

**ABSTRACT**

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*The application of Information Technology has entered various fields and its benefits are starting to be felt. One of the fields that take advantage of this technology is companies in health services, namely hospitals, in line with developments in the world of increasingly rapid technology, information technology is also a tool to help improve services hospitals, especially in patient registration services and waiting for queues, the online registration system is a smartphone-based online application that can be accessed by patients to register for health services at the hospital. Of course this makes it easy for patients to register and manage queues. So the researchers wanted to know the characteristics of patients using online applications at Fatmawati Hospital with the characteristics of age, gender, address, occupation, education, payment method, user status, type of cellphone, and destination clinic.*

*Keywords: online registration, patient characteristics, age, gender, address, occupation, education, payment method, user status, type of cellphone, destination clinic.*