

INTISARI

KOMANG RASTI NINGSIH, 2022, EVALUASI PELAYANAN KONSELING OBAT TANPA RESEP OLEH APOTEKER PADA MASA PANDEMI COVID-19 DI APOTEK WILAYAH SURAKARTA TAHUN 2021, SKRIPSI, FAKULTAS FARMASI, UNIVERSITAS SETIA BUDI, SURAKARTA.

Konseling obat merupakan proses interaktif yang dilakukan apoteker dan pasien dengan tujuan menambah pemahaman, pengetahuan, kesadaran, dan kepatuhan pasien dalam pengobatannya. Konseling obat pada masa pandemi Covid-19 harus memperhatikan protokol kesehatan untuk mencegah penyebaran Covid-19 di apotek. Tujuan penelitian ini adalah mengevaluasi pelayanan konseling obat tanpa resep oleh apoteker dan penerapan protokol kesehatan Covid-19 di apotek wilayah Surakarta tahun 2021.

Penelitian ini menggunakan rancangan deskriptif dan studi evaluasi. Pengambilan data dilakukan dengan metode *purposive sampling* menggunakan kuesioner. Analisa data dilakukan dengan menilai persentase hasil kemudian dikategorikan sesuai kriteria penilaian.

Hasil penelitian menunjukkan 92% apoteker melaksanakan keramah tamahan senyum kepada pasien; salam sapa 94%; menanyakan keperluan pasien 80%; intonasi tepat 90%; kesesuaian kecepatan 92%; menanyakan keluhan/obat yang pernah dikonsumsi 93%; indikasi 90%; aturan pakai 97%; cara pakai obat 94%; mengucapkan terimakasih 95%; nama obat 77%; penyimpanan 46%; efek samping 56%; dan pembuangan obat 23%. Persentase tanda wajib masker di apotek 98%; pemakaian masker 99%, tempat cuci tangan 99%; tanda jaga jarak 94%; sekat pembatas 98%; dan pengecekan suhu 26%. Hasil tersebut menunjukkan bahwa pelayanan konseling obat tanpa resep oleh apoteker di apotek wilayah Surakarta tahun 2021 belum berjalan maksimal.

Kata kunci: Konseling, obat tanpa resep, protokol kesehatan Covid-19.

ABSTRACT

KOMANG RASTI NINGSIH, 2022, EVALUATION OF DRUG COUNSELING SERVICES WITHOUT PRESCRIPTION BY PHARMACIST DURING THE COVID-19 PANDEMIC IN THE PHARMACIES SURAKARTA REGION IN 2021, THESIS, FACULTY OF PHARMACY, SETIA BUDI UNIVERSITY, SURAKARTA.

Drug counseling is an interactive process carried out by pharmacists with patients to increase understanding, knowledge, awareness, and patient compliance in treatment. Drug counseling during the Covid-19 pandemic must pay attention to health protocols to prevent the spread of Covid-19 in pharmacies. The purpose of this study was to evaluate drug counseling services without a prescription by pharmacists and the implementation of the Covid-19 health protocol in pharmacies in the Surakarta area during 2021.

This study uses a descriptive design and evaluation study. Data was collected by purposive sampling method using a questionnaire. Data analysis was carried out by assessing the percentage of results and then categorized according to the assessment criteria.

The results showed that 92% of pharmacists did smile friendliness to patients; greetings 94%; ask the patient's needs 80%; correct intonation 90%; speed suitability 92%; ask for symptoms/drug that have been consumed 93%; indication 90%; rules of drug use 97%; how to use the drug 94%; say thank you 95%; drug name 77%; storage 46%; side effects 56%; and drug disposal 23%. The percentage of mask mandatory area sign at the pharmacies is 98%; mask use 99%, hand washing area 99%; distance mark 94%; barrier 98%; and temperature check 26%. These results indicate that non-prescription drug counseling services by pharmacists at pharmacies in the Surakarta area during 2021 have not run optimally.

Keywords: Counseling, non-prescription drugs, health protocol of Covid-19.