

ABSTRACT

The study evaluates various problems in the BPJS program implementation at Oetomo Hospital Bandung. Details include extensive data management, errors in ICD-10 code entry, and problems of disease diagnosis that may affect the BPJS claim process. Besides, good quality in health services should also be taken into consideration, as depicted by patients' perception toward services provided, either in the form of long queues to meet a doctor. This research mainly concerns how the medical record team has difficulties with the manual verification of INA-CBG claims and then inputs them into the BPJS system for INA-CBG claims.

The solution to the problems posed in the research involves the development of an automation system capable of linking doctors with the medical records team. The automation will be in data management, giving search results for ICD-10 code selection by doctors, a search field for keywords such as ICD-10 codes or diagnoses for INA-CBG claim verification. An application will also be developed to support the registration process of patients and register the data for administrative purposes. The effectiveness and accuracy of the health service process with BPJS are expected to increase.

The results of the study indicate that the manual and system-generated ICD-10 code search have the same results. However, more options for ICD-10 codes are obtainable through the system, which would provide a wider viewpoint for doctors to choose the appropriate code. Doctors' input, such as diagnoses and ICD-10 codes, and names of patients, are sent to the medical records department. The medical records will verify the INA-CBG claim as it was usually done using "Ctrl+F" in documents. Now, there is a search field on the *website* that gives a display of results simultaneously. The data is given to the administration for the INA-CBG claim process after verification. Good functioning of the application also provides convenience to the patients. It records the data of the registration of patients effectively.

Keywords: ICD-10, INA-CBG Claim Verification, BPJS, Automation, Healthcare Services