DAFTAR PUSTAKA

Babashov, V., Aivas, I., Begen, M. A., Cao, J. Q., Rodrigues, G., D'Souza, D., dan Zaric, G. S., 2017, Reducing Patient Waiting Times for Radiation Therapy and Improving the Treatment Planning Process: a Discrete-event Simulation Model (Radiation Treatment Planning), *Clinical Oncology 29(6)*, 385–391.

Bleustein, C., Rothschild, D. B., Valen, A., Valaitis, E., Schweitzer, L., dan Jones, R., 2014, Wait Times, Patient Satisfaction Scores, and the Perception of Care, *The American Journal Of Managed Care 20(5)*, 393-400.

Borse, P., Raut, S., Shingade, A., dan Girolla, P., 2017, A Parallel Patient Treatment Time Prediction Algorithm and Its Applications in Hospital Queuing-Recommendation, *International Journal of Advanced Research in Computer Engineering & Technology (IJARCET) 6(11)*, 1791-1797.

Chen, J., Li, K., Tang, Z., Bilal, K., dan Li, K., 2016, A Parallel Patient Treatment Time Prediction Algorithm and Its Applications in Hospital Queuing-Recommendation in a Big Data Environment. *IEEE Access 4*, 1767–1783.

Curtis, C., Liu, C., Bollerman, T. J., dan Pianykh, O. S., 2018, Machine Learning for Predicting Patient Wait Times and Appointment Delays, *Journal of the American College of Radiology 15(9)*, 1310–1316.

Hapsari, D. A., Permanasari, A. E., Fauziati, S., dan Fitriana, I., 2016, Management information systems development for veterinary hospital patient registration using first in first out algorithm, *2016 1st International Conference on Biomedical Engineering (IBIOMED)*, 1–5.

Hemaya, S. A. K., dan Locker, T. E., 2012, How accurate are predicted waiting times, determined upon a patient's arrival in the Emergency Department?, *Emergency Medicine Journal 29(4)*, 316–318.

Mahmoodian, F., Eqtesadi, R., dan Ghareghani, A., 2014, Waiting Times in Emergency Department after Using the Emergency Severity index Triage Tool, *Archives of Trauma Research 3(4)*, 1–5.

Manivannan, R., Saminathan, D. R., dan Anbalagan, D. P. (2018). PTTP Algorithm And Its Benefits In Hospital Queuing Recommendation System, *International Journal of Information Technology 6(7)*, 29–39.

Ngorsed, M., dan Suesaowaluk, P., 2016, Hospital Service Queue Management System with Wireless Approach, *Frontier Computing 375*, 627–637.

Pan, X., Geng, N., Xie, X., dan Wen, J., 2019, Managing appointments with waiting time targets and random walk-ins. *Omega*.

Pianykh, O. S., dan Rosenthal, D. I., 2015, Can We Predict Patient Wait Time? *Journal of the American College of Radiology*, *12(10)*, 1058–1066.

Pressman, R.S., 2010, *Software Engineering: a Practioner's Approach 7th Edition*, McGraw-Hill Higher Education, New York.

Savanth, S. S., dan Babu, K. N. R. M., 2017, Hospital queuing-recommendation system based on patient treatment time, *2017 International Conference on Intelligent Computing and Control Systems (ICICCS)*, 953–958.

Sommerville, I., 2011, *Software Engineering 9th Edition*, Addison-Wesley, Boston.

Teja, Y., dan Sudhakar, B., 2017, Implementation of Hospital Queue Recommendation System using Parallel Patient Treatment Mechanism with Improved Random Forest Algorithm, *International Journal of Innovative Technologies 5(5), 0750–0753*.

Weiss, E. N., dan Tucker, C., 2018, Queue management: Elimination, expectation, and enhancement, *Business Horizons*, *61(5)*, 671–678.

Xie, Z., & Or, C., 2017, Associations Between Waiting Times, Service Times, and Patient Satisfaction in an Endocrinology Outpatient Department: A Time Study and Questionnaire Survey. *INQUIRY: The Journal of Health Care Organization, Provision, and Financing*, *54*, 1–10.