

ABSTRAK

Wardani, Helmi. 2017. *Identifikasi Pemberian Informasi Obat Saat Pelayanan Swamedikasi Kontrasepsi Oral Kombinasi Dengan Metode Pasien Simulasi (Penelitian Dilakukan di Beberapa Apotek Kota Malang)*. Tugas Akhir, Program Studi Farmasi, Fakultas Kedokteran, Universitas Brawijaya. Pembimbing: (1) Hananditia Rachma P., M. Farm. Klin., Apt., (2) Ratna Kurnia Illahi, M.Pharm., Apt.

Kontrasepsi Oral Kombinasi (KOK) termasuk OWA No.1 yang dapat diperoleh tanpa resep dengan didahului konseling oleh apoteker. Penggalan informasi pasien dan pemberian informasi KOK oleh petugas apotek mampu menghindari efek tidak diinginkan atau kesalahan penggunaan. Penelitian ini bertujuan untuk mengetahui penggalan informasi pasien dan pemberian informasi obat yang diberikan petugas apotek saat pelayanan swamedikasi KOK di beberapa apotek Kota Malang dengan metode pasien simulasi. Penelitian ini menggunakan teknik *simple random sampling* dengan jumlah sampel 50 petugas apotek dari 164 apotek di Kota Malang. Kriteria inklusi petugas apotek adalah petugas yang sedang bertugas yang melayani swamedikasi KOK, kriteria eksklusi adalah petugas apotek yang merekomendasi ke dokter. Pasien simulasi datang ke apotek dengan alat bantu skenario dan lembar *check list* yang telah diuji validitas dan reliabilitasnya. Hasil penelitian mengenai penggalan informasi pasien yang dilakukan petugas apotek menunjukkan bahwa paling banyak menggali riwayat kontrasepsi (80%), paling sedikit menggali usia, riwayat alergi dan riwayat sosial pasien (0%). Hasil penelitian mengenai pemberian informasi KOK menunjukkan bahwa informasi penting yang paling banyak disampaikan adalah waktu penggunaan (82%) dan paling sedikit efek samping (66%). Informasi tambahan yang disampaikan paling banyak cara penyimpanan (8%) dan paling sedikit cara perlakuan sisa KOK (0%). Kesimpulan yang diperoleh yaitu penggalan informasi pasien oleh petugas apotek belum sepenuhnya dilakukan dan pemberian informasi KOK oleh petugas apotek belum sepenuhnya lengkap dan tepat. Oleh karena itu perlunya upaya peningkatan kualitas pelayanan kefarmasian di apotek.

Kata Kunci : informasi obat, kontrasepsi oral kombinasi, pasien simulasi, swamedikasi

ABSTRACT

Wardani, Helmi. 2017. *Identifying Drug Information Explanation of Combined Oral Contraceptive in Serving Self-Medication by Using Simulated Patient Methods (Study at some pharmacies in Malang City)*. Final Assignment, Pharmacy Program, Faculty of Medicine, Brawijaya University. Supervisors: (1) Hananditia Rachma P., M. Farm. Klin., Apt., (2) Ratna Kurnia Illahi, M.Pharm., Apt.

Combined oral contraceptive (COCs) is included in OWA class 1 which can be purchased without prescription and accompanied with pharmacist's counseling. Patient assessment and COCs information explanation could avoid undesirable effects or mistake in the usage of COCs. This study aimed to know the patients assessment and COCs information explanation by person-on-duty in pharmacy in self-medication at some pharmacies in Malang, through simulated patient methods. Sampling was done by using simple random sampling technique, 50 person on duty in pharmacy chosen from 164 pharmacy in Malang. Inclusion criterias including person on duty in pharmacy serving self-medication of COCs, and exclusion criterias including person-on-duty who gives recommendation to go to the physician. Simulated patients came to the pharmacies with scenario and check list that have been tested for validity and reliability. The results of patient assessment showed that the most frequent question asked was related to history of contraception (80%) and the least frequent question were the age, allergy history and social history of the patients (0%). The results of COCs information explanation showed that the most frequent delivered important information was drug usage (82%) and the least frequent was side effect (66%). The most frequent delivered additional information was medicine storage (8%) and the least frequent was how to dispose the COCs (0%). The study concluded that the patient assessment were done imperfectly and the COCs information explanation were not fully complete, therefore effort to improve the quality of service by person on duty in pharmacy is needed.

Keyword (s) : drug information, combined oral contraceptive, simulated patient, self-medication