

Praktik Kerja di Apotek Kimia Farma 628 Sukahati Periode 2 Juni - 30 Juni 2022 “Survei Peningkatan Pelayanan Pada Apotek Kimia Farma 628 Sukahati” = Job Training at Kimia Farma 628 Sukahati Pharmacy Period June 2nd - June 30th, 2022 "Service Improvement Survey at Kimia Farma 628 Sukahati Pharmacy"

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Abstrak

Apotek adalah tempat dimana pasien mencari obat. Pelayanan kefarmasian yang terdapat di apotek tidak hanya mencakup penyiapan dan penyerahan obat, hal lain yang perlu diperhatikan yaitu seperti fasilitas apotek dan ketersediaan obat yang ada di apotek. Agar pelayanan kefarmasian dapat mencukupi kebutuhan pasien, maka diperlukan survei pada pasien apotek terkait fasilitas yang perlu ditambahkan, layanan yang perlu ditingkatkan, dan obat yang harus selalu tersedia di apotek. Survei dilakukan pada pasien Apotek Kimia Farma 628 Sukahati yang membeli produk di apotek dan bersedia menjawab kuesioner. Adapun kuesioner berisikan pertanyaan mengenai data demografis pasien (nama, jenis kelamin, usia, jumlah berkunjung, penyakit, dan obat yang digunakan/dibeli) serta data kebutuhan pasien (fasilitas yang perlu ditambahkan, layanan yang perlu ditingkatkan, dan obat yang harus selalu tersedia di Apotek Kimia Farma 628 Sukahati). Kebutuhan pasien yang paling diinginkan ada di apotek dari hasil survei pada 65 pasien yaitu adanya praktek dokter umum dan terjaganya ketersediaan obat di apotek, terutama untuk obat swamedikasi yang menjadi obat yang paling sering dicari di Apotek Kimia Farma 628 Sukahati. Apotek Kimia Farma 628 Sukahati dapat meninjau kembali pengadaan obat di apotek untuk menghindari kekosongan obat dan membuka layanan praktek dokter umum di apotek.

..... A pharmacy is a place where patients look for medicine. Pharmaceutical services in the pharmacy do not only cover the preparation and delivery of drugs, there are other things that need to be considered such as pharmacy facilities and the availability of drugs in the pharmacy. In order for pharmaceutical services to be sufficient for patient needs, a survey is needed on pharmacy patients regarding facilities that need to be added, services that need to be improved, and medicines that must always be available in the pharmacy. The survey was conducted on Kimia Farma 628 Sukahati Pharmacy patients who bought products at the pharmacy and were willing to answer the questionnaire. The questionnaire contains questions regarding patient demographic data (name, gender, age, number of visits, disease, and medicines used/purchased) as well as patient needs data (facilities that need to be added, services that need to be improved, and medicines that must always be available at Kimia Farma 628 Sukahati Pharmacy). According to the results of a survey of 65 patients, the most desired patient needs were the opening of general practitioner practice in the pharmacy and the sure availability of medicines in the pharmacy, especially for self-medication which is the most frequently sought after drug at Kimia Farma 628 Sukahati Pharmacy. Kimia Farma 628 Sukahati Pharmacy can review medicines procurement at pharmacies to avoid medicine shortages and open general practitioner practice services at the pharmacy.