

# Optimising Services, UGM Academic Hospital Launches Apps

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Universitas Gadjah Mada (UGM) Academic Hospital has successfully launched Android based applications, *RSA UGM Online*. This was launched in March in conjunction with the 6th anniversary of the Hospital. Problems that are mostly faced by hospitals in Indonesia are related to services, particularly registration and long queue of patients. This application would give better services to the patients.

The *RSA UGM Online* app has the features to check the doctor's schedules, number of available beds, health articles, laboratory results, or registration without queuing. With this app, patients many find it convenient. The app also increases the competitiveness of the Hospital in the digital transformation era. The developer of the app is Gamatechno.

"We will make online registrations possible. We will also make other innovations to make things better," said Director of the Hospital, Prof dr Arif Faisal SpRad(K)., on Wednesday (16/5).

The main feature of *RSA UGM Online* is online registration that enables users to upload documents online so they don't need to bring those documents to the Hospital. The app also enables the patient



to use their BPJS (health security) card because the RSA UGM Online system has been integrated, making all requests for out-patient entered in the admission system.

On doctor's schedules, users may monitor them and pick their day of choice. The patient will also be able to see the number of queue to their doctor. The application allows users to set their visit date or change to another doctor that has fewer patients. The RSA UGM Online app can be downloaded in *Playstore* since Monday (7/5).

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