

## **ABSTRACT**

*The application of Customer Relationship Management (CRM) and Web-Based SMS Gateway Pratama Kusuma Husada clinic that place in Klaten is for effortless the patient in remembering the schedules such as pregnancy test and immunitation. Its also used for getting an information about child growth and could improve the service in the clinic.*

*In examining the patient, is necessary to estimate the health level or diagnose the illness with that way. Giving information about child growth much easier.*

*The information given to the Patient in these system is an informations that will send to each patient about the pregnancy test, immunitation and child growth using SMS gateway as a tools in sending the text.*

**Keywords:** *Customer relationship Management, Service, SMS Gateway*