

ABSTRACT**Identification of the role of pharmacists in clinical pharmacy services in hypertensive patients at primary health centers**

Hypertension was accounted for 6,7% total death population at all ages in Indonesia, after stroke and tuberculosis. Primary health centers are health service facilities that organized public health efforts and first level individual health efforts, prioritizing promotive and preventive efforts for hypertensive patients. This study aimed to explore the extent to which pharmacists at primary health centers provided clinical pharmacy services to patients with hypertension. A qualitative study with semistructured interviews was conducted to five purposively selected pharmacists at the primary health centers. All interviews were transcribed at verbatim, then analysed using thematic analysis.

The results showed that all informants had carried out several clinical pharmacy activities including dispensing and counseling, as well as home care to patients who had limitations to visit primary health centers. Besides that, pharmacists also carry out several programs in PROLANIS (a chronic disease management program for patients who were members of *BPJS Kesehatan*) for patients with uncontrolled blood pressure. Pharmacist contribution in PROLANIS activities included counseling and monitoring the use of patient drugs and participating in providing patient education. All informants admitted that their provision of service has not been optimally done, for example ineffective home care, little opportunity to do ward visits, and irregular documentations. Pharmacists had opportunity to increase their role in clinical pharmacy services if there are improvements from several factors such as: an increased number of pharmacy staff in health centers, a proper area to conduct drug services including patient counseling, and ease in writing reports for documentation. Such improvements are expected to be carried out by the government through local health district policy.

Keywords : Hypertension, clinical pharmacy, qualitative research.