



Development of E-Health Information Technology During The Covid-19

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Abstract

This study aims to analyze how the development of E-Health Information Technology during the Covid-19 period. The research method used in this research is a case study method with a qualitative approach. Researchers used data collection techniques through observation, interviews, and documentation studies. This study's results indicate that the analysis of the development of information and communication technology on the E-Health system in the Alodokter.com health information service includes selecting doctors as partners for providing web-based health information and mobile apps. Moreover, socialization services are very beneficial for the community (patients). This research concludes that the development of E-Health Information Technology for the Covid-19 Period in the process of selecting doctors, disseminating information services, and the benefits of using Alodokter.com will be a continuous and better process in the future in the aspects of Information and Communication services that take place in use Alodokter.com.

Keyword: E-Health, Information Technology, Covid-19, Information and Communication

INTRODUCTION

In today's digital era, people are increasingly aware that communication technology is essential in obtaining information quickly. The development of highly advanced information technology has affected various aspects of life, namely health. Technological sophistication currently plays an important role, making it easier to get health services (Kasemin, 2016). The technology currently used in online media with E-Health as a form of sophisticated information and communication technology during the current Covid-19 pandemic, Alodokter is helpful for the public to meet the need for health consultations so that Alodokter provides its platform to be ready to assist the community in times of pandemic or after the Covid-19 pandemic.

Previous studies on information and communication technology are helpful for researchers in completing this research. Communication technology greatly influences all aspects of life, from education, health, geography, economy, and others (Bayu et al., 2018). With today's sophistication of technology, we can easily access all health interests in E-Health systems, namely Alodokter.com. E-Health communication is a health promotion effort mediated by computer and digital technology such as Android, which has various features to communicate comfortably (Prasanti & Indriani, 2018). Neuhaser, Linda, and Kreps explained that there is still more to learn about effective E-Health communication in social realities than how to communicate and change in a changing world. Other literature from Elisabeth in health, describes health education based on digital information services (Rohayati, 2020). To support a healthier Indonesia in 2024 by increasing the willingness, curiosity, and ability to live a healthy life for every community so that the level of health presentation in Indonesia can increase rapidly as high as possible. Therefore, it takes a means or tools that can make it easier for anyone to access health, as has been described above one of the E-Health systems, namely Alodokter.com (Subagja et al., 2019).

This study aimed to analyze how the development of E-health information technology during the Covid-19 period. To show an analysis of information and communication technology development in the Alodokter.com Health information service, we include selecting doctors as partners who provide web-based and mobile app-based health information and socialization services (Rohayati, 2020).

RESEARCH METHOD

The method used in this research is a qualitative approach with a case study method. The data was obtained by conducting observations and interviews with admins and doctors at Alodokter.com and related documents from previous literature studies. In this study, researchers used a single case study design because the purpose of this study was to show complete information in detail and understand the process of developing information and communication technology in the Alodokter.com E-health system (Maulani, 2020).

RESEARCH RESULTS AND DISCUSSION

We discuss the e-Health system on the website Alodokter.com (alodokter.com, n.d). The appearance on this website is also attractive and varies every day. Alodokter chooses various health features, from various diseases, medicines, consultation with doctors, and others. The Alodokter feature is also available for question and answers consultations with doctors directly. Therefore, it is helpful for simple, quick help. On the Alodokter website or application, there are many explanations about drugs, types of diseases from severe to mild, to how to start a healthy lifestyle, all of this can be consulted directly online with doctors at Alodokter (Ghafar & Sudiarno, 2017). Figure 1 shows an overview of the web page Alodokter.com.



Figure 1. Alodokter's Website

Figure 1 shows the home page of the Alodokter.com website. There are several features on the homepage of the website, such as a login for account registration. Then, we can find doctors from all specialists and make consultation appointments (Figure 2).



Figure 2. Features of the doctor selection process

Figure 2 shows the Alodokter.com website page to select a doctor's specialty according to patient needs. Figure 3 shows the Alodokter.com website page to communicate and consult directly with doctors using the feature 'chat room'.

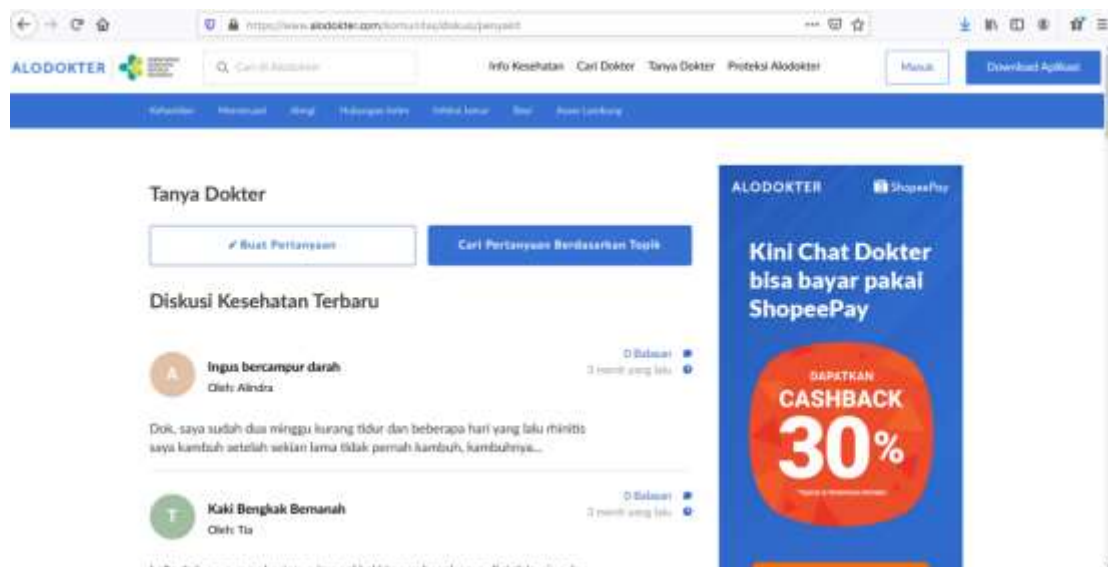


Figure 3. Features for consultation with doctors

The analysis of the development of information and communication technology on the E-Health system at Alodokter.com shows that health information services in selecting doctors, disseminating information services, and the benefits of using Alodokter.com are helpful to the community (Sambuaga et al., 2017; Anggraeni et al., 2020).

The doctor selection process

Figure 2 shows a feature of Alodokter during the doctor selection process. In selecting a doctor, we conducted a brief interview with one of the active users of Alodokter. Sources said the main reason for choosing to use Alodokter as a means of practical health consultation is that there are doctors who are very qualified in their respective fields in the E-Health system. Therefore, they are also trusted to be partners in providing online health information services.

Socialization of information services

Figure 3 shows a feature for direct consultation with doctors online. The question doctor feature in Figure 3 explains that there is communication between patients and doctors online, there is the socialization that occurs, and each doctor's answers are also competent.

Advantages of using Alodokter

In the current era and related to the Covid-19 pandemic that has continued until now, all aspects related to online are helpful, especially in the most important aspects of health. Alodokter's E-health system helps the public consult doctors easily and only needs to be done through the application on Google Play or the official Alodokter website. It is to minimize physical contact to avoid bad things related to Covid-19. However, the quality of health information services provided is also guaranteed, reliable, and qualified. Accessing the application is also easy for android users. It can be downloaded on Google Play. It can also be accessed from the official website Alodokter.com.

CONCLUSION

In today's digital era, people are increasingly aware that communication technology is an important tool in obtaining information quickly. The development of information technology, which is very advanced nowadays, has affected various aspects of life. With

today's sophistication of technology, we can easily access all health-related interests during the Covid-19 pandemic, one of the E-Health systems, namely the “Alodokter.com” website, utilizes various features to make it easier for patients to receive information, communicate and consult doctors. This research used a case study method to examine the subject under study as much data as possible. The main reason for choosing to use Alodokter as a means of practical health consultation is that there are doctors who are very qualified in their respective fields in the E-Health system. Therefore, they are also trusted to be partners in providing online health information services. Also, in connection with the Covid-19 pandemic that has continued to date, all aspects related to online are helpful, especially in the most important aspects of health.

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