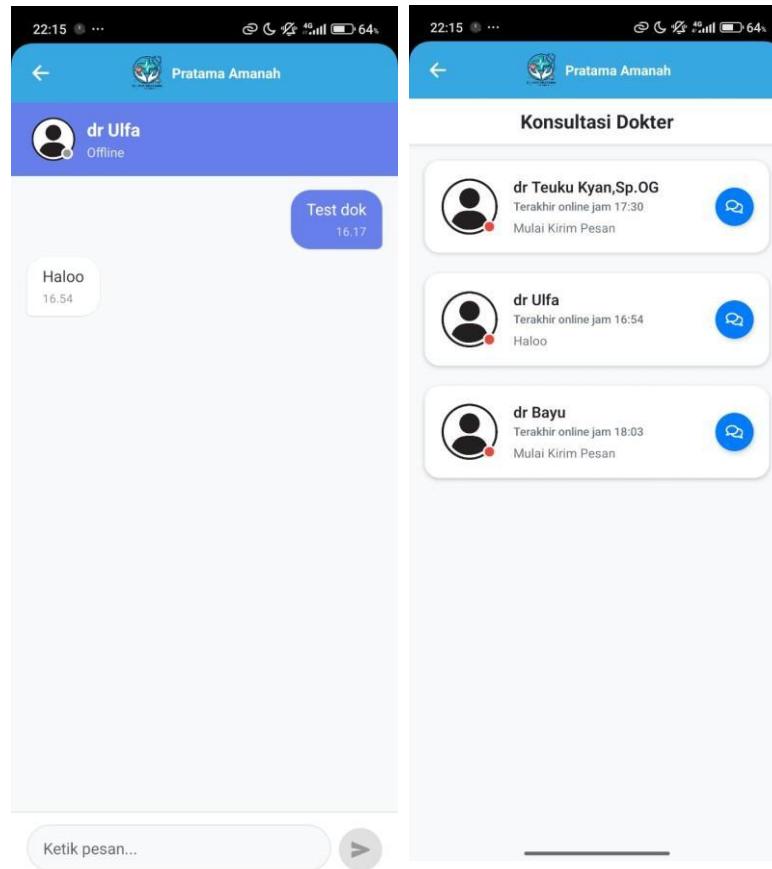


Image 9. Chat Feature

6. Patient History

Patients can visit the history feature to see their past reservation history, which contains information about the reservation status. There are 2 types of status: "sukses" (success) or "batal" (canceled).

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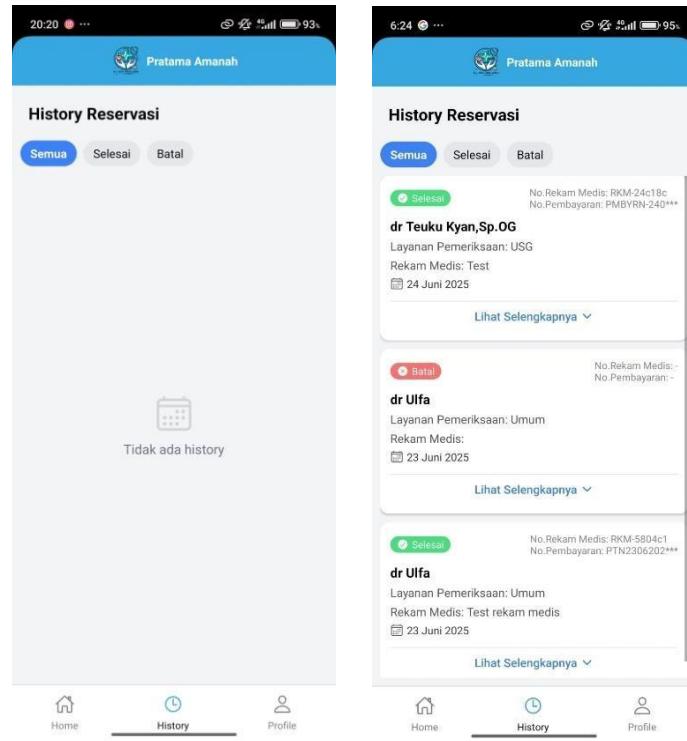
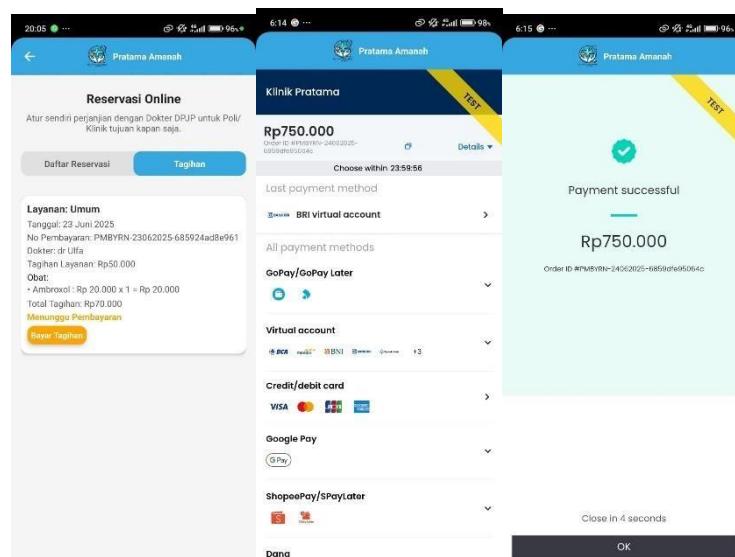


Image 10. History Patient

7. Non-Cash Payment

This is a payment method available to patients who wish to pay non-cash. Patients can enter the reservation menu, then select the "tagihan" (billing) tab. This tab will display all bills owned by the patient, either with "pending" status if unpaid or "sukses" (success) status if paid. After entering the billing tab, the patient can click the "bayar sekarang" (pay now) button, and the system will direct them to the payment page with available methods to complete the payment.



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Image 11. Non-cash payment method

8. Pregnancy Education Page

Users can visit the pregnancy education page by entering the education display and selecting the desired education week. Then, they can choose the education available for that week.

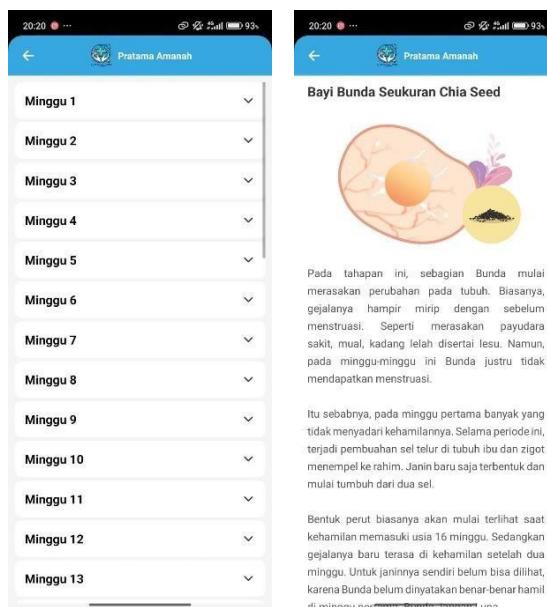


Image 12. Pregnancy Education Page

d. Doctor User

1. Doctor Home Page

On the doctor's page, there is no history feature, queue menu and the reservation menu is different from patient. The “Daftar Reservasi Online” menu contains data on patients who have made reservation.

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Image 13. Doctor Home Page

2. Reservation Schedule Page

The online reservation list feature contains the queue list or reservation list of patients who intend to visit that doctor. Therefore, the doctor does not have a reservation creation feature. When the "detail" button is clicked, it will direct the doctor to the medical record page for the selected patient.

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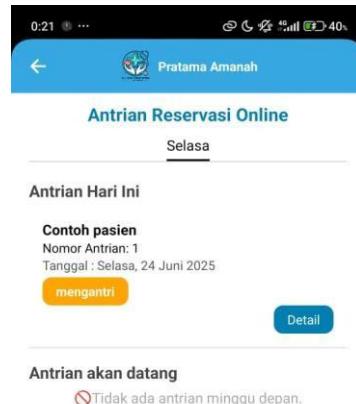


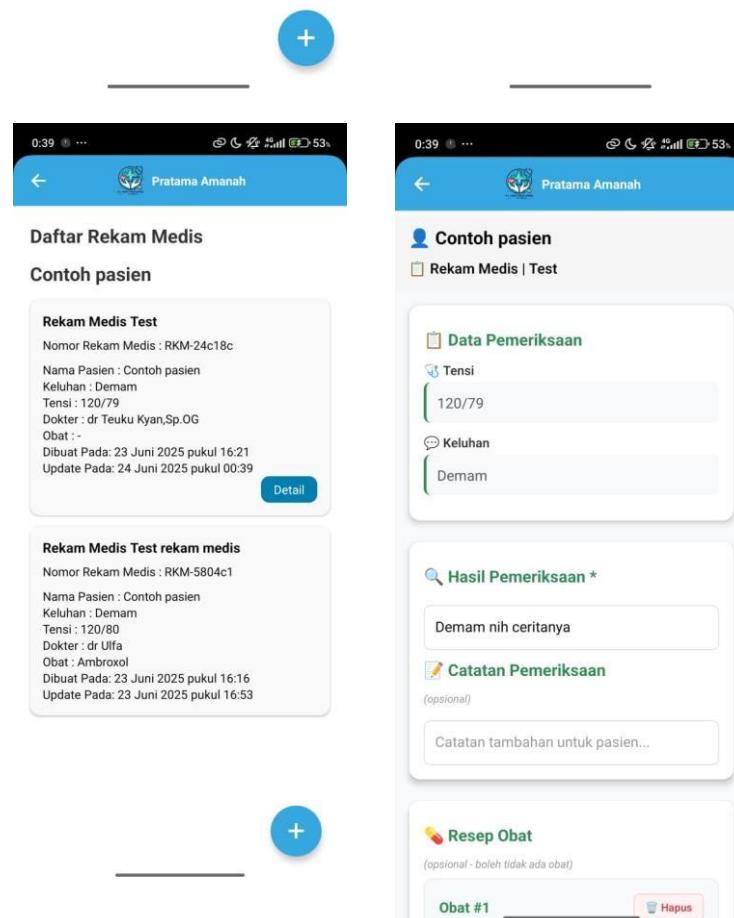
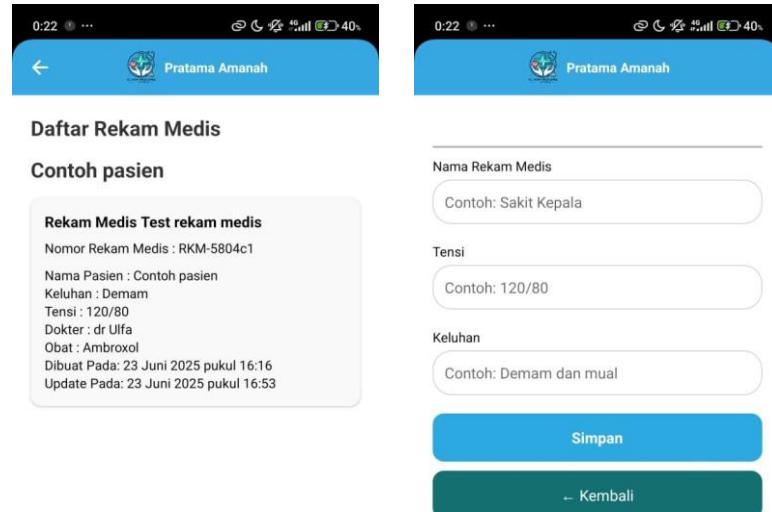
Image 14. Reservation on doctor page

3. Medical Record

The medical record page contains information regarding the patient's past examination history and their medical record notes. The "plus" button is used to create a new medical record for the patient making the reservation. When the "plus" button is pressed, the Doctor will be directed to the *tensi* (blood pressure) page for an initial check, although this is typically done by the midwife. Doctors can perform this action in case a midwife is not on duty or there is a staff shortage, allowing the doctor to still perform the blood pressure check. On the *tensi* page, there is a form for the initial check, namely creating a medical record name, the *tensi* result, and the complaint. Then, save the medical record to create it. Once saved, the doctor can click the "detail" button again to proceed with the advanced examination, which is the core action of the check-up, by filling out the mandatory examination results form. Notes are optional, and medicine is optional, followed by the dosage and quantity for the medicine

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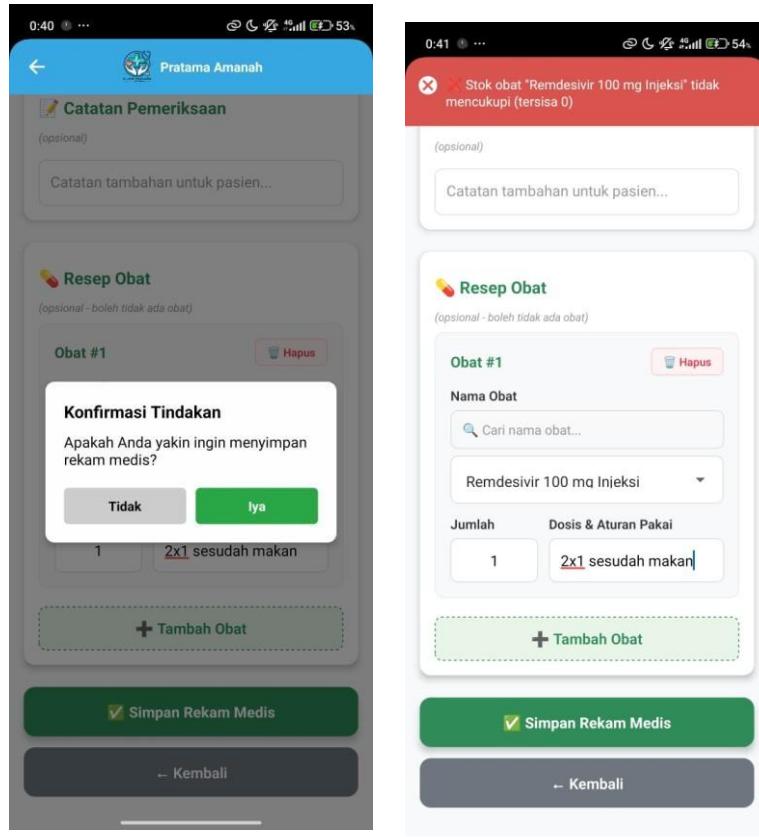
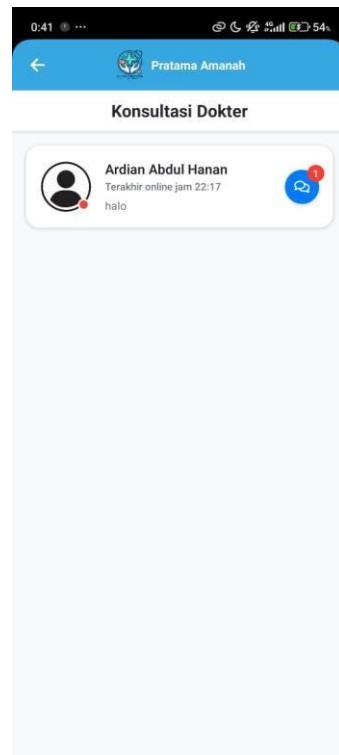


Image 15. Medical record

4. Chat with Patient

Doctor can reply to messages sent by patients. The steps are to select the chat feature, which will then display all doctors with their status (online or offline). Then, the doctor selects the patient they want to reply message.



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Image 16. Consultation chat

e. Midwife

1. Midwife Home

On the midwife page, there is no history feature, queue menu and chat menu. The reservation menu is different from patient. The “Daftar Reservasi Online” menu contains data on patients who have made reservation.



Image 17. Home Midwife Page

2. Online Reservation List

The midwife's online reservation list page contains a list of patients who have made reservations with the doctor on duty. The entire reservation list will appear in this view. All reservations displayed are for patients who intend to have an examination on that day or a future day, based on the midwife's duty schedule.

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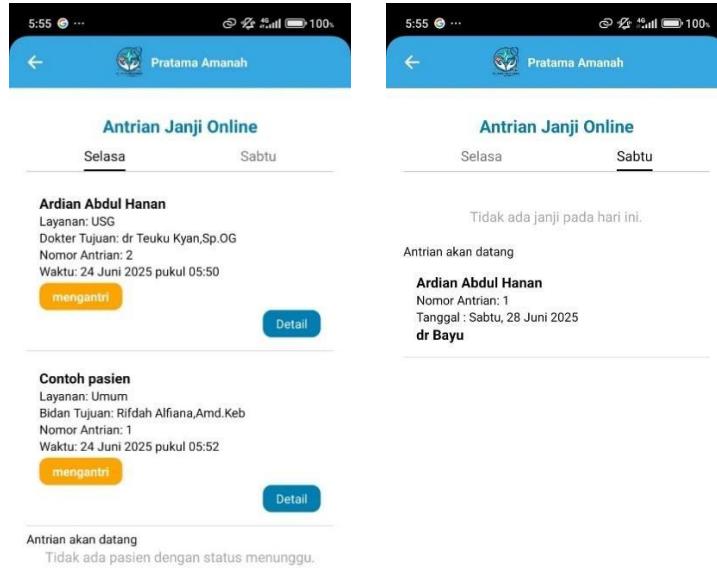


Image 18. List of patient reservations with midwives

3. Tensi Page

The midwife is tasked with inputting the *tensi* (blood pressure) or initial examination results by clicking "detail" on the reservation list page and filling out the available form

The image shows a mobile application screen for entering blood pressure (Tensi) data. The top bar shows the time (0:39), signal strength, battery level (53%), and the Pratama Amanah logo.

Form Fields:

- Contoh pasien:** Nama Rekam Medis (example: Sakit Kepala)
- Tensi:** Contoh: 120/80
- Keluhan:** Contoh: Demam dan mual

Action Buttons:

- Simpan** (Save) button in blue
- Kembali** (Back) button in dark green

Image 19. Blood Pressure Page

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f. Admin User

1. Admin Dashboard

On this page, an admin who has logged in will be directed to the dashboard. On that page, the admin will get information regarding patient status. The various available statuses indicate patients currently being examined. If the examination status is "sedang di periksa" (in progress), the payment status cannot be changed. However, if the examination status is "selesai di periksa" (finished), the payment status can be changed for cash payments. Payment changes can be made by clicking the "detail" button on the patient whose payment status is "pending". Then, click the "ubah status pembayaran" (change payment status) button, and click the "Ya, ubah" (Yes, change) button to confirm the action.

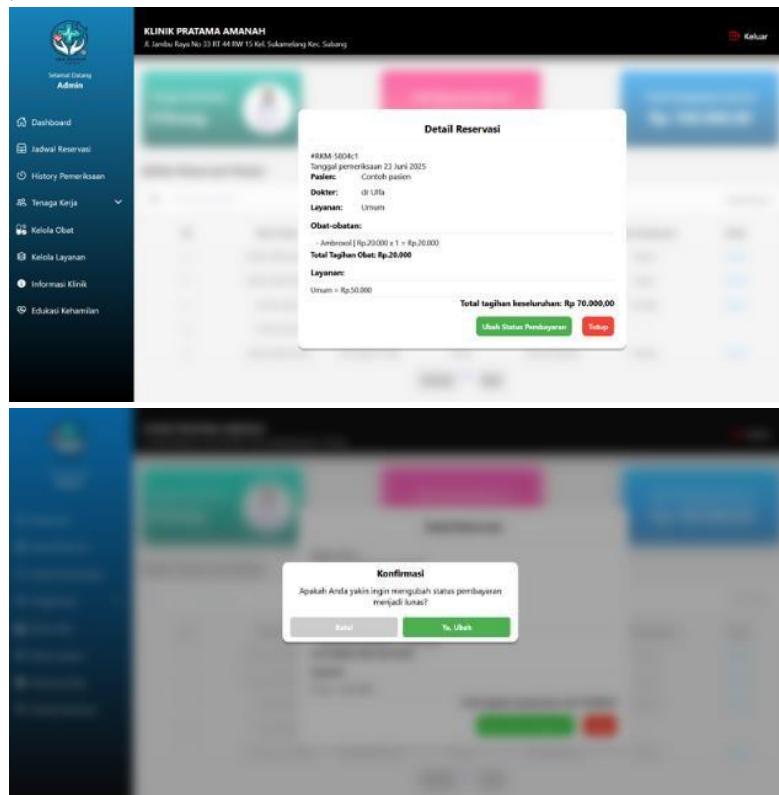


Image 20. Dashboard Page

2. Patient Reservation Page

This displays the reservation schedule occurring within the current week. Additionally, the admin can cancel a patient's reservation if the patient does not arrive or has requested a cancellation. The cancellation process can be done by clicking the "batal reservasi" (cancel reservation) button, then selecting "iya" (yes) to confirm the cancellation.

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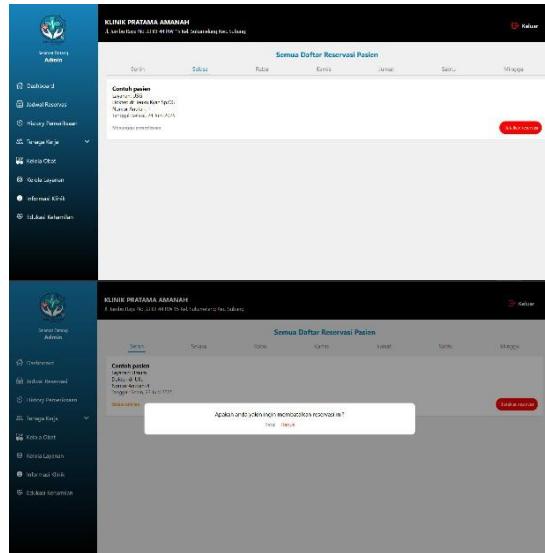


Image 21. Reservation page on the admin

3. Admin History

The history page will display the visit history or examination history of patients, noting the status as "sukses" (success) or "batal" (canceled).

No Amban	Nama	Dokter Tujuan	Layanan Tujuan	Status Reservasi	Status Pembayaran	Detail
1	Ardian Abdul Hanan	dr Uta	Umum	Selasa Reservasi	Pembayaran Sukses	Detail
2	Ardian Abdul Hanan	dr Uta	Umum	Selasa Reservasi	Pembayaran Sukses	Detail
3	Ardian Modali Hasan	dr Bayu	Umum	Rabu Reservasi	-	Detail
4	Ardian Abdul Hanan	Khalid Alfiani,Ardi,Kel	Persiliman	Rabu Reservasi	-	Detail

Image 22. History page on the admin

4. Manage Staff

On this page, the admin can add staff by clicking the "tambah tenaga kerja" (add staff) button, then filling out the available form. In the form, the staff status is mandatory and must be filled. If the staff status being filled is "dokter" (doctor), the service is mandatory. However, if the staff status is "bidan" (midwife), the service is optional. The workdays for the staff must be filled according to the available schedule. Furthermore, the admin can edit to change the data of a staff member. The admin can also deactivate staff who are no longer working at the clinic.

The image shows two screenshots of the admin staff management page. The left screenshot is titled 'Daftar Tenaga Kerja Aktif' and lists six staff members with columns for No, Foto, Nama, NIK, Alamat, Status, Layanan, Hari Praktik, Jam Operasional, and Alat. The right screenshot is titled 'Tambah Tenaga Kerja' and shows a form with fields for Nama, NIK, Alamat, Password Akun, and several checkboxes for workdays (Selasa-Sabtu, Selasa-Jumat, Selasa-Sabtu, Selasa-Jumat, Selasa-Sabtu, Selasa-Jumat). There are also dropdowns for Kelola Obat, Kelola Layanan, Informed Klinik, and Edukasi Kehamilan.

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The screenshots illustrate the software's functionality for managing the clinic's workforce:

- Edit Data Tenaga Kerja (Employee Data Edit):** This screen shows the details for a specific employee named Ridaah Afiana, Amd.Keb. The form includes fields for Name, Address, Phone Number, Date of Birth, and Start Work Time.
- Daftar Tenaga Kerja Aktif (Active Staff List):** This table lists active staff members with their names, NIK numbers, addresses, and work status. One row for Ridaah Afiana is selected, showing a confirmation dialog asking if the user wants to deactivate her.
- Daftar Tenaga Kerja Non-Aktif (Inactive Staff List):** This table lists inactive staff members with their names, NIK numbers, addresses, and work status. Two rows are shown, both with confirmation dialogs asking if the user wants to reactivate them.

Image 23. Manage the Workforce

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5. Manage Medicine

The admin can add medicine, edit medicine, and delete medicine. On the "tambah obat" (add medicine) and "edit obat" (edit medicine) pages, there are several forms that must be filled, including the medicine name, medicine price, and medicine stock

The screenshots illustrate the 'Manage Medicine' feature of the system:

- Screenshot 1: Daftar Obat (List of Medicines)**
This screenshot shows a table of existing medicines. Each row includes the medicine name, stock level, price, and actions (Edit and Delete).

No	Nama Obat	Stok	Harga	Aksi
1	Diane 35	41	Rp 400,000,00	
2	Andalan PII KB (1 strip isi 28 tablet)	28	Rp 10,000,00	
3	Remdesivir 100 mg Injeksi	0	Rp 510,000,00	
4	Ambroxol	72	Rp 20,000,00	
- Screenshot 2: Tambah Obat (Add Medicine)**
This screenshot shows a form for adding a new medicine. It includes fields for the medicine name, stock level, and price, along with 'Cancel' and 'Save' buttons.
- Screenshot 3: Edit Obat (Edit Medicine)**
This screenshot shows a form for editing an existing medicine. It includes fields for the medicine name, stock level, and price, along with 'Cancel' and 'Save' buttons.

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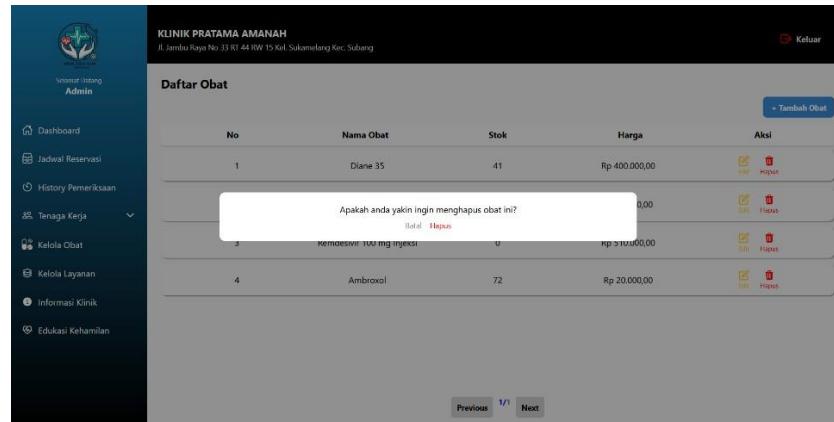


Image 24. Manage medication

6. Manage Services

The admin can manage services by adding, editing, and deactivating services if they are no longer available

Klinik Pratama Amanah
Jl. Jambu Raya No.33 RT.44 RW.15 Kel. Sukamelang Kec. Subang
Keluar

Daftar Layanan Klinik

No	Nama layanan	Harga	Hari Tersedia	Aksi
1	USG	Rp 350.000,00	Selasa	
2	Umum	Rp 50.000,00	Tidak ada Hari tertentu	
3	Imunisasi	Rp 50.000,00	Rabu	
4	Persalinan	Rp 3.000.000,00	Tidak ada Hari tertentu	
5	KIA	Rp 40.000,00	Tidak ada Hari tertentu	

Previous 1/1 Next

Klinik Pratama Amanah
Jl. Jambu Raya No.33 RT.44 RW.15 Kel. Sukamelang Kec. Subang
Keluar

Tambah Layanan

Nama layanan:

Harga layanan:

Hari Khusus Pada Layanan:
(*opsional jika layanan tersebut tersedia pada hari tertentu saja)

Senin
 Selasa
 Rabu
 Kamis
 Jumat
 Sabtu
 Minggu

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The screenshots illustrate the service management interface. The top one shows the creation or editing of a service named 'USG' with a price of 350,000. The bottom one shows a list of services with a confirmation dialog for deleting the 'USG' service.

Image 25. service management page

7. Manage Clinic Information

On this page, the admin can manage information about the clinic, which can be linked to the clinic's Instagram via Instagram post links. The admin can add, edit, and delete information

The screenshot shows the 'Informasi Klinik' (Clinic Information) page. It lists three items with their titles, descriptions, and links:

No	Gambar	Judul	Isi	Link	Aksi
1		Klinik pratama amanah	berikut adalah gambar klinik pratama amanah	https://www.instagram.com	Edit Hapus
2		Informasi jadwal praktik dr leuku Kyan	Berikut adalah informasi jadwal praktik dokter teu...	https://www.instagram.com	Edit Hapus
3		Judul informasi klinik	Lorem Ipsum is simply dummy text of the printing...	https://www.instagram.com	Edit Hapus

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The screenshots illustrate the user interface for managing clinic information:

- Screenshot 1: Tambah Informasi (Add Information)**

This screen shows a form for adding new information. It includes fields for Judul (Title), Keterangan (Description), and Link Informasi (Information Link). A placeholder image and a "Pilih Foto" (Select Photo) button are also present.
- Screenshot 2: Edit Informasi (Edit Information)**

This screen shows an edit mode for existing information. It displays a preview image, a "Pilih Foto" button, and the original data: Judul (Klinik pratama amanah), Keterangan (berikut adalah gambar klinik pratama amanah), and Link Informasi (<https://www.instagram.com/p/CGtXfqZnol/>). The original photo is shown as a thumbnail.
- Screenshot 3: Informasi Klinik (Clinic Information)**

This screen lists existing clinic information entries. Each entry includes a thumbnail image, title, description, link, and actions (Edit and Delete). A modal dialog is shown for the first entry, asking if the user wants to delete the information.

No	Gambar	Judul	Isi	Link	Aksi
1		Apakah anda yakin ingin menghapus informasi ini?	In gambar a amanah	https://www.instagram.com/p/CGtXfqZnol/	
2		Tujuan Klinik	informasi jadwal praktik dokter itu...	https://www.instagram.com/p/CGtXfqZnol/	
3		Judul Informasi Klinik	Lorem Ipsum is simply dummy text of the printing...	https://www.instagram.com/p/CGtXfqZnol/	

26. Information Manage Page

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8. Manage Pregnancy Education

The admin can add pregnancy education materials based on the weeks of gestational age. Pregnancy education includes educational information for specific weeks of pregnancy. The admin can add, edit, and delete education materials.

The screenshots show the following steps:

- Screenshot 1: Tambah Edukasi Kehamilan (Add Pregnancy Education)**

This screen allows the admin to add new pregnancy education content. It includes fields for 'Judul' (Title), 'Sumber Informasi' (Information Source), and 'Isi Edukasi' (Educational Content). There is also a placeholder for a photo and a 'Pilih gambar untuk edukasi' (Select image for education) button.
- Screenshot 2: Edit Edukasi (Edit Education)**

This screen shows the details of an existing pregnancy education entry. The title is 'Bayi Bunda Seukuran Chia Seed'. The source is 'https://www.habunda.com/'. The content describes early pregnancy symptoms like cramps and spotting. There is a preview image of a fetus.
- Screenshot 3: Edukasi Kehamilan (Pregnancy Education)**

This screen lists existing pregnancy education entries. One entry is shown with a delete confirmation dialog box asking 'Apakah anda yakin ingin menghapus edukasi ini?' (Are you sure you want to delete this education?). The options are 'Batal' (Cancel) and 'Hapus' (Delete).

TROUBLESHOOTING

To resolve any issues that may arise in the system, there are several steps you can take, including:

Problem	Possible Cause	Solution
The application doesn't open	The application is not properly installed or missing files	Reinstall the application and make sure all required files are included
Login failed	Incorrect NIK or password	Check your login credentials. If you forgot password, use the "Lupa katasandi" feature to reset it
The page takes too long to load	Slow internet connection	Check your internet connection or try again later
Button or feature not responding	Browser cache issue	Clear your browser cache or close the application and reopen it

Tips: Make sure your device is always connected to the internet when using the application, always make sure your devices meets the system requirements, restart the application if it freezes or stops responding.

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CONTACT INFORMATION

If you experience any issue or need technical support, please contact our support team:

Developer Team:
PT. Nine Ten Infinity Lab

Address:
Jl. Raya Subang No.824, Subang, West Java, Indonesia.

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