

ABSTRACT

The Profile of Mefenamic Acid Self-Medication Services at Pharmacies in Centre Surabaya

Marcha Debby Saraswati

The self-medication practice nowadays is very high. The pharmacy staffs must be able to accurately respond the medicine requests for the safe, effective and rational drug use among the self-medication practices in pharmacy. The aim of this research was to investigate the profile of mefenamic acid self-medication services at the Centre Surabaya pharmacies. The research was a cross-sectional observational study using the simulated patient method. A scenario of specific product (mefenamic acid) purchasing was presented by a simulated patient to 84 pharmacies in the Centre of Surabaya in April-May 2012. The result of this research showed that the mefenamic acid was being easily purchased by the pharmacy staffs at 100% of the pharmacies visited. Only 3,57% of pharmacy staffs performed the patient assessment and 10,71% performed the patient assessment after the simulated patient asked an inducement question. 86,90% of pharmacy staffs recommended the generics and 13,10% recommended the branded-names. There was no staff presented the medicine information except after the simulated patient asked inducement questions. Medicine information on indication, dosing, duration of administration, adverse effects, and informations should be given before taking the medicine were provided. The 14,28% of pharmacy staffs who served the patient were pharmacists and the other 85,72% were non pharmacists. This research highlighted the limited role of pharmacists in mefenamic acid service for self-medication. It is suggested to improve pharmacists performance and role in the self-medication services and present information to the patients about the proper self-medication practices. Furthermore, strategies to increase the presence of pharmacists in the pharmacy should be seriously considered.

Keywords: mefenamic acid, simulated patient, self-medication services