

EVALUATION OF PHARMACY SERVICE STANDARDS AT K-24 PHARMACY KALITANJUNG CIREBON BASED ON MINISTRY OF HEALTH REGULATION NUMBER 73 OF 2016 ON FULFILLMENT OF PATIENT RIGHTS

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Abstrak: Improving the quality of pharmaceutical services has become a major focus in health services, especially after the enactment of Minister of Health Regulation Number 73 of 2016 concerning Pharmaceutical Service Standards in Pharmacies. This study aims to implement the implementation of pharmaceutical service standards at Pharmacy K-24 Kalitanjung, Cirebon, and analyze the legal responsibility of pharmacies in providing patient rights. The research method used is descriptive with a qualitative approach, involving observation and interviews with pharmaceutical personnel at the pharmacy. The results of the study indicate that Pharmacy K-24 Kalitanjung has met most of the pharmaceutical service standards, including the management of pharmaceutical preparations, clinical pharmacy services, and pharmaceutical resources. However, there are still several aspects that require improvement, such as drug storage based on the FEFO system and the implementation of patient counseling. This study provides an important contribution to understanding the implementation of the regulation of Minister of Health Regulation No. 73 of 2016 and its impact on the quality of pharmaceutical services

Keywords: pharmacy, pharmaceutical services, clinical pharmacy

I. INTRODUCTION

Health workers are all people who dedicate themselves to the health sector and have knowledge and/or skills through education in the health sector which for certain types require authority to carry out health efforts. In pharmaceutical practice, pharmacists have the task of controlling pharmaceutical preparations, procurement, storage, distribution of drugs until the drugs reach the patient, namely when providing drug services on a doctor's prescription and drug information services. Patients are all people who consult about their health problems to obtain the necessary health services either directly or indirectly. (Pakpahan, M, 2022)

Health development aims to increase awareness, willingness and ability to live healthily for everyone in order to realize the highest level of health as an investment for the development of socially and economically productive human resources. Attachment to the Regulation of the Minister of Health of the Republic of Indonesia Number 73 of 2016 Concerning Pharmaceutical Service Standards in Pharmacy Services that pharmacies have currently experienced a shift in orientation from drug oriented to patient oriented or better known as Pharmaceutical Care. Pharmaceutical services originally only focused on drug management (drug oriented) are now changing into comprehensive services that aim to improve the quality of life of patients. As a result, the existence of pharmacists is demanded in the context of improving human resources in terms of increasing the ability to master knowledge, skills and being able to change behavior in terms of interacting with patients. (Rizki Rahmah Fauziah. 2015)

Health is the most valuable treasure, an invisible crown in the journey of human life. Indonesia has made efforts to develop a better health system through the ratification of Law No. 17 of 2023 concerning health. Indonesia made major changes in health legislation with the ratification of Law No. 17 of 2023 concerning health. The forms of interaction in question are Drug Information Services (PIO), Drug Counseling, Home Pharmacy Services (home care), Drug Therapy Monitoring (PTO), Drug Side Effect Monitoring (MESO). The substance of Pharmaceutical Care is essentially to help patients as an effort to support the achievement of successful treatment, provide information about the treatment program that must be undergone by patients, monitor treatment results and work together with other professions to achieve successful treatment for patients. (Yasin Rahman. 2014)

The legal concept of Law No. 17 of 2023 concerning health is related to the regulation of the relationship in providing health services to patients. They are the group that is always at the forefront of the health battle, namely health workers. Pharmaceutical care is a sub-system of patient-oriented health services. This pharmaceutical service directs patients about habits or lifestyles that support the achievement of successful treatment that must be undergone by patients, monitors treatment results and collaborates with other professions to achieve optimal quality of life for patients. Management of pharmaceutical preparations (drugs, medicinal ingredients, traditional medicines, and cosmetics) is a sequence of activities starting from planning needs, procurement, receipt, storage, destruction, and recording or reporting.

Pharmacy is a specific place to carry out pharmaceutical work and distribute drugs to the community. Pharmacy is a pharmaceutical service facility where pharmaceutical practice is carried out by pharmacists. Pharmaceutical services at the pharmacy in prescription services sometimes serve around 60 prescriptions per month, patients who come 2,000-2,500 people per day for self-medication. Self-medication itself is part of "Self Care" which is an effort to maintain health or prevent and overcome behavioral diseases of consuming drugs themselves based on a diagnosis of the symptoms of the disease that occurs. (Naingolan, I. L.2022)

The pharmacy in storing drugs is not in accordance with the FEFO (First Expire First Out) and FIFO (First In First Out) systems and the storage of drug stock cards is not carried out every day, because it is not carried out according to the system, most of the drugs will expire which causes losses to the pharmacy which will be borne by the pharmacist.

Based on the description of the background of this research, it was conducted because Pharmacy had never conducted research on the evaluation of pharmaceutical service standards in pharmacies. The researcher wanted to know whether the implementation of pharmaceutical service standards in pharmacies was in accordance with the Regulation of the Minister of Health Number 73 of 2016 concerning pharmaceutical service standards in pharmacies.

II. RESEARCH METHOD

This study uses the positivist paradigm. Positivism means that researchers focus on studying phenomena objectively. Researchers position themselves as value researchers who must always separate their subjective values from the objective being studied. This study chooses a qualitative research method, namely research that can be interpreted as research that does not make calculations. Qualitative research is a research method that produces data in the form of descriptions, either in the form of written or spoken words, regarding the views and behaviors that can be observed from individuals. The characteristics of qualitative research involve researchers as the main instrument, have a natural setting, are descriptive, conduct inductive analysis, and limit research to a certain focus and so on. (Moleong, Lexy J, 2004)

III. RESEARCH RESULT

The Standard of Pharmaceutical Services in Pharmacies has included activities including the management of pharmaceutical preparations, medical devices and Medical Consumables (BMHP) and clinical pharmacy services that must be implemented and are the responsibility of a pharmacist. Standard operating procedures (SOP) in Pharmacies are services that are directly related to clinical pharmacy and have great responsibility for patients. This relates to pharmaceutical preparations, medical materials, medical devices to achieve improved quality of life for patients. The regulation of Standard of Pharmaceutical Services in Pharmacies aims to: a. improve the quality of Pharmaceutical Services; b. ensure legal certainty for pharmaceutical personnel; and c. protect patients and the community from irrational use of drugs in the context of patient safety.

Duties and Responsibilities of Pharmacists

1. Dispense medication according to prescription, or doctor's orders.
2. Receive patient consultations regarding the use of prescribed medication
3. Communicate with doctors to prepare appropriate medications
4. Direct patients to over-the-counter medications to treat disease conditions

ased on the results of interviews and observations with the Pharmacist in Charge of the Pharmacy conducted in December 2024, the time required was approximately 10 days. The results of the study were obtained from the total answers of all respondents at the Pharmacy. Respondents aimed at the Pharmacy were Pharmacy Personnel totaling 6 respondents, namely:

- a. Pharmacist Managing Pharmacy 1 person
- b. Pharmacy Technical Personnel 2 people
- c. Pharmacy Technical Personnel Assistant 3 people

This pharmacy research uses survey data to determine the extent of the implementation of pharmaceutical service standards in pharmacies based on the Regulation

of the Minister of Health of the Republic of Indonesia No. 73 of 2016. This study uses an interview checklist sheet as a measuring tool to assess the standards of pharmacy services in pharmacies. Based on the conformity of the Regulation of the Minister of Health of the Republic of Indonesia No. 73 of 2016 concerning pharmaceutical service standards in pharmacies reviewed from the management of pharmaceutical preparations, medical devices and disposable medical materials, clinical pharmacy services and pharmaceutical resources.

Policies concerning the management of pharmaceutical preparations, medical devices and disposable medical materials commonly used by pharmacies in some cases can cause problems concerning issues related to planning, procurement of pharmaceutical preparations, medical devices and disposable medical materials, so there are several things that are considered concerning the issue of disease patterns, consumption patterns and community capabilities in this case after conducting research not implemented as it should be based on the Regulation of the Minister of Health of the Republic of Indonesia No. 73 of 2016 article 3 paragraph 2

It should be noted that the issue of drug storage with the FIFO (First In First Out) and FEFO (First Expire First Out) systems must be implemented properly. Planning for pharmaceutical supplies, medical devices and disposable medical materials is the initial stage in determining the type and quantity of pharmaceutical supplies, medical devices and disposable medical materials that are in accordance with needs. The objectives of planning are as follows:

1. Obtaining estimates of the type and quantity of pharmaceutical supplies, medical devices that are close to needs
2. Increasing the use of pharmaceutical supplies, medical devices
3. Ensuring the availability of pharmaceutical supplies, medical devices
4. Ensuring that the stock of pharmaceutical supplies, medical devices is not excessive
5. Cost efficiency

Observation results based on pharmaceutical service standards in pharmacies to ensure legal certainty and protect patients from irrational drug use.

The study was conducted with a random sample of 15 patients whose purpose was for patients to come with complaints of symptoms of illness or patients to ask about medicine.

This study shows that pharmacists, pharmaceutical technicians, and pharmaceutical technician assistants do not implement self-medication services optimally, something that needs to be analyzed further regarding the provision of self-medication services is the presence of pharmacists who do not always see whether the self-medication process carried out by pharmaceutical technicians or pharmaceutical technician assistants is correct.

As the results of interviews with several patients as follows:

Pharmacists and pharmaceutical technicians know and understand that the use of antibiotic drugs will be dangerous if used incorrectly and the purchase of antibiotic drugs must use a doctor's prescription.

The first patient bought Amoxsan Capsules, the pharmacy technician did not ask what the symptoms were so that antibiotics had to be used, did not ask what actions had been taken and did not ask whether the patient had drug allergies with the antibiotic group, only information was given on the use of antibiotics 3 x 1 capsule a day, finished for at least 3 days. The second patient consulted a pharmacist, with symptoms of toothache and swollen gums, the pharmacist gave Metamizole combined with Ketorolac without

Asking whether the patient has a history of drug allergies and not informing about the side effects of the drug, Metamizole and Ketorolac are both nonsteroidal anti-inflammatory drugs (NSAIDs) which both have the same mechanism and can increase side effects on the

gastrointestinal tract, disorders that affect the digestive tract in the form of nausea, vomiting, diarrhea, constipation and flatulence.

The third patient bought Batugin syrup who had been routinely consuming the drug with symptoms of difficulty urinating and had a history of kidney stones, the pharmaceutical technical staff served and provided information about the use of the drug without looking at the expiration date, immediately giving the drug that was approaching the expiration date, without thinking the patient wanted an expiration date that was still long.

The fourth patient consulted a pharmacist, with symptoms of red and swollen eyes, the pharmacist gave Cendo Xitrol Minidose eye drops by explaining how to use the drops 3-4 times a day 2 drops in the sore eye, without providing information about BUD (beyond use date), minidose eye drops should not be used more than 3x24 hours after the seal is opened, there is a risk of eye medication being contaminated with germs if stored and used for more than 3x24 hours.

IV. CONCLUSION

Pharmaceutical services for patient rights regulated in the Regulation of the Minister of Health of the Republic of Indonesia Number 73 of 2016 are said to be not in accordance with the results of interviews and observations at the Pharmacy. Evaluation of pharmaceutical service standards is quite a lot that has met the requirements including: facilities and infrastructure, human resources, dispensing and management of pharmaceutical preparations, medical devices and disposable medical materials. Storage using the FEFO (First Expire First Out) and FIFO (First In First Out) methods and storage of drug stock cards is not carried out every day.

This method is the main principle of ensuring efficiency in the drug production and warehouse process, the FIFO method ensures that the first item is consumed or distributed while the FEFO method aims to minimize the risk of wasting expired drugs in this method increases awareness in monitoring expiration dates, guarantees drug quality, drugs stored must be based on therapeutic class, stability and dosage form. Pharmacists must understand and be aware of the possibility of medication errors in the service process and identify, prevent, and resolve drug-related problems, pharmacoeconomic problems, and sociopharmaco economy.

While specifically, related to drug administration, pharmaceutical service standards or what are specifically known as clinical pharmacy services that pharmacists must comply with are prescription assessments including administration, pharmaceutical suitability and clinical considerations, dispensing consisting of preparation, delivery and provision of drug information, Drug Information Services, Counseling, Drug Therapy Monitoring, Drug Side Effect Monitoring, from a number of clinical pharmacy services above, will be focused on the second point regarding dispensing consisting of preparation, delivery and provision of drug information.

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