

Laporan Praktik Kerja Profesi Apoteker di Rumah Sakit Palang Merah Indonesia Periode 1 Juli ? 20 Agustus 2014 = Report of Pharmacist Internship at Palang Merah Indonesia Hospital Period 1 July ? 20 August 2014.

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Abstrak

Praktik Kerja Profesi Apoteker (PKPA) di Rumah Sakit Palang Merah Indonesia bertujuan untuk memahami peran, tugas, fungsi, wewenang serta tanggung jawab Apoteker di Instalasi Farmasi Rumah Sakit serta mengetahui kegiatan yang dilakukan di instalasi/unit penunjang di RS PMI Bogor, yaitu Instalasi Sterilisasi Sentral dan Binatu dan Instalasi Kesehatan Lingkungan. Sedangkan tujuan dari tugas khusus adalah mengetahui tingkat kepuasan pasien terhadap pelayanan kefarmasian yang diberikan di depo Farmasi Reguler dan Afiat RS PMI Bogor periode 14 Juli ? 18 Agustus 2014 menggunakan analisis Service Quality ditinjau dari lima dimensi kualitas pelayanan, yaitu kehandalan (reliability), ketanggapan (responsiveness), jaminan (assurance), empati (empathy) dan berwujud (tangible).

Pharmacists Professional Practice (PKPA) at Palang Merah Indonesia Hospital aims to understand the roles, duties, functions, authorities and responsibilities of pharmacists in hospital pharmacy and comprehend the activities carried out in the supporting units in PMI Bogor hospital, such as Central Sterilization and Laundry Unit and Installation Environmental Health . While the purpose of the special task was to determine the level of patient satisfaction regarding pharmacy services provided at the reguler and Afiat pharmacy depo at PMI Bogor hospital period 14 July to 18 August 2014 using the analysis of the Service Quality in terms of five dimensions of service quality: reliability, responsiveness, assurance, empathy, and tangible .