ABSTRACT

PROFILE OF PHARMACEUTICAL SERVICE OF ANTACIDS WITHOUT PRESCRIPTION IN SURABAYA PHARMACIES

The research aimed to investigate the profile of self medication services by pharmacy staff in Surabaya including patient assessment, recommendation, medicine information, and non medicine information. A descriptive study using a simulated patient method was conducted in 90 randomly selected pharmacies.

In patient assessment, data about “who the patient is” and “how long the symptoms have been present” were collected by 8,9% and 2,2% pharmacy staff, respectively. Other data related to the symptoms such as heartburn (5,6%) and nausea (2,2%) were also asked.

Of all medicines recommended, 83,3% were made with the involvement of client. The medicines recommended included antacids 83,2%, H₂ blocker 3,3%, antacids and H₂ blocker 7,7%, and proton pump inhibitors 5,5%. The cost of medicines mostly ranged from Rp. 1.000 to Rp. 4.999. Almost all medicines were patent drugs (98,9%) which were categorised as OTC (88,9%).

Medicine information provided included the use of medicines (88,9%), dose (33,3%), and time management (64,4%). The information was mostly given only after being asked. Other information provided was related to dietary management (2,2%).

To conclude, all pharmacy staff has provided self medication service. However, there is still a need of improvement, in order to reach optimal therapy, improve patient’s quality of life and assure safety, effective, acceptable, and rational therapy.

Keyword: self-medication, pharmacy, antacids, simulated patients