

ABSTRACT

PHARMACEUTICAL SERVICES FOR REQUESTS OF NATURAL MEDICINE AS IMMUNOSTIMULAT IN SURABAYA PHARMACIES

Vindia Khendy Aksandra

Immunostimulant in the form of natural medicines have been used as a complementary treatment for infectious diseases. The literature reported that service providers' knowledge of interactions and side effects of natural medicine is inadequate. Service providers at pharmacies have also been reported to provide limited medicine information to patients collecting natural medicines. This study aimed to investigate the availability of natural medicines as immunostimulant, provision of patient assessment, recommendations, and information about natural medicine for immunostimulant, as well as knowledge of natural medicines. This observational study was conducted using a simulated patient method in 90 randomly selected pharmacies in Surabaya. The drug requested was available in 73 pharmacies (81,1%), the remaining recommended other immunostimulant in the form of food supplement. Only a small number of service providers (n=22, 24,4%) assessed patient simulated. Drug information delivered was about dosing and time to use. Sixteen (17,8%) service providers correctly answered "fitofarmaka" logo. Five (33,3%) pharmacy staff who provided food supplement answered that there was no difference between the requested product and the recommended product. In conclusion, natural medicines as immunostimulant were available in the majority of pharmacies. Despite that, there is room for improvement in provision of patient assessment and natural medicine information. There is also a need to improve knowledge of natural medicine so that pharmacy staff may satisfactorily perform in response to natural medicine requests.

Keyword: Natural medicine, pharmacy, simulated patient, immunostimulant