

PROFIL PELAYANAN RESEP DENGAN OBAT ANTASIDA DOEN DAN RANITIDIN DI APOTEK WILAYAH SURABAYA

(Studi dengan Metode Simulasi Pasien)

BETI SUGIARTI

Yunita Nita, S. Si., M. Pharm., Apt

KKC KK FF 271 11 Sug p

ABSTRACT

Gathering information and providing drug information are part of patient counseling. A well-informed patient is a safeguard to prevent drug related problems. Besides, the drug label provides written information for patient in order to use their drug appropriately. The aim of the study was to explore the profile of prescription services for DOEN antacid and ranitidine at pharmacies in Surabaya.

Ninety pharmacies was randomly selected from 625 pharmacies in Surabaya.

The method was simulated patient. The participant was the researcher herself who acted as patient with gastritis and brought new prescription contained DOEN antacid and ranitidine. The instruments were protocol, scenario, prescription, and checklist which have been checked for their validity and reliability.

DOEN Antacid and ranitidine were available at 75 pharmacies (83%) and 76 pharmacies (84%) respectively. The information given were name of medicine 5 (7%) and 0 (0%), the purpose of therapy 3 (4%) and 1 (1%), indication of medicine 7 (9%) and 5 (7%), frequency of administration 26 (35%) and 27 (36%), the number of medicine in once administration 7 (9%) and 4 (5%), the time to use the medicine (before or after meal) 35 (47%) and 17 (22%), how to use the medicine 9 (12%) and 0 (0%) respectively. Drug label were given in 70 (93%) and 71 (93%) for DOEN antacid and ranitidine respectively.

To conclude, prescription services for patient was not sufficient. Pharmacist had to improve it in pharmaceutical care practice to improve the patient's quality of life.

Keywords: Gathering information, drug information, drug label, DOEN antacid, ranitidine, and simulated patient method.