



# Patient's Satisfaction with Medicine Information Services in Community Pharmacies

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1



## Outline

- Introduction
  - Aims
- Methods
- Result
- Conclusions

2



# Introduction

3



## Introduction

- Over the time, medication prescription rates have risen markedly and drug therapy has at times become more complex
- With the adoption of pharmaceutical care model, there are associated changes in the way pharmacist performs their job
- Rather than a product focus, pharmaceutical care now involves intensive servings offerings that are patient centered

4



## Introduction cont'd

- Patients have also become more involved in managing their own health care. This has led to significant demand for information disclosure
- Information and consultation service available in pharmacy is becoming a professional requirement. However, lately it also attracts patients to come and buy medicine from a pharmacy

5



## Introduction cont'd

- To be able to control the rational use of medicine, pharmacists need to optimize their role in communicating with patients.
- In Indonesia, medicine information services are not widely recognized and practiced yet. When such a service is available, it is mostly not optimal.

6



# AIMS

7



## Aims

The main purposes of the study were:

- To identify the level of patient's satisfaction with medicine information services in community pharmacies
- To observe the type of information given by community pharmacy

8



# Methods

9



## Methods

- The design of the study was a cross sectional-observational study.
- Sampling of the chosen pharmacy was done by a purposive sampling method while the respondents were chosen using non-probability sampling method.
- The instrument utilized was a questionnaire that has been validated through validity and reliability test.

10



# Results

11



## Sample

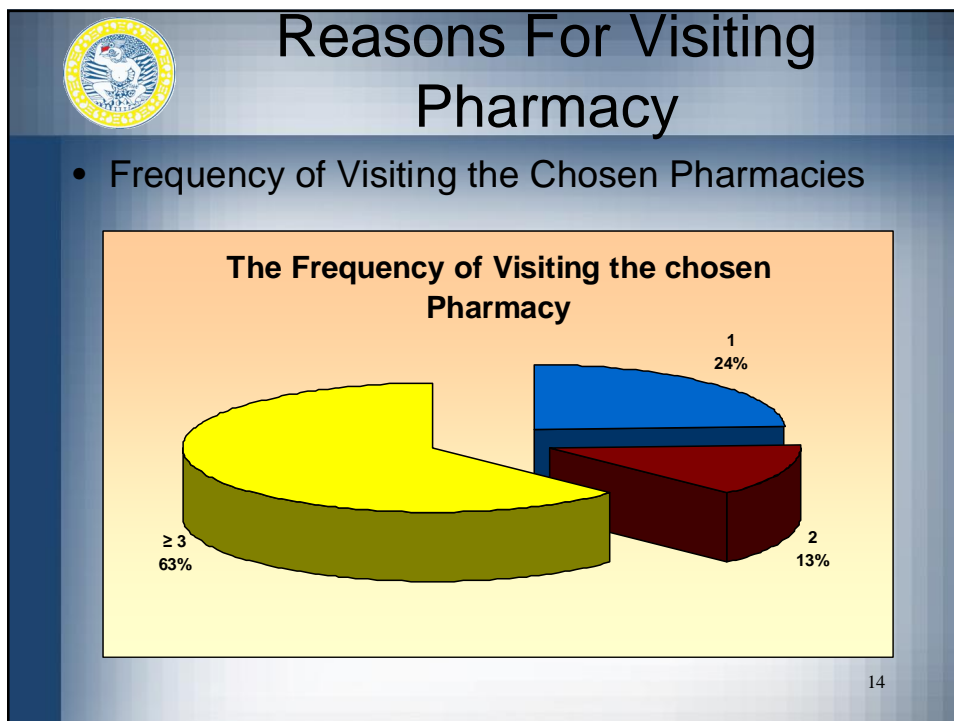
No	Pharmacy	Respondents
1	A	32
2	B	29
3	C	29
4	D	20
5	E	30

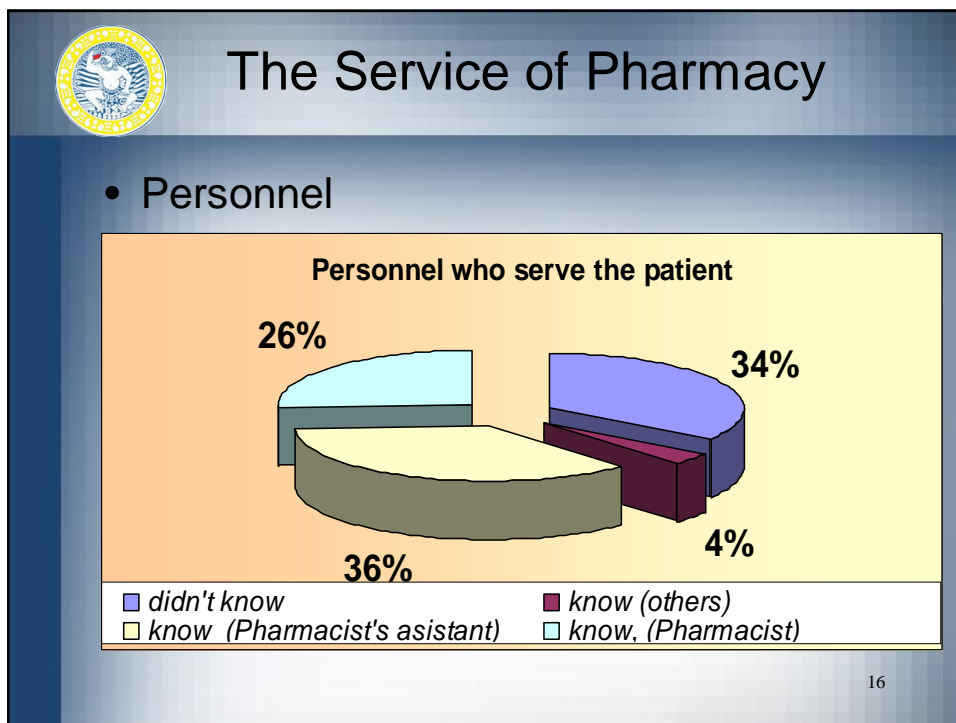
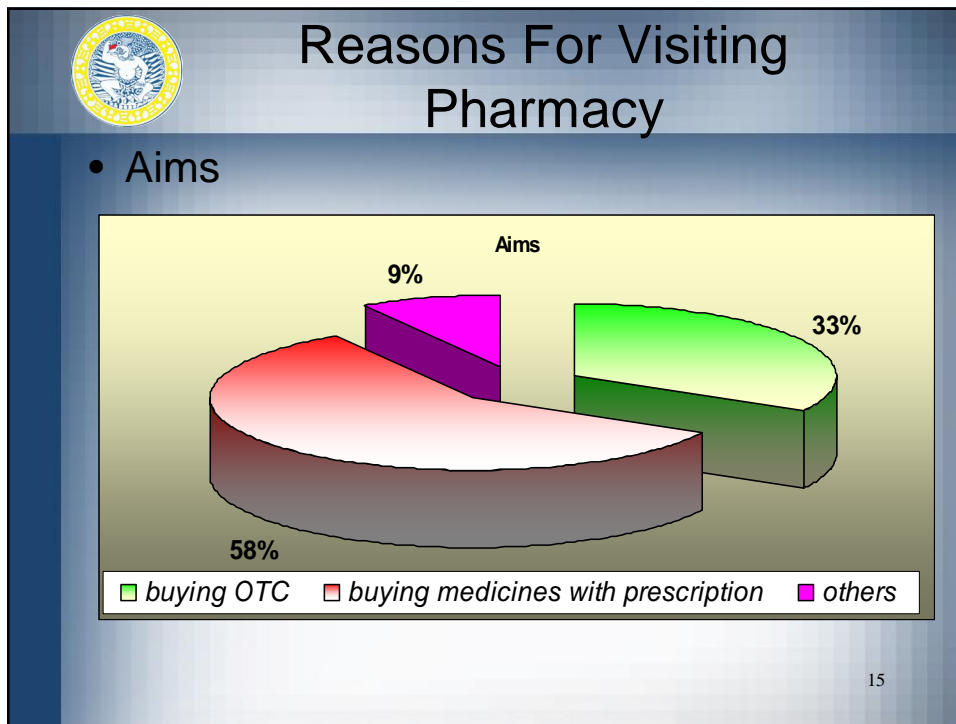
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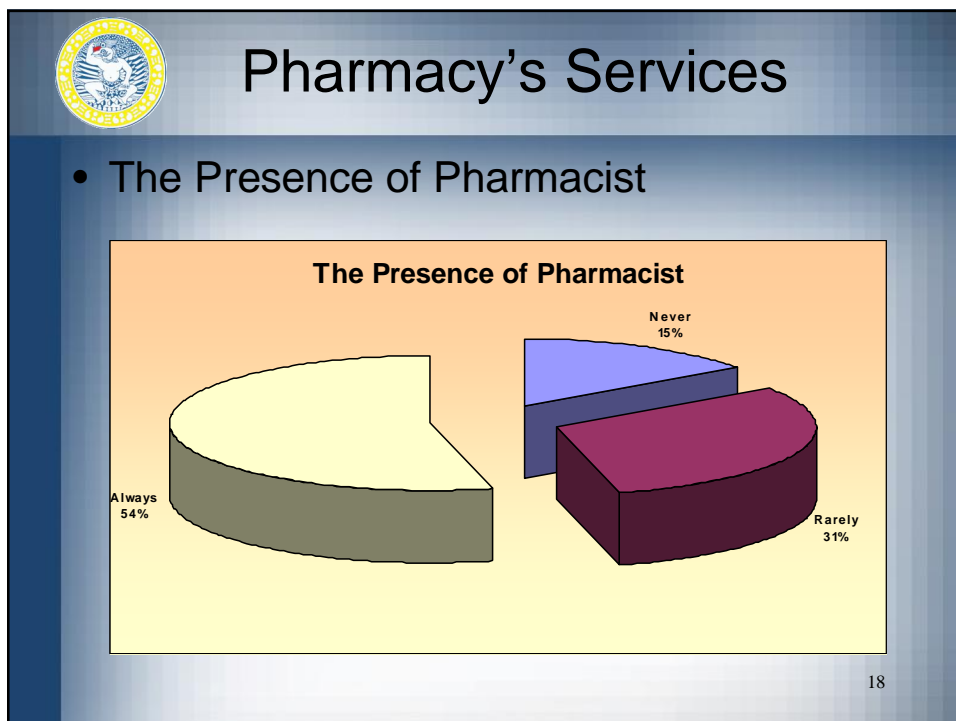
12

**Demographic**

Demographic Data	n	%
<b>Age</b>		
< 20	10	7.3 %
20-29	67	48.9 %
30-39	38	27.7 %
40-49	10	7.3 %
≥ 50	12	8.8 %
<b>Gender:</b>		
Male	59	42.4 %
Female	80	57.6 %
<b>Education:</b>		
Elementary	7	5.1 %
Junior High School	11	8.0 %
Senior High School	77	55.8 %
University	38	27.5 %
Others	5	3.6 %



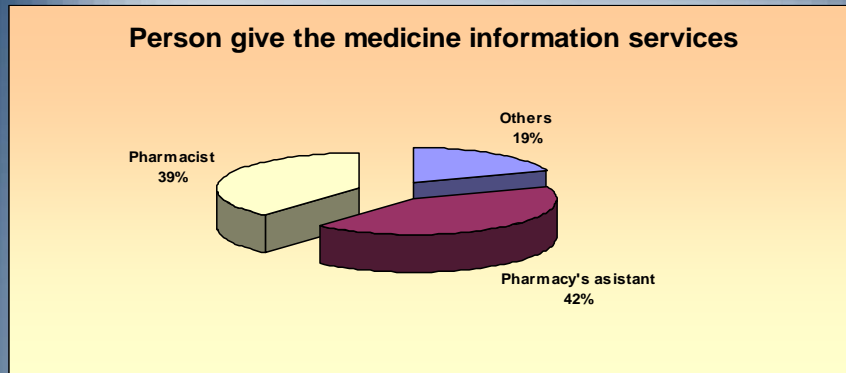






## Medicine Information Services

- Personnel

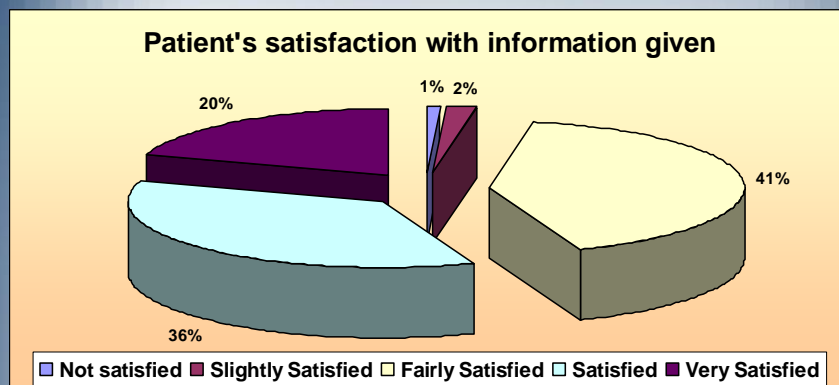


19




## Medicine Information Services

- Satisfaction




20



## Type of Information

No	Type of Information	n	%
1	Information regarding medicine, namely: a.name of medication b.indication	118	88.1 %
2	Dosage given	111	85.4 %
3	Direction and how to use	114	88.4 %
4	Length of treatment	70	58.8 %
5	Adverse drug reaction, to include: a.How to know when it's happen b.What the patient should do	67	57.8 %

21



## Type of Information

No	Type of Information	n	%
6	Food and drink that should be avoided when taking medication	65	52.4 %
7	How to obtain further information	52	47.7 %
8	Drug interaction, to include : a. Drug and Drug b. Drug and Food c. Drug and disease d. Drug and alcohol e. Drug and lifestyle	52	46 %
9	How to know when the medicine has worked	49	41.5 %
10	What the patient should do about missing dose	38	33.6 %

22



# Conclusions

23



## Conclusions

- More than 90 % patients satisfied with the medicine information services given by community pharmacies.
- The information mostly given to the patients were general information regarding the medicine (name and indication), dosage and the direction on how to use the medicine.

24



## Recommendation

- The role of Pharmacist in providing information for patient need to be improved not only their knowledge about medicine but also their ability in communicating with patient to achieve higher satisfaction from patient
- The types of information given to the patient also need to be improved.

25



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26

The 8th Asian Conference on Clinical Pharmacy: “Toward Harmonization of Education and Practice of Asian Clinical Pharmacy”



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27