

## ABSTRACT

### **MEFENAMIC ACID OF SELF MEDICATION SERVICES PROFILE AT THE PHARMACIES IN WEST SURABAYA (Study with Simulated Patient Methode)**

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Self medication practices among people tend to increase nowadays. Pharmacists have an important role and responsibility in order to gain a safe and rational self medication practiced by pharmacy consumers. The aim of this study was to determine the mefenamic acid self medication services profile at 83 pharmacies in West Surabaya.

This research was cross sectional study, conducted at the pharmacies in West Surabaya. A simulated patient collected the data from pharmacy staffs who served her while asking mefenamic acid at the pharmacy. Instruments used were the study protocol, scenario, and checklist that have been tested the validity and reliability.

Of the 83 pharmacy staffs who served the patient, only 20.50% performed patient assessment, all (100.00%) recommended the drug product, but only 9.60% involved the patient in drug selection. Only 1.20% pharmacy staff provided drug information, while 98.80% had informed after a teaser questions. All pharmacy staffs gave information: drug indication, drug dose, and time of consumption. 97.60% about side effect, 28.80% about length of use and 1.20% about contraindication. No pharmacy staff gave information about things to consider while taking the drug, the drug storage means, how to treat the rest of medicine, and how to recognize deteriorate drugs. Whereas non drug information provided by 6.00% the pharmacy staffs.

Mefenamic acid self medication services at the pharmacies in West Surabaya showed pharmacist performance has not been optimal. It needs to improve pharmacy services, especially self medication services in order to achieve safe that drugs given to patients guaranteed safe, proper and rational self medication practices.

**Keyword:** mefenamic acid, self medication, and simulated patient method, West Surabaya pharmacies