Ad-Dawaa JOURNAL OF PHARMACY

V0l.03 No.01 Page 21-28 DOI : 10.52221/dwj.v1i1.869

Evaluation of Waiting Time for Compounding Prescription Services at Tasik Farma Pharmacy, Tasikmalaya

Santi Riyanti Daliah[1], Davit Nugraha[2*], Erni Salimatul Aqidah[2]

1. *Tasik Farma Pharmacy, Indonesia*
2. *D3 Farmasi, STIKes Muhammadiyah Ciamis, Indonesia*

Correspondance: Erni Salimatul Aqidah
Email: davit1@gmail.com
Address : Jl. K.H. Ahmad Dahlan No.20, Ciamis, Kec. Ciamis, Kabupaten Ciamis, Jawa Barat

Pharmacogenius Journal ***is licensed under a Creative Commons Attribution 4.0 International License.***

ABSTRACT

Waiting time is the time that patients can be used by patients to wait in line to get health care facilities, either at the hospital or at the pharmacy. This is related to the standard of health services that provide quality and quality. Most of the services concluded are for healing the disease. Not only for healing the patient, but also providing satisfaction with good service to the patient, so that the patient not only gets healing from his illness, but also gets good service. According to the Minister of Health Regulation No. 73 of 2016 concerning the standards of pharmaceutical services in pharmacies, the waiting time for prescription services at the pharmacy is 15-30 minutes, which is explained in article 5, page 6, paragraph 1. The purpose of the study was to determine how long the waiting time is required by the pharmaceutical personnel at the Tasik Farma pharmacy in the service of making compounded prescriptions. The method of this study uses case analysis or problems that occur with the aim of understanding and knowing the problems in depth that occur with the incoming data prescriptions.

Keywords: Waiting time, Prescription service, Prescription mix.

INTRODUCTION

A pharmacy is a pharmaceutical service facility where pharmacists carry out pharmaceutical practices (Amalia, 2019). Pharmaceutical services are direct and responsible services to patients related to pharmaceutical preparations to achieve definite results, to improve the quality of life of patients. (Dianita et al., 2017). A prescription is a written request from a doctor or dentist to a pharmacist, either in paper or electronic form, to provide and deliver medication to patients by applicable regulations (Wanda, 2021). Pharmaceutical preparations range from drugs, drug ingredients, traditional medicines, and cosmetics. Drugs are drug ingredients used to influence or investigate physiological systems in the application of diagnosis, prevention, healing, recovery, and health improvement (Gondokesumo & Amir, 2021).

Pharmaceutical service standards are benchmarks used as guidelines for pharmaceutical personnel in pharmaceutical services (Prihandiwati et al., 2018). The standard of pharmaceutical services in pharmacies aims to improve the quality of pharmaceutical services, guarantee legal certainty for pharmaceutical personnel, and protect patients from irrational use of drugs for patient safety (Prabandari, 2018).

Waiting time is the time that can be used by patients waiting in line or waiting in line to get health service facilities either in a hospital or at a pharmacy starting from when the patient arrives at the registration section, waiting to be examined by a doctor, getting a prescription for medicine and waiting for the medicine to be finished, which is a problem that is often found in health services (Wahyuningtias et al., 2013). This is related to the standard of health services that provide quality and quality. Most of them conclude that the service is for healing the disease. Not only for healing the patient, but to provide satisfaction with good service to the patient, so that the patient not only gets healing for his/her disease but also gets good service. (Rikomah, 2017)

According to the Minister of Health Regulation No. 73 of 2016 concerning the standards of pharmaceutical services in pharmacies, the waiting time for prescription services in pharmacies is 15-30 minutes, which is explained in Article 5, page 6, paragraph 1, explaining that to guarantee the quality of Pharmaceutical Services in Pharmacies, an evaluation of the quality of Pharmaceutical Services must be carried out, as attached on page 28. (Hartayu et al., 2020)

According to the Minister of Health Decree No. 37 of 2016, pharmacists must provide

counseling regarding pharmaceutical preparations, medications, and other health supplies, so that they can improve the quality of life of patients, or those concerned can avoid the dangers of misuse or incorrect use of drugs (Supardi et al., 2011).

TOOLS AND MATERIALS

The instrument used for data collection with a prescription sheet document containing the patient's name and identity, the duration of time for receiving the prescription, handing over the medicine, and the total time for serving the compounded prescription. Another instrument used is by using a stopwatch measuring instrument which is quite easy to use in measuring the time for processing the compounded prescription.

METHODS

This study analyzes the problems that occur when patients submit prescriptions at pharmacies. The goal is to understand the problems with direct data. Before processing the prescription, a check is made on the completeness of the administration and adjustments to the medical records. Furthermore, the medicine is prepared and taken according to the prescription. This study measures the time of making the prescription, focusing on administrative and pharmaceutical requirements. Inclusive criteria include all compounded prescriptions for children and adults with 1 to 4 drug ingredients. Data were obtained through direct collection and using a stopwatch to measure the process time. Analysis was carried out to determine the length of the prescription waiting time.

RESULTS

Data analysis was obtained from the withdrawal of the compounding prescription sheets to be studied with the time that had been set and the waiting time for the prescription to be processed. Quantitative data analysis in this study was univariate analysis with the aim of seeing how long the waiting time was for compounding prescription services at the Tasik Farma Pharmacy, Tasikmalaya. The average formula (mean):

$$x = \frac{\Sigma x}{N}$$

Information:

X = Average time

Σ X = Service time

N =Sample size

Qualitative data resulting from direct observation were analyzed to analyze and evaluate the waiting time for compounded prescriptions at the Tasik Farma Tasikmalaya Pharmacy.

Table 1. Types of Compounding

Types of Compounding	Amount
Ointment	83
Cream	67
Powdere	18

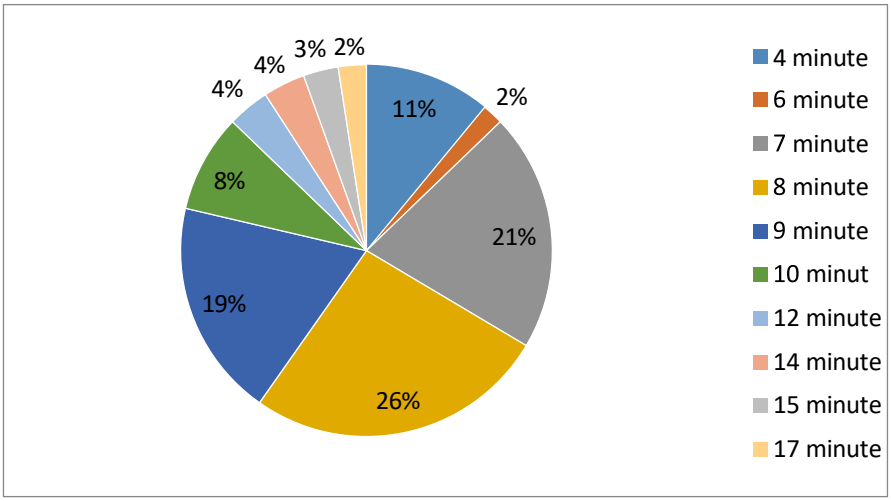

Figure 1. Graph of Waiting Time Groups

Table 2. Average Waiting Time for Prescription Services at Tasik Farma Pharmacy, Tasikmalaya

Day/Date	Number of Recipes	Waiting Time	Average Waiting Time Per Day
Monday, 12/4/2021	10	03:26:00	**00:20:00**
Tuesday, 13/4/2021	8	01:56:00	**00:14:05**
Wednesday, 14/4/2021	7	02:01:00	**00:16:10**
Thursday, 15/4/2021	7	02:25:00	**00:18:10**
Friday, 16/4/2021	10	02:28:00	**00:18:00**
Monday, 19/4/2021	9	02:13:00	**00:17:02**
Tuesday, 20/4/2021	8	02:33:00	**00:16:05**
Wednesday , 21/4/2021	7	02:06:00	**00:16:12**
Thursday, 22/4/2021	7	02:36:00	**00:19:15**
Friday, 23/4/2021	10	02:51:00	**00:18:00**
amount	**83**	**02:28:00**	**00:17:02**

DISCUSSION

A pharmacy is a pharmaceutical service facility where pharmacists carry out pharmaceutical practices (Amalia, 2019). Pharmaceutical services are direct and responsible services to patients related to pharmaceutical preparations with the aim of achieving definite results to improve the patient's quality of life (Dianita et al., 2017). A prescription is a written request from a doctor or dentist to a pharmacy, either in paper or electronic form, to provide and deliver medication to a patient by applicable regulations (Wanda, 2021). Waiting time is the time that can be used by patients waiting in line or waiting in line to get health service facilities either in a hospital or at a pharmacy starting from when the patient arrives at the registration section, waiting to be examined by a doctor, getting a prescription for medicine and waiting for the medicine to be finished, which is a problem that is often found in health services (Wahyuningtias et al., 2013).

The standard of pharmacy services refers to the Minister of Health Regulation No. 73/ MENKES/ SK/ II/2016 concerning minimum service standards in pharmacies, which states that the minimum waiting time for prescription services is 15 - 30 minutes, as explained in Article 5, page 6, paragraph 1, explaining that to ensure the quality of Pharmaceutical Services in Pharmacies, an evaluation of the quality of Pharmaceutical Services must be carried out, attached on page 28.(Hartayu et al., 2020)

The total number of results of this study is 83 sheets of prescriptions taken on Monday, April 12, 2021, to Friday, April 23, 2021, carried out on the morning shift from 8 a.m. to 2 p.m. It was carried out with the help of 1 pharmacist to work on the prescription and the help of 1 person to

hand over the medicine to the patient by checking the prescription and the amount of the mixture. Taking prescriptions, in one day, the prescription amount is 1 to 4 drug items that come in, depending on the diagnosis prescribed by the doctor. In one day, the prescriptions range from 7-10 prescriptions.

In the results of Table 1, there are types of compounding carried out during the study, consisting of ointment, cream, and powder. The results of ointment compounding were 83, cream compounding was 76, and powder was 18. In these results, the manufacture and compounding of drugs were made by the prescriptions received at the pharmacy. The prescription and manufacture of drug compounds were made because on the diagnosis of each patient.

In the result of Figure 1, the percentage of 26% in the waiting time of 8 minutes is the highest because the preparation of the recipe is made with few ingredients. the percentage of 2% with a waiting time of 14 minutes and 17 minutes is because, at the time of preparation, there are ingredients that run out at the pharmacy and need to be requested from the Warehouse. So that at the time of the research, it becomes an obstacle and increases the waiting time that will be worked on.

Based on the data in Table 2, above, the average waiting time for compounding prescription services is 17 minutes with the average formula (mean) $X = \sum X / N$. By calculating the service waiting time divided by the number of prescription samples. In the results of the waiting time each day, there is a fastest waiting time of 4 minutes and the longest waiting time is 17 minutes.

Another factor that affects the waiting time for prescription services is the Internal factor. At the time of the study, the medicine to be prepared was empty and had to be taken to the Warehouse. Accuracy in validating patient data and prescriptions also affects. Sometimes it comes with a compounding recipe and a drug prescription; such incidents make it unfocused and hasty in making the concoction. This greatly affects the research process. Implementing management changes in the Pharmacy to be more efficient and organized in terms of receiving prescriptions and prescription validation data.

Of all the samples studied, the average daily and average total research results showed that there was no waiting time that exceeded the required waiting time. This is due to several things, namely the service at the Tasik Farma Pharmacy, Tasikmalaya, follows the SOP (Standard

Operational Procedure) that has been set. Officers at the Pharmacy also receive regular training so that knowledge and skills in service can continue to be improved, because skills have a significant influence on the quality of service.

The results of this study state that the average waiting time for prescription services at the Tasik Farma Pharmacy, Tasikmalaya, has met the minimum service standards for hospitals according to the Decree of the Minister of Health No. 73 of 2016, which has a minimum service standard for mixed prescriptions of less than 30 minutes.

CONCLUSION

The number of prescriptions examined in this study was 83 compound prescriptions, with an average waiting time for the fastest compound prescription service of 4 minutes and the longest of 17 minutes. These results are by the minimum service standards required by Permenkes No.73/MENKES/SK/II/2016 concerning Pharmaceutical Service Standards in Pharmacies.

ACKNOWLEDGEMENTS

The author would like to express his gratitude to all parties who have supported the completion of this research. To STIKes Muhammadiyah Ciamis, which has provided various facilities in the implementation of this research.

REFERENCES

Amalia, T. (2019). Evaluasi Standar Pelayanan Kefarmasian Apotek Di Apotek X Berdasarkan Permenkes Nomor 73 Tahun 2016. *Jurnal Inkofar*, *1*(1).

Dianita, P. S., Kusuma, T. M., & Septianingrum, N. M. A. N. (2017). Evaluasi penerapan standar pelayanan kefarmasian di puskesmas kabupaten Magelang berdasarkan Permenkes RI no. 74 tahun 2016. *URECOL*, 125–134.

Gondokesumo, M. E., & Amir, N. (2021). Peran Pengawasan Pemerintah Dan Badan Pengawas Obat Dan Makanan (BPOM) Dalam Peredaran Obat Palsu di Negara Indonesia (Ditinjau dari Undang-Undang Nomor 36 Tahun 2009 dan Peraturan Kepala Badan Pengurus Obat dan Makanan). *Perspektif Hukum*, 274–290.

Hartayu, T. S., Wijoyo, Y., & Manik, D. G. (2020). *Manajemen Dan Pelayanan Kefarmasian Di Apotek: Dengan Metode Problem-Based Learning Dalam Kerangka Paradigma Pedagogi Reflektif*. Sanata Dharma University Press.

Prabandari, S. (2018). Gambaran Manajemen Standar Pelayanan Kefarmasian Di Apotek Permata Kota Tegal. *Parapemikir: Jurnal Ilmiah Farmasi*, *7*(1).

Prihandiwati, E., Muhajir, M., Alfian, R., & Feteriyani, R. (2018). Tingkat kepuasan pasien Puskesmas Pekauman Banjarmasin terhadap pelayanan kefarmasian. *Journal Current Pharmaceutical Sciences*, *1*(2), 63–68.

Rikomah, S. E. (2017). *Farmasi rumah sakit*. Deepublish.

Supardi, S., Handayani, R. S., Raharni, R., & Herman, M. I. (2011). Pelaksanaan standar pelayanan kefarmasian di apotek dan kebutuhan pelatihan bagi apotekernya. *Buletin Penelitian Kesehatan*, *39*(3).

Wahyuningtias, R., Ispriyanti, D., & Sugito, S. (2013). Analisis Antrian Pasien Instalasi Rawat Jalan RSUP Dr. Kariadi Bagian Poliklinik, Laboratorium, dan Apotek. *Jurnal Gaussian*, *2*(4), 369–374.

Wanda, L. P. (2021). Teori Tentang Pengetahuan Perespan Obat. *Jurnal Medika Hutama*, *2*(04 Juli), 1036–1039.