

ABSTRAK

Penelitian ini bertujuan untuk menilai kesesuaian pelayanan KIE dengan Peraturan Menteri Kesehatan Republik Indonesia Nomor 72 Tahun 2016 tentang standar pelayanan kefarmasian di Rumah Sakit. Penelitian ini merupakan penelitian observasional deskriptif menggunakan rancangan penelitian *cross-sectional*. Kriteria inklusi dalam penelitian ini adalah pasien atau pendamping pasien rawat jalan yang telah menebus obat dan mendapatkan pelayanan KIE, berumur $\geq 17 - 60$ tahun, minimal kunjungan 2 kali. Kriteria eksklusi adalah pasien rawat jalan yang tidak mengisi kuesioner secara lengkap. Jumlah sampel sebanyak 96 orang yang diambil secara *purposive sampling*. Kuesioner yg telah lolos uji validitas secara teknik *person product moment*, reliabilitas dengan metode *chronbach alpha* (nilai 0,731), uji pemahaman bahasa terhadap 5 orang dengan karakteristik yang mirip dengan responden. Data yang diperoleh dianalisis menggunakan metode deskriptif dan dikategorikan yaitu nilai 81-100% baik, 61-80% cukup, 20-60% kurang.

Hasil penelitian menunjukkan 66% apoteker memberi salam sebelum melayani pasien, 85% apoteker mencocokkan identitas pasien, 47% apoteker menyampaikan nama obat, 85% apoteker menyampaikan indikasi obat, 93% menyampaikan bentuk sediaan obat, 94% apoteker menyampaikan aturan pakai obat, 92% apoteker menyampaikan cara pakai obat, 72% apoteker menyampaikan durasi obat, 78% apoteker menyampaikan ESO, 60% apoteker menandai muncul ESO, 36% apoteker menyampaikan mengatasi ESO, 76% apoteker menyampaikan interaksi obat, 11% apoteker menyampaikan lupa minum obat, 56% apoteker menyampaikan penyimpanan obat, 95% apoteker memberi kesempatan pada pasien.

Pelayanan KIE yang diberikan sudah sesuai dengan Peraturan Pemerintah Kesehatan Republik Indonesia Nomor 72 Tahun 2016.

Kata kunci : KIE, rawat jalan, standar pelayanan farmasi di Rumah Sakit.

ABSTRACT

This study aims to assess the suitability of IEC services with the Regulation of the Minister of Health of the Republic of Indonesia Number 72 of 2016 concerning pharmaceutical service standards in hospitals. This study is a descriptive observational study using a cross-sectional research design. Inclusion criteria in this study were patients or outpatient companions who had redeemed drugs and received IEC services, aged 17-60 years, with a minimum of 2 visits. Exclusion criteria were outpatients who did not complete the questionnaire. The number of samples as many as 96 people taken by purposive sampling. Questionnaires that have passed the validity test using the person product moment technique, reliability using the Chronbach alpha method (value 0.731), language comprehension test for 5 people with the same criteria as the respondents. The data obtained were analyzed using descriptive methods and categorized, namely the value of 81-100% good, 61-80% enough, 20-60% less.

The results showed that 66% of pharmacists greeted patients before serving, 85% of pharmacists matched the patient's identity, 47% of pharmacists conveyed drug names, 85% of pharmacists conveyed drug indications, 93% conveyed drug dosage forms, 94% pharmacists conveyed drug use rules, 92% pharmacists conveyed how to use drugs, 72% pharmacists conveyed drug duration, 78% pharmacists said ESO, 60% pharmacists indicated that ESO appeared, 36% pharmacists said overcoming ESO, 76% pharmacists reported drug interactions, 11% pharmacists said they forgot to take medication, 56% pharmacists convey drug storage, 95% of pharmacists give the opportunity to patients.

The IEC services provided are in accordance with the Health Regulation of the Republic of Indonesia Number 72 of 2016.

Key words: IEC, outpatient care, pharmacy service standards in hospitals.