

Evaluasi Kendala Pelaksanaan Pelayanan Informasi Obat dan Konseling di Apotek Roxy Biak = Evaluation of Obstacles for Drug Information Service and Counseling in Roxy Biak Pharmacy

Nabila Mardy Fitria, author

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Abstrak

[https://lib.ui.ac.id/unggah/node/151106#:~:text=Pelayanan%20informasi%20obat%20\(PIO,ketersediaan%20waktu%20dari%20pasien.](https://lib.ui.ac.id/unggah/node/151106#:~:text=Pelayanan%20informasi%20obat%20(PIO,ketersediaan%20waktu%20dari%20pasien.)

.....Drug information services and counseling are important aspects of clinical pharmacy services to increase public knowledge about how to use drugs properly. Drug information services is an activity carried out by pharmacists in providing information about drugs that are impartial, evaluated critically and with the best evidence in all aspects of drug use to other health professionals, patients or the public. Counseling is an interactive process between pharmacists and patients/families to increase knowledge, understanding, awareness, and compliance so that a change in behavior occurs in drug usage and resolves problems faced by patients. The implementation of drug counseling and information services at the Roxy Pharmacy has not yet been implemented for all patients who meet the counseling criteria. This is caused by various factors such as the limited time that the patient can spare, the patient's willingness to be counseled, and the patient who uses a delivery service to redeem his prescription. Roxy Biak Pharmacy provides a telephone number that patients can use to contact the pharmacist on duty. However, from the archives of drug information services reports and drug-related counseling at the Roxy Biak Pharmacy, it is known that all of them are still carried out face-to-face. Therefore, drug information services and counseling are still often hampered by the patient's time availability.