

PROFIL PELAYANAN RESEP DENGAN OBAT GLIBENKLAMID DI APOTEK
WILAYAH SURABAYA (Studi dengan Metode Simulasi Pasien)

ERIKA RISMAWATI

Yunita Nita, S.Si., M.Pharm., Apt.

KKB KK2 FF 381 11 Ris p

ABSTRACT

Patient assessment, drug information provided and labeling is a very important aspect in prescription service. It is important to achieve the goals of therapy and to avoid drug-related problems that might occur so as to improve the quality of life of diabetes mellitus patients. The research aimed to investigate the profile of glibenclamide prescription service at pharmacies in Surabaya. Ninety pharmacies were randomly selected and simulated patient method was chosen for assessing pharmacy staff performance in drug information service. An actor acted as a patient family, visiting pharmacies for the purpose of obtaining drug information in glibenclamide with prescription. Four instruments, were used in the research, including prescription, scenario, protocol, and checklist. The instruments were checked for their validity and reliability. After visiting each pharmacy the actor was required to transcribed the information obtained from the pharmacy staff in to the checklist. The drug prescribed available on 94,4% (85) pharmacies. The information mostly asked by pharmacy's staff was patient address, accounted for 18.8% (16/85). Others information was only gathered by a small number of pharmacy's staff namely: who the patient was 7.1% (6/85), patient's phone number 4.7% (4/85), information that has been provided by the doctor 1.2% (1/85), and whether the patient knew how to use the medicine 1.2% (1/85). More important information have not been gathered by the pharmacy's staff. The information mostly given were frequencies of drug use 64,7% (55/85), information time to use 15,3% (13/85), information amount of drug each time use 30,6% (26/85), information name of drug 4,7% (4/85), information indication of drug 4,7% (4/85), information total amount of drug 2,4 (2/85), information adverse effect and symptom of adverse effect 1,2% (1/85). In labeling was given 65,9% (56/85). In conclusion, the role of pharmacy's staff in prescription service for glibenclamide prescription was low and needed to be improved.

Keywords: Prescription service, glibenclamide, patient assessment, drug information, simulated patient, community pharmacy.