

Praktek Kerja Profesi di Apotek Kimia Farma Nomor 450 Cibubur Lapangan Tembak periode April 2018 = Internship at Kimia Farma 450 Cibubur Lapangan Tembak Pharmacy period April 2018

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Abstrak

Praktek kerja profesi di Apotek Kimia Farma Nomor 450 Cibubur Lapangan Tembak Periode April 2018 bertujuan untuk memahami tugas dan tanggung jawab apoteker dalam pengelolaan manajerial dan pelayanan farmasi klinik di apotek khususnya di Apotek Kimia Farma Nomor 450 Cibubur Lapangan Tembak. Pada PKPA kali ini, tugas khusus yang diberikan yaitu analisis survei kepuasan pelanggan pada dimensi reliability dan responsiveness. Tujuan dari tugas khusus ini adalah mengetahui gap antara harapan dan kenyataan mutu pelayanan yang diterima pelanggan, serta mengetahui aspek reliability dan responsiveness yang perlu diperbaiki. Secara umum pengelolaan manajerial dan pelayanan farmasi klinik di Apotek Kimia Farma Nomor 450 Cibubur Lapangan Tembak telah dilakukan sesuai dengan peraturan perundang-undangan. Namun pelayanan farmasi klinik yang belum rutin dilakukan yaitu monitoring efek samping obat, home pharmacy care, dan pemantauan terapi obat.

.....Internship at Kimia Farma 450 Cibubur Lapangan Tembak Pharmacy Period April 2018 aimed to understand the duties and responsibilities of pharmacist in managerial and clinical pharmacy practice at Kimia Farma 450 Cibubur Lapangan Tembak Pharmacy. The special assignment in this internship was "Analysis of Customers Satisfaction Survey on Reliability and Responsiveness". The purpose of this special assignment was to know gap between expectation and reality of service quality. It also aimed to know reliability and responsiveness aspects had to be improved. Managerial and clinical pharmacy practice at Kimia Farma 450 Cibubur Lapangan Tembak Pharmacy generally has meet the regulation. However, side effect drug monitoring, home pharmacy care, and drug therapy monitoring aren't implemented regularly