

# Evaluation of the Overview of Pharmaceutical Service Activities at Meranti Pharmacy, Jambi City, by the Minister of Health Regulation

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## Abstract

The internship activities were conducted at Meranti Pharmacy for one month to review and perform pharmaceutical services according to the Regulation of the Minister of Health of the Republic of Indonesia No. 73 of 2016, which aims to improve the quality of patient life. This regulation served as the foundation for comparing standard provisions with the actual pharmaceutical services provided at Meranti Pharmacy. The evaluation encompassed two main areas: managerial activities and clinical pharmacy services. Managerial activities included the management of pharmaceutical preparations, medical devices, and consumable materials, covering aspects such as planning, procurement, receipt, storage, destruction, control, recording, and reporting. Clinical pharmacy services involved prescription review, dispensing, Drug Information Services (DIS), and monitoring of adverse drug reactions (ADR). The findings indicate that Meranti Pharmacy demonstrated strong compliance with pharmaceutical service standards, particularly in providing patient counseling across regulated categories, including patients with special conditions, long-term therapy/chronic diseases, use of drugs with special instructions, narrow therapeutic index, polypharmacy, and low adherence levels. The study concludes that the Managerial and Pharmaceutical Service System at Meranti Pharmacy aligns with the Minister of Health Regulation Number 73 of 2016 concerning Pharmaceutical Service Standards in Pharmacies.

**Keywords:** Internship, Pharmacy, Clinical Pharmacy

## 1. Introduction

The internship is a workplace learning experience that allows someone to hone their skills in actual work over a certain period with guidance from an expert in the field. Internships serve as a valuable support tool, broadening insights into the professional work environment, and helping students understand roles and responsibilities in pharmacies as well as various managerial and clinical service activities there (Noble et al., 2015). With this internship program, it is hoped that students will gain valuable work experience to develop professional attitudes and skills in the field of pharmacy. Pharmacies have become one of the places where pharmaceutical practices are carried out, where pharmaceutical services are provided directly to patients by the current approach to pharmaceutical services, which now focuses more on the comprehensive needs of patients rather than just medication management (Putri & Murtisiwi, 2023).

Patient-oriented pharmaceutical services aim to improve the quality of life of patients through pharmaceutical care (Siwi, 2020). To achieve this goal, the government has issued pharmaceutical service standards as guidelines, namely the Regulation of the Minister of Health of the Republic of Indonesia Number 73 of 2016 concerning pharmaceutical service standards in pharmacies. The regulation serves as a reference for pharmacists and pharmaceutical technical staff in carrying out their



professional practices, thereby ensuring the quality of pharmaceutical services in pharmacies (Saputri, 2023).

Based on the Indonesian Minister of Health Regulation Number 73 of 2016, pharmaceutical services in pharmacies consist of two main activities, namely managerial activities that include the management of pharmaceutical preparations, medical devices, and consumable medical supplies. This management involves a series of activities starting from the planning of needs, procurement, receipt, and storage, to the destruction of these materials. The second activity is Clinical Pharmacy, which includes activities such as prescription review and service, dispensing, drug information service (DIS), counselling, home pharmacy care, medication therapy monitoring, and adverse drug reaction monitoring (ADRM).

A pharmacy is a place where pharmaceutical practices are carried out by pharmacists and other pharmaceutical personnel to improve the quality of pharmaceutical services in the pharmacy, protect patients and the community in receiving pharmaceutical services there, and ensure legal certainty for pharmaceutical personnel in providing pharmaceutical services in the pharmacy (Tangkudung, 2023). Considering the important role of pharmaceutical personnel, the pharmacy program at Jambi University organizes internship activities for students to directly experience pharmacy management and pharmaceutical practice, including at Meranti Pharmacy from July 1, 2024, to July 31, 2024. Internships also serve as a way to introduce students to the job market and provide information about health education (Universitas Jambi, 2022).

## **2. Literature Review**

Apotek Meranti on Jalan Kolonel Abunjani Telanaipura, Jambi City, has an interesting history, having been in operation for 18 years since 2004. The owner, Lili Lim, started her career at the Sariwaras drugstore while still in junior high school, then worked at her brother's pharmacy. After gaining enough experience, Lili Lim decided to open Apotek Meranti as her own business. Apotek Meranti has outstanding advantages in various aspects. In terms of facilities, this pharmacy stands out with its well-organized and orderly medication storage. They provide a variety of medications ranging from generic, patented, syrup, to ointments, neatly arranged in alphabetical order. Not only that, narcotic, psychotropic, and precursor drugs are stored safely in a special cabinet, demonstrating a commitment to high safety standards. In terms of service, Apotek Meranti is known for its friendly and professional service. They can provide clear and accurate information regarding the use of medication to customers. In addition, the speed of the service process is another advantage that makes customers feel comfortable and prioritized.

At Apotek Meranti, general activities include the process of ordering out-of-stock medications through PBF, where PBF sales representatives deliver the medications and create an order letter that will be combined with the invoice. In addition, a stock check of the medicines on the shelves is conducted, and if any are out of stock, the medicines are taken from the warehouse and restocked using the FEFO or FIFO system. The medicines that have been checked according to the batch details, unit, and expiration date on the invoice will be labelled with prices and arranged alphabetically on the shelf. Clinical pharmacy services at Apotek Meranti begin with checking the patient's prescription, verifying the stock of medications, and confirming the price with the patient. If the patient agrees, the medication will be immediately prepared, wrapped in parchment paper, placed in clip paper, and labelled. After that, the medication is handed over to the patient with an explanation of how to use it and its indications. The patient makes the payment and is given a copy of the medication that has not yet been picked up.

The service flow at the pharmacy begins when a patient arrives with a prescription or medication needs. The staff at the pharmacy will receive the patient and the prescription. Next, the staff will check the stock of the required medication and the price information to confirm with the patient. After that, the pharmacist or pharmacy staff will prepare the medication according to the doctor's prescription or the patient's needs. The prepared medication will be properly packaged, usually using parchment paper, and labelled with the necessary information such as the patient's name, instructions for use, and the date of administration. Next, the staff will provide the medication to the patient while explaining how to use the medication, the required dosage, and any possible side effects. The patient will make the payment according to the agreed price of the medication. Finally, the patient will receive the medication along with the necessary information and will be provided with a copy of the prescription or transaction record. This process demonstrates the standard service flow in a pharmacy, aimed at providing medication that meets the patient's needs and delivering accurate information.

### 3. Methods

This method produces primary data, which is data obtained directly from the researcher's observation of the drug storage conditions in the field. This primary data is more authentic because it is taken directly from the main source, without intermediaries or modifications from other parties (Salim, 2019). In this context, the data collected is information regarding how high-alert medications are stored, including aspects of temperature, labelling, LASA medication management, and the application of FIFO or FEFO principles. The main instrument used to collect data is a checklist designed to verify the compliance of high-alert drug storage with the applicable SOP. Each point in the checklist includes indicators that have been determined based on the SOP, allowing the researcher to evaluate in detail whether the procedures carried out in the field are by the standards or still need improvement. The data analysis conducted involves filling out a checklist of questions regarding the compliance of high-alert medications using the provided form. Then, the checklist was discussed and analysed using a descriptive approach.

The descriptive approach aims to depict the phenomenon of high-alert medication storage in detail, systematically, and accurately based on the obtained data (Nassaji, 2015). The data analysis process is carried out through several stages involving the collection, processing, and interpretation of data, referring to the Standard Operating Procedures (SOP) applicable at the Regional Mental Hospital (RSJD) of Jambi Province. The data obtained includes checklist data from questions regarding the storage of high-alert medications. The data will be analysed and described in words to clarify the results.

### 4. Results and Discussion

The planning for the procurement of pharmaceutical supplies, medical devices, and consumable medical materials at Apotek Meranti has been adjusted to comply with the provisions outlined in the Regulation of the Minister of Health of the Republic of Indonesia Number 73 of 2016. The purpose of the planning is to determine the types and quantities of medicines by considering disease patterns, consumption patterns, culture, and community capabilities. In making procurement plans for pharmaceutical preparations, medical devices, and consumable medical supplies, it is necessary to consider disease patterns, consumption patterns, culture, and community capabilities. at Apotek Meranti, planning is carried out based on:

- a. The medicine that has run out and has only a small remaining stock in the warehouse means that the medicine is in high demand due to the pattern of diseases that often occur in the surrounding environment, such as cough, cold, and fever medicine.
- b. Patient requests are usually made if the needed item is rare or expensive.

To ensure the quality of pharmaceutical services, the procurement of pharmaceutical products must be carried out through official channels by applicable laws and regulations. At Apotek Meranti, the procurement process is carried out by ordering medications from the PBF. PBF will visit the pharmacy or be contacted by phone. The ordering system is conducted online by contacting the PBF, then an order letter is created signed and stamped by the Responsible Pharmacist (APJ) as well as the pharmacy stamp, and the order is confirmed to the distributor. Procurement is carried out for regular medicines, while for precursor drugs, certain drugs, psychotropics, and narcotics, it must be accompanied by an order letter to the PBF first. For psychotropic drugs, the order letter is made in 2 copies, where 1 copy is submitted to the PBF and the other copy is kept at the pharmacy. As for narcotic drugs, the order letter is made in 4 copies, where 2 copies are given to the pharmacy, 1 copy is for the invoice archive, and the other copy is for the pharmacy archive.

The receipt of goods based on the Minister of Health Regulation Number 73 of 2016 aims to ensure the conformity of the type of specifications, quantity, quality, delivery time, and price stated in the purchase order with the physical condition received (BPOM RI, 2021; Peraturan Menteri Kesehatan Republik Indonesia Nomor 73 Tahun 2016 - Tentang Standar Pelayanan Kefarmasian Di Apotek, 2016). The flow of goods receipt at Apotek Meranti is as follows:

- a. The goods arrive and are then checked according to what is stated on the SP (Purchase Order) and invoice.
- b. Check the quantity of goods, batch number, and expiration date (the expiration date must not be less than 1 year).
- c. After the goods are in order, an SP is made and then combined with the invoice that has been signed by the pharmacist. On the back of the invoice, it is combined with the back of the SP and then given to the pharmacy. Meanwhile, the front part of the invoice and SP is given to the PBF sales.
- d. The invoice is entered into the computer by the admin. If there is anything that does not match, PSA will contact PBF to return or exchange the item to match the order.

Storage of pharmaceutical preparations, medical devices, and disposable medical supplies based on Minister of Health Regulation Number 73 of 2016 is as follows: (Petunjuk Teknik Standar Pelayanan Kefarmasian Di Apotek, 2019)

- a. Medicine/ingredients Medicines must be stored in their original factory containers. In the case of exceptions or emergencies where the contents are transferred to another container, contamination must be prevented, and clear information must be written on the new container. The container must at least include the name of the drug, batch number, and expiration date.
- b. All medicines/drugs must be stored under appropriate conditions to ensure their safety and stability.
- c. The storage system is carried out by considering the form of the preparation and the therapeutic class of the medication and is arranged alphabetically.
- d. The distribution of medicines uses the FEFO (First Expire First Out) and FIFO (First In First Out) systems.

At Meranti Pharmacy, storage is done on the medication shelves based on the form of the preparation such as tablets, syrups, ointments, inhalers, eye and ear drops, and then arranged alphabetically. At the front of the pharmacy, there is a display case containing restricted over-the-counter medications, masks, gloves, and other items. Forms of insulin, suppositories, and ovula are stored in a refrigerator at a temperature of 2 - 8°C but not frozen. The placement of the items is based on the order of receipt, meaning the items are arranged from the nearest expiration date to the farthest, known as FIFO (first in first out), and based on the time of retrieval, where items with the nearest expiration date are taken first, known as FEFO (first expired first out). The storage of psychotropic drugs and narcotics is kept in a special closed cabinet, with the key controlled by the pharmacist and other authorized staff. Meanwhile, certain medications and precursors are stored on a special display shelf.

Clinical pharmacy services are direct services that assign responsibility to patients regarding medications, medical devices, and consumable medical supplies to achieve definite outcomes to improve patients' quality of life. At Meranti Pharmacy, clinical pharmacy services are provided by the Regulation of the Minister of Health of the Republic of Indonesia Number 73 of 2016 concerning "Standards for Pharmaceutical Services in Pharmacies". This service includes evaluation and prescription dispensing, dispensing, drug information service (DIS), counselling, home pharmacy care, drug therapy monitoring (DTM), and monitoring of drug side effects (MSE). Drug information services according to Minister of Health Regulation Number 73 of 2016 are activities carried out by pharmacists in providing unbiased information about drugs, critically evaluated and supported by the best evidence in all aspects of drug use to other health professionals, patients, or the public. This information activity includes dosage, dosage forms, special formulations, routes and methods of administration, pharmacokinetics, pharmacology, therapeutic and alternative uses, efficacy, safety of use in pregnant and breastfeeding women, side effects, interactions, stability, availability, price, physical or chemical properties of the drug, and so on.

Based on the 2016 Ministry of Health regulations, the procedure for the destruction and withdrawal of drugs is that expired or damaged drugs must be destroyed according to their type and form. The destruction of drugs containing narcotics or psychotropics is carried out by a pharmacist with a witness from the District/City Health Office. Meanwhile, for drugs without narcotic or psychotropic substances, the destruction is carried out by a pharmacist with witnesses from other pharmaceutical personnel who have a practice or work permit. The destruction process is documented through a destruction report using Form 1. Prescriptions that have been stored for more than 5 years can be destroyed by the Pharmacist with at least one other pharmacy staff member as a witness, with the recording in the Prescription Destruction Report using Form 2, which is then reported to the local Health Office. Activities in drug dispensing include the preparation of medication up to the delivery of the medication to the patient. This activity is carried out after conducting a prescription screening or prescription review. The dispensing activity involves calculating the amount of medication needed according to the prescription request. Taking the medication as needed from the medicine storage shelf, preparing the medication if compounding is required, labelling the medication, including white labels for oral medications whether compounded or not and blue labels for topical medications such as ointments, powders, etc. Attach a "shake before use" label to medications in the form of suspensions and emulsions, place the medications in appropriate and separate containers to avoid incorrect usage and to maintain the quality of the medication, and hand over the medication to the patient.

## 5. Conclusion

Students have carried out internship activities at Apotek Meranti, and through this, they have become familiar with the pharmaceutical work applied at Apotek Meranti, both in terms of managerial aspects and clinical pharmacy services. It can be concluded that, based on the Regulation of the Minister of Health of the Republic of Indonesia Number 73 of 2016, Apotek Meranti has demonstrated good compliance in the services and pharmaceutical practices conducted. They ensure that the counselling provided to patients is by the regulated categories, including patients with special conditions, long-term therapy/chronic diseases, use of medications with special instructions, narrow therapeutic index, polypharmacy, and low adherence levels. In addition, the implementation of counselling is not only conducted face-to-face at the pharmacy but also through the Meranti Pharmacy WhatsApp Application, expanding accessibility and convenience for patients to receive counselling services by applicable regulations, as well as clinical pharmacy services starting from prescription review, dispensing, drug information services (PIO), and counselling that comply with pharmaceutical service standards.

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