

Evaluasi Pelayanan Informasi Obat (PIO) di Instalasi Farmasi Puskesmas Kecamatan Ciracas = Evaluation of Drug Information Services (DIS) at the Ciracas District Health Center Pharmacy Installation

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Abstrak

Kejadian obat yang merugikan, kesalahan pengobatan dan reaksi obat yang merugikan dalam proses pelayanan kefarmasian dapat terjadi karena beban kerja, komunikasi yang kurang baik, sistem distribusi dan peran tenaga farmasi yang belum maksimal. Berkaitan dengan hal ini, tenaga farmasi termasuk apoteker memiliki kewajiban untuk melaksanakan pelayanan informasi terkait penggunaan obat secara tepat, aman, dan rasional. Tugas khusus ini bertujuan untuk mengevaluasi pelayanan informasi obat (PIO) di Instalasi Farmasi Puskesmas Kecamatan Ciracas. Metode penelitian yang digunakan adalah penelitian observasional. Data dikumpulkan melalui observasi langsung terhadap proses PIO yang dilakukan oleh tenaga farmasi, wawancara dengan apoteker, dan dokumen terkait pelayanan informasi obat. Aspek-aspek yang dievaluasi meliputi kegiatan pelayanan informasi obat secara aktif dan pasif di Puskesmas Kecamatan Ciracas. Hasil penelitian menunjukkan bahwa pelayanan informasi obat di Instalasi Farmasi Puskesmas Kecamatan Ciracas sudah dilakukan melalui PIO aktif dan pasif. Kesimpulan dari tugas khusus ini adalah pelayanan informasi obat (PIO) di Instalasi Farmasi Puskesmas Kecamatan Ciracas sudah dilaksanakan dengan baik sesuai dengan Permenkes No.74 Tahun 2016.

..... Adverse drug events, medication errors and adverse drug reactions in the pharmaceutical service process can occur due to workload, poor communication, distribution system and the role of pharmacists who have not been maximized. In this regard, pharmacists including pharmacists have an obligation to carry out information services related to drug use in an appropriate, safe and rational manner. This special assignment aims to evaluate drug information services (PIO) at the Ciracas District Health Center Pharmacy Installation. The research method used is observational research. Data was collected through direct observation of the PIO process carried out by pharmacists, interviews with pharmacists, and documents related to drug information services. The aspects that were evaluated included active and passive drug information service activities at the Ciracas District Health Center. The results showed that drug information services at the Ciracas District Health Center Pharmacy Installation had been carried out through active and passive PIOs. The conclusion of this special task is that the drug information service (PIO) at the Ciracas District Health Center Pharmacy Installation has been carried out properly in accordance with Permenkes No.74 of 2016.