

ABSTRACT

Pharmaceutical Services Profile Of BPJS Hypertension Patient at South Surabaya Public Health Care

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Background: The pharmacy service activity is a direct and responsible service to the patient related to the pharmaceutical preparation with the aim of achieving a definite result to improve the quality of life of the patient. Primary health care center is the first level of health care facilities in BPJS Kesehatan.

Objectives: This study aimed to investigate the profile of hypertension primary health care service BPJS health to the pharmacy services provided at primary health care center in central of south Surabaya.

Method: Accidental sampling was used to collect data, and a likert scale was applied in the questionnaire. There were 97 patients from 7 primary health care centers in central Surabaya participated in this research.

Results: The results showed that pharmacist asked about 27% weight, pharmacist asked about patient's allergy history as much as 76,28%, pharmacist asked about other medication that was consumed by patient as much as 67,01% and pharmacist asked about patient's disease history as much as 80,41%. On the drug preparation variables showed that the drug received in good condition as much as 78.35%, the drug accompanied by etiquette contains the rules of use as much as 82.47% and the drug packed well in containers as much as 86.59%, and in the drug delivery variable along with the provision of drug information for the pharmacist calling the patient's name / number 92,78%, the pharmacist explained about the name of the drug as much as 87.62%, the pharmacist explained about the purpose of drug use as much as 72.16%, the pharmacist explained about the duration of use Medication as much as 85,56%, Apothecary explained about the use of medicine as much as 88,65%, Apothecary explained about 82 drug use regulation (84,53%), Apothecary explained about 25 (25,77%) drug side effects.

Conclusions: In general pharmaceutical service at primary health care center area of South Surabaya is still considered less than optimal, so that the quality improvement in accordance with the standard of pharmaceutical service should be improved.

Keywords : Pharmaceutical services, primary health care center, BPJS patient