



The Dispensing of Prescription Profile at Some Pharmacies in Gubeng Surabaya

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Research Background

- Pharmacist as health care provider is the most important element in pharmaceutical service due to its profession and its direct service to patient
- Technology, no matter how sophisticated they can be, is only a support to human's work.
- Good service given by professional as a health care provider comes from good knowledge, skill, and behavior (Jacobalis, 1990, in Wahyuningsih, 2000).



Research Background

- Based on that thought, we are intended to know about implementation of pharmaceutical care concept in prescription dispensing process, as a start for building a whole pharmaceutical service to show the role of pharmacist



Aim

- To give description of how PC is implemented in dispensing a prescription .
- To know profile of dispensing a prescription at some pharmacies in Surabaya.

There are 10 stage of dispensing a prescription process:

1. Pharmacist Involvement
2. Identification of Patient
3. Assessing Patient Knowledge
4. Decision Making
5. Rechecking of Prescription
6. Information Provide
7. Ensuring Maximum Benefit
8. Interaction with Patient
9. Instillation of Confidence and Ethics of Confidentiality
10. Patient Profile

Research Methods

- Cross sectional
- Respondent:
 - pharmacists working in pharmacy
 - active pharmacist.
- Instrument:
 - validation tool of dispensing a prescription

Result

- Respondent : 24 pharmacists

1. Pharmacist Involvement in prescription care process

Question	Percent	Score
a. Patient deals with pharmacist	63%	10
b. Patient is referred to pharmacist by an assistant and dispensing is carried out by pharmacist		10
c. Pharmacist gets involved during the advisory stage	17%	8
d. Pharmacist gets involved when patient asked queries from the assistant or when assistant identified a problem	8%	5
e. Pharmacist gets involved because patient asked to speak to the pharmacist		4
f. Pharmacist supervises dispensing and there is no interaction with patient	13%	1

2. Identification of Patient

Question	Percent	Score
a. Pharmacist knows the patient	21%	10
b. Pharmacist asks for		
i Name of patient	63%	2
ii Age of patient	54%	2
iii Sex of patient	50%	2
iv Residence of patient	63%	2
v ID number of patient	58%	2
c. Pharmacist does not ask for any patient identification	17%	0

3. Assessing Patient Knowledge

Question	Percent	Score
a. Pharmacist confirms with the patient the indications for which the medication is/are being used	83%	5
b. Pharmacist assesses patient knowledge as regards length of treatment	46%	5
c. Pharmacist does not try to confirm the extent of knowledge on the prescribed medication	18%	0

4. Decision Making

Question	Percent	Score
a. No problem is identified in prescription or action was taken to solve problem identified and so pharmacist decides to proceed with the dispensing process	46%	10
b. Prescribed medication not available, pharmacist offers to contact prescriber	8%	10
c. Prescribed medication not available, pharmacist suggests another pharmacy which is very likely to have the medication in stock	38%	8
d. Prescribed medication not available, pharmacist advises patient to try and obtain medication from another pharmacy		6
e. Prescribed medication not available and pharmacist informs patient to come another time		4
f. Prescribed medication not available, pharmacist informs patient that medication is not available	4%	1

5. Rechecking of Prescription

Question	Percent	Score
a. compares medication with the prescription to confirm that the right product was selected	96%	8
b. checks expiry date on the product	71%	2

6. Information Provided

Question	Percent	Score
a. Written form as a printed label	33%	5
b. Handwritten label	63%	3
c. Instructions written on the packet	13%	3
d. Verbal advice	88%	5

7. Ensuring Maximum Benefit

Question	Percent	Score
a. Pharmacist asking whether the patient has any problems with the medication	58%	2
b. Pharmacist asking the patient to repeat the major points of advice given	29%	4
c. Pharmacist repeating major points covered during advisory session	63%	4

8. Interaction with Patient

Question	Percent	Score
a. Pharmacist listens to patient	88%	10
b. Pharmacist interacts with patient but shows that he is hurried and under pressure		6
c. Pharmacist starts using cash register or engaging in another activity to bring communication with patient to an end	8%	6
d. Pharmacist answers telephone during the dispensing exercise		4
e. Pharmacist deals with other queries during the dispensing exercise		2
f. Pharmacist continues pricing or engaging in other activities		0

9. Instillation of Confidence and Ethics of Confidentiality

Question	Percent	Score
a. Pharmacist talks privately to the patient	17%	4
b. Pharmacist addresses the patient in a reassuring way without alarming the patient and speaks well of other health professionals	79%	4
c. Patient shows confidence in the pharmacist	29%	2

10. Patient Profile

Question	Percent	Score
a. Pharmacist discusses with patient medication taking habits in concordance with lifestyle or other medication	50%	4
b. Pharmacist gives advice to the patient on the health condition being treated	29%	3
c. Pharmacist informs patient about other medication which should be avoided or could be taken in conjunction with the prescribed medication(s)	29%	3

Conclusion

- From the data is knowable that there are six pharmacies having score less than 60.
- Based on interpretation of data mentioned at research method, this thing indicates that, step related to communications with patient still low .
- But as a whole, average of score indicates that service profile of recipe at some pharmacies in district region of *Gubeng* town Surabaya is good.

