

POLITEKNIK KESEHATAN TANJUNGPUR
JURUSAN FARMASI
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Gambaran Upaya Inovatif Pelaksanaan Pelayanan Kefarmasian selama Pandemi Covid-19 di Apotek Kota Bandar Lampung

xviii + 53 halaman, 15 tabel, 9 gambar, 9 lampiran

ABSTRAK

Pandemi covid-19 yang mulai terjadi pada akhir tahun 2019 lalu telah membuat masyarakat mengalami banyak perubahan. Pandemi covid-19 disebabkan oleh virus yang dapat menyebar melalui droplet pernapasan dan dapat keluar apabila berbicara. Hal ini mengakibatkan masyarakat harus saling menjaga jarak dan mengurangi interaksi dengan individu lainnya. Pelayanan kefarmasian merupakan salah satu pelayanan yang harus tetap berjalan di masa pandemi covid-19. Berbagai bentuk inovasi termasuk inovasi pemanfaatan *digital* menjadi solusi di masa pandemi covid-19, karena mampu menjembatani komunikasi atau interaksi antar individu.

Tujuan dari penelitian ini yaitu untuk mengetahui Gambaran Upaya Inovatif Pelaksanaan Pelayanan Kefarmasian Selama Pandemi Covid-19 di Apotek Kota Bandar Lampung. Penelitian ini menggunakan metode survei deskriptif secara *online* dengan menyebarkan kuesioner melalui *google form* kemudian hasil disajikan dalam bentuk persentase. Hasil penelitian ini menunjukkan adanya inovasi di Apotek Kota Bandar Lampung yaitu penerapan resep elektronik sebanyak 38%, penerapan pembelian obat tanpa resep secara *online* sebanyak 38%. Penerapan pelayanan konsultasi *online* sebanyak 73%, penerapan pelayanan MESO *online* sebanyak 38%, penerapan pelayanan PTO *online* sebanyak 32%. Penerapan pelayanan PIO *online* atau tertulis sebanyak 56%. Penerapan pelayanan *drive-through* sebanyak 23%. Penerapan pelayanan *medication delivery* sebanyak 35%, dan penerapan edukasi melalui media sosial dilakukan oleh 39% apotek.

Kata kunci : inovasi, pelayanan kefarmasian, pandemi, covid-19

Daftar Bacaan : 31 (2013-2020)

POLYTECHNIC OF HEALTH TANJUNGPUR
JURUSAN FARMASI
Final Project Report, June 2021

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Overview of Innovative Effort to Implement Pharmaceutical Care during the Covid-19 Pandemic at Bandar Lampung City Pharmacy

Xviii + 53 pages, 15 tabs, 9 image, 9 attachments

ABSTRACT

The covid-19 pandemic, which began at the end of 2019, has made many changes to society. The covid-19 pandemics are caused by a virus that can through respiratory droplets and can be released when talking. This results in people having to keep their distance from each other and reduce interaction with other individuals. Pharmaceutical care is one of the services that must continue to run during the covid-19 pandemic. Various forms of innovation, including the use of digital innovation, are solutions during the covid-19 pandemic, because they can bridge communication or interaction between individuals.

The purpose of this study is to determine the description of Innovative Effort in the Implementation of Pharmaceutical Care During the Covid-19 Pandemic at the Bandar Lampung City Pharmacy. This study uses a descriptive online survey method by distributing questionnaires via google form, then the results are presented in the form of percentages. This study indicates an innovation at the Bandar Lampung City Pharmacy, namely the application of electronic prescriptions as much as 38 %, the application of purchasing drugs without a prescription online as much as 38 %. The application of online consulting services is as much as 73%, the application of online MESO service is 38%, and the application of online PTO services as much as 32%. The application of online or written PIO service as much as 56 %. Application of drive-through services as much as 23 %, medication delivery services as much as 35 %, and 39 % of pharmacies carry out the application of education through social media.

Keywords : innovation, pharmaceutical care, pandemic, covid-19

Reading List : 31 (2013 – 2020)