

Standard Operational Procedures for Outpatient Pharmacy Services at Dr. Iskak Tulungagung Hospital

Indasah*, Inggrid Puspitasari Adikarjo

Universitas STRADA Indonesia

*Corresponding author: indasah.strada@gmail.com

ABSTRACT

Pharmaceutical services are one of the activities in hospitals that support quality health services. One of the ways to managed good medicine is to carry out good medicine dispensing, where the process of preparing and delivering medicines to patients by pharmacist or complement pharmaceutical staff ensures that patients receive the right medicines in the right doses in a safe and effective manner. Therefore, it is necessary to create Standard Operating Procedures for outpatient drug services. The aim of activity is to find out Standard Operating Procedures for outpatient drug services at Dr. Iskak Tulungagung Hospital according to Permenkes 129, 2008). The method used in this activity is presentation regarding Standard Operating Procedures to the management and pharmacy Installation staff at Dr. Iskak Tulungagung Hospital using power point and interactive dialogue. The result of this activity is Standard Operating Procedures for outpatient drug services Dr. Iskak Tulungagung Hospital.

Keywords: Drug, Hospital, Medicine, Pharmacy, Standard Operating Procedures

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INTRODUCTION

A hospital is a health services institution that is expected to be able to provide comprehensive individual health care efforts that include promotive, preventive, curative and rehabilitative providing inpatient, outpatient and emergency services (RI Ministry of Health, 2021). Pharmaceutical services are one of the activities in hospitals that support quality health services. One of the ways in which good drug management is good drug dispensing is the process of preparing and handling over drugs to patients by pharmacists or competent pharmaceutical staff to ensure that patients get the drugs in the right dose and in a safe and effective manner. Minister of Health Regulation 24 of 2022 requires all health service facilities to maintain electronic medical records no latter than 31 December 2023 so that Dr Iskak Tulungagung hospital will begin implementing electronic prescriptions for all medical service installations starting in July 2023, but the Standard Operating Procedure have not yet been updated so the author tries to propose Standard Operating Procedures for outpatient drug services are in accordance with the latest conditions and regulations in order to optimize the waiting time for outpatient drug services which still do not meet the standards of Minister

of Health 129 of 2008 concerning minimum hospital service standards. It is explained that the waiting time for finished drug prescription services is the patient's starting time submitting the prescription until receiving the medicine is 30 minutes, while the waiting time for prescription services for compounded medicines is the time period from when the patient submits the prescription to receiving the compounded medicine is a maximum of 60 minutes.

METHODS

The method used in this activity is to provide an explanation regarding the Standard Operating Procedures to the management and Pharmacy Installation staff at Dr. Iskak Tulungagung hospital using power poin for delivering the material and dialogue interactive.

RESULTS

The result of community service is a Standard Operating Procedure for Outpatient Drug Services.



SOP OUTPATIENT DRUG SERVICES

The definition of Outpatient Drug services is prescription services sent to outpatient pharmacy depots for outpatient. Procedure: Pharmacists or pharmaceutical technical personnel receive notification of outpatient prescriptions and validate the completeness of the prescription, pharmacists or pharmaceutical technical personnel review prescriptions clinically and administratively, if there are problems with clinical drug use they will connect the prescribing doctor and if they encounter problems with administration completeness they will contact the patient's family, If it is a general patient not a assurancy patient, the hospital pharmacy installation admin officer makes a billing note and asks for the patient's or family's approval, the patient or family is directed to make payment at the cashier according to the bill amount, the pharmacist or pharmaceutical technical staff reviews or examines the prescription, if the patient has already made the payment at the cashier pharmacy officers print electronic prescriptions for the dispensing process, different pharmacy officers carry out each stage of the drug dispensing process from taking the medicine to delivery of the medicine. Pharmacy officers prepare or mix the medicine in accordance with compounding procedures which are carried out in a clean and safe area with appropriate equipment and availability, adequate and sufficient. Pharmacy officers provide labels according to whether they are oral (white label), or non oral (white label) and at the same time carry out drug reviews. The labels include the name of the drug, dosage or concentration, preparation date, expiration date, patient name and rule of use and other information. Pharmacists or pharmaceutical technical

personnel deliver medicines according to procedures by providing adequate information, communication and education.

CONCLUSION

Basically, the drug dispensing system at the Dr Iskak Tulungagung Hospital is running well, but the Standard Operational Procedures for outpatient drug services still use conventional prescriptions and have not been updated in accordance with the latest regulations and conditions using electronic prescriptions which have been implemented. It is hoped that there will be standard operational procedures for drug dispensing using electronic prescriptions can optimize the waiting time for drug services at Dr. Iskak Tulungagung hospital so that they can increasingly provide complete services based on quality dan patient safety.

SUGGESTION

Dr. Iskak Tulungagung Hospital should be able to dispensing medicines based on Standard Operational Procedures for dispensing medicines in accordance with the latest regulations and conditions in the service so that it can meet minimum service standards, no medicines will not be taken by patients and minimize patient complains.

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