

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

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**ABSTRACT**

Pharmacists have a responsibility to ensure the right use of drug therapy. The profile of prescription services including gathering information from patient, drug informations provided for patient, and drug labeling is necessary to be given to prevent drug related problems that can occur during drug utilization. The aim was to examine the profile of prescription services with metformin prescription in Surabaya pharmacies including gathering information from patient, drug informations provided for patient, and drug labeling.

Ninety pharmacies was randomly selected from 625 pharmacies in Surabaya. Simulated patient method was used to minimize observation bias. The primary outcome measured for the study was derived from check list forms completed by researcher in each visits. The other instruments used in this study were scenario, protocol, and prescription. The prescription used in this study was new prescription that patient never used the drug previously. Training, pilot, and audiotaping was used to evaluate validity and reliability of this study.

From 90 pharmacies that have been visited, metformin were available in 86,7 % pharmacies (n=78). Six pharmacies gave metformin with brand name. Pharmacy staff gave back the prescription to the researcher at four visits because did not understand the direction to use that was written in the prescription. Information gathered by pharmacy staff was patient's address about 29,5% (23/78). Information about how to use the metformin given by 60,3 % (47/78) pharmacy staff. Pharmacy staff gave a label in 71,8% pharmacy (56/78).

To conclude, the profile of prescription services with metformin prescription in Surabaya pharmacies need to be enhanced to avoid drug related problems to improved patient quality of life.

**Keywords:** gathering information, drug information, labeling, metformin, simulated patient.