

ABSTRACT

PHARMACEUTICAL SERVICES FOR DEMAND OF NATURAL MEDICINE FOR DIABETES MELLITUS TREATMENT IN SURABAYA DRUGSTORES

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Many people with diabetes mellitus use natural medicine as alternative treatment. However, the majority of natural medicine users did not understand information written on the label and unaware of potential side effects and interactions. Therefore, service providers have responsibility in providing information related to natural medicines. To do so, sufficient knowledge about natural medicines is important. This study aimed to investigate the availability of natural medicine for diabetes mellitus, pharmaceutical service for demand of natural medicine for diabetes mellitus, types of recommendation given by drugstore staff and knowledge about medicine safety. Scenario of specific product requests was presented by a simulated patient to 41 drugstores in Surabaya. Data were recorded and documented in a checklist. The drug requested was not available in all visited drugstores. Instead, 21 (51.2%) service providers gave recommendations for other medicines, mostly in the form of herbal medicine and non-medicines. Very few drugstore staff assessed patients (n=4; 9.76%). Medicine information provided was related to dosing (n=15; 71.4%), drug mechanism (n=4; 19.0%), drug interactions (n=2; 9.5%) and the time drug should be taken (n=10; 47.6%). Only four service providers (9.8%) answered correctly about the meaning of “fitofarmaka” logo on the packaging, while 23 service providers (56.1%) stated that the drug requested was safe. The availability of “fitofarmaka” products for diabetes mellitus was deficient. Service providers were lacking of care regarding patient conditions and had less knowledge of natural medicine.

Keywords: natural medicine, drugstore, pharmaceutical service, diabetes mellitus, simulated patient