

ABSTRAK

Clinical pharmacy services in pharmacies consist of prescription review activities, dispensing, Drug Information Services (PIO), counselling, home pharmacy care, Drug Therapy Monitoring (PTO) and Monitoring Side Effects of Drugs (MESO) which are very active in achieving patient-oriented pharmaceutical services. Clinical pharmacy services are important and must be ensured with maximum implementation to reduce medication errors in the implementation of pharmaceutical services in pharmacies. This study aims to describe the implementation of clinical pharmacy services based on Regulation of the Minister of Health (PMK) No. 73 of 2016 concerning Pharmaceutical Service Standards in Pharmacies in Badung Regency. The study used an observational descriptive method, with a quantitative and qualitative approach, which was measured using a questionnaire followed by interviews to reveal the obstacles encountered when performing pharmaceutical services. The research subjects were 10 independent and franchised pharmacies in the Badung Regency area, which were conducted in May 2025 - June 2025. The results showed that the Clinical Pharmacy Service at the Badung Regency Pharmacy had been carried out well so that pharmaceutical services were expected to improve the success of therapy. The average score of pharmaceutical services in pharmacies is 66.8% (medium). Obstacles found in pharmaceutical services in the form of an insufficient number of Human Resources (HR) in pharmacies and pharmacists in several pharmacies do not practice on a standby basis at the pharmacy.

Key words: Clinical Pharmacy, PMK No 73/2016, Pharmacy, Pharmacist

INTISARI

Pelayanan farmasi klinik di apotek terdiri dari kegiatan pengkajian resep, dispensing, Pelayanan Informasi Obat (PIO), konseling, Pelayanan Kefarmasian di rumah (home pharmacy care), Pemantauan Terapi Obat (PTO) dan Monitoring Efek Samping Obat (MESO) sangat berpengaruh aktif dalam mencapai pelayanan kefarmasian yang berorientasi kepada pasien. Pelayanan farmasi klinik penting dan harus dipastikan pelaksanaannya dengan maksimal untuk mengurangi medication error dalam pelaksanaan pelayanan kefarmasian di apotek. Penelitian ini bertujuan untuk menggambarkan pelaksanaan pelayanan farmasi klinis berdasarkan Peraturan Menteri Kesehatan (PMK) No 73 Tahun 2016 tentang Standar Pelayanan Kefarmasian di Apotek di Kabupaten Badung. Penelitian menggunakan metode deskriptif observasional, dengan pendekatan kuantitatif dan kualitatif, yang diukur menggunakan kuesioner dilanjutkan dengan wawancara untuk mengungkap hambatan yang ditemui saat melakukan pelayanan kefarmasian.

Subjek penelitian sejumlah 10 Apotek mandiri dan waralaba di daerah Kabupaten Badung, yang dilakukan pada Bulan Mei 2025 – Juni 2025. Hasil penelitian menunjukkan bahwa, Pelayanan Farmasi Klinik di Apotek Kabupaten Badung sudah dilaksanakan dengan baik sehingga pelayanan Kefarmasian diharapkan dapat meningkatkan keberhasilan terapi. Skor rata-rata pelayanan kefarmasian di apotek sebesar 66.8 % (sedang). Hambatan yang ditemukan dalam pelayanan kefarmasian berupa jumlah Sumber Daya Manusia (SDM) di apotek kurang memadai serta apoteker di beberapa apotek tidak praktek secara stanby di apotek.

Kata kunci : Farmasi Klinis, PMK No 73 Tahun 2016, Apotek, Apoteker