

## ABSTRACT

### MANAGEMENT AND SERVICE PROFILE OF NATURAL MEDICINE IN PHARMACIES AND DRUG STORES IN SURABAYA AREA

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This study aimed to determine management and service of natural medicines in community pharmacies and drug stores in Surabaya area. A self administered questionnaire was used to collect data. Data were obtained from randomly selected community pharmacies (n=667) and all drug stores (n=41). A total of 89 pharmacy staff and 28 drug store staff completed the questionnaire, yielding 71.4% and 68.2% response rate respectively. The majority of respondents (73.5%) reported that planning the types and number of natural medicines was based on consumption of the previous months. More than half (57.3%) respondents documented their stock manually. When receiving natural medicine from distributors, 76 (65%) checked registration numbers. Only 33 (37%) respondents in community pharmacies had experience in dispensing natural medicines based on prescription medicine. When dispensing natural medicines, information on side effects and interactions was less likely to be given compared to the other types of information. Therapeutic drug monitoring and monitoring of side effects were only provided by 31.4% and 29.2% respondents of community pharmacies. Such suboptimal services may be caused by limited access to sources of information. Therefore, staff of community pharmacies and drug stores are expected to increase information about natural medicines to ensure the safe use of natural medicines.

**Keywords:** management and drug service, natural medicine, pharmacy, drug store