



Level of Patients' Knowledge about their Rights in Receiving the Pharmacy Service in Hajj Hospital, Makassar

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Abstract

Pharmacy services is one of the necessary health services in Indonesia. Pharmacy services currently have to change the orientation of drug oriented to patient oriented with pharmaceutical based on care which aims to improve the patients' quality of life. This study aims to determine the level of patients' knowledge about their rights in the service of medicine. The research instrument used questionnaires distributed to patients who make up medicine at the pharmacy Hajj Hospital, Makassar in August 2015. Based on sample criteria that have been determined, there are 300 patients as responders. That for, patients' variables knowledge divided to five sub-variables. The results showed that the respondents' knowledge of the right to security and safety of the drugs (60.33%), the right to information that is correct, clear, and honest (70.33%), and the right to be treated or serviced correctly, honestly and non-discriminatory (53.5%), three sub-variables are in the category of high ($\geq 50\%$). While the right to ask for generic drugs and the right to replace the same drug with different brands on price considerations as well as the right to be treated or serviced properly, honestly, and not discriminatory, each earn points rating of 36% and 37.33%, this showed that the two sub-variables are in the category of low ($<50\%$). The percentage of the point's total assessment of the respondents is 51.50% ($\geq 50\%$), so it can be concluded that the level of knowledge outpatients of his rights on drug services in hospitals Haji Makassar is high.

Keywords: Knowledge; rights; patients; care; medicine; hospitals Haji Makassar.

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1. Introduction

Health services have a strategic role in improving community health status. Pharmacy services is one of the health services in Indonesia, pharmacy services currently have to change the orientation of drug oriented to patient oriented with is based pharmaceutical care. Pharmaceutical care activities that had only focus on managing medications as a commodity to be transformed into a comprehensive service and aims to improve the quality of life of patients. Twenty-five percent of the patient's recovery is expected to be obtained from a pharmacy comfort and good service, while 75% comes from the drug used by the patient [2]. Quality services in addition to reducing the risk of medication errors, also meet the needs and demands of society so that society will give a good perception of the pharmacy. There has been a consensus that the quality of health care emphasis on the needs and demands of users of services related to patient satisfaction as a consumer. Quality services in addition based on customer satisfaction must also comply with the standards and code of professional conduct. The rapid development of pharmacy services and the increasing demands of society, demanding the pharmacy service provider must be able to meet the desires and tastes of society that is constantly changing and increasing [1].

One of the important institutions in the health service to the community is a pharmacy. A general description of the function of community pharmacies may have been in charge of preparing the extent that pharmacy prescriptions and selling drugs. More than it seems only a small percentage of people know about it. The perception makes many patients do not understand their rights to pharmaceutical services in pharmacies [2]. Patient ignorance of their rights can make the process not be optimal therapy. Health care services to patients would be effective if there is awareness and understanding balances between the service provider with the patient or consumer. The service provider is obliged to comply with the standard of work / profession; on the other hand the public needs to be aware of their rights. Powerlessness one of the parties is likely to be led to the domination of other parties [3].

Patient rights have been recognized and regulated in our legislation, although in real terms there are still many people who do not realize it. Furthermore, these rules must be implemented in every level of health care, is no exception pharmacy. Pharmacy services in pharmacies today have undergone a shift. With the competency standards that must be complied with pharmacists, pharmacy services in pharmacies as one part should encourage the fulfillment of the rights of patients and the success of therapy in general [4]. Patients, who come to the pharmacy to buy drugs or prescription, thus have their rights legally either as patients or as consumers. Therefore it is the duty of the pharmacist in the pharmacy for hits, as stipulated in the Health Law No. 36/2009, which states that "Health workers in performing their duties are obliged to adhere to professional standards and respect the rights of patients" [5]. Results of preliminary observations in Hajj Hospital shows that patients as consumers who served in pharmacy interact with officers simply by submitting a recipe, paying the price of prescription, then received the drug. Very rarely found that patients who ask about the prescriptions / medications are received. This suggests that patients do not know what their rights in the service of the drug. This research is a descriptive study conducted at the pharmacy Hajj hospital, Makassar in August 2015 with a sample size determined as much as 25% of the total population of 300 patients (Respondent) that is common and BPJS patients who meet the criteria (Consecutive sampling) [6] ie the data .

Data resource is Primary data (questionnaire) and secondary data (Haji hospital). The variables of this study the rights - the rights of patients who refer to the Consumer Protection Law No. 8 of 1999 Article 4: (1) right of security and safety in consume drugs, (2) Right to ask for generic medicine, (3) Right for correct and clear information, (4) Right to be heard their opinions and complaints on drug uses, and (5) Right to be treated or serviced properly, honestly, and not discriminatory.

3. Results and Discussion

Based on research that has been done, The results are presented as follow:

Table 1: The score of Respondents on the Right - His rights on each Sub Variables

No.	Sub variable Points	Acquisition	% points to the ideal score (600)
1.	The right to security and safety in drug consuming	362	60,33
2.	The right to ask for generic drugs and the right to replace the same drug with different brands on price considerations	216	36
3.	The right to information is correct, clear, and honest	422	70,33
4	Right to be heard opinions and complaints on drug use	224	37,33
5.	The right to be treated or serviced properly, honestly, and not discriminatory	321	53,5

From the data in Table 1 above shows that respondents' knowledge of the right to security and safety of the drugs (60.33%), the right to information that is correct, clear, and honest (70.33%), and the right to be treated or serviced properly, honestly, and not discriminatory (53.5%), three sub-variables are in the category of high ($\geq 50\%$). While the right to ask for generic drugs and the right to replace the same drug with different brands on price considerations as well as the right to be treated or serviced properly, honestly, and not discriminatory, each earn points rating of 36% and 37.33%. This suggests that the two sub-variables are in the category of low ($<50\%$).

Based on the total points assessment of respondents' knowledge of their rights to services such drugs are presented in table 2. Based on data in Table 2, shows that the level of knowledge of their rights in the service of medicine in hospitals Haji Makassar is high because the percentage of respondents scoring points was 51.50% ($\geq 50\%$).

Patient ignorance of their rights can make the process not be optimal therapy. Health care services to patients would be effective if there is awareness and understanding balance between the service provider with the patient or consumer. Patient rights have been recognized and regulated in our legislation, although in real terms there

are still many people who do not realize it. Furthermore, these rules must be implemented in every level of health care, not least pharmacy [7]. Pharmacy services in pharmacies today have undergone a shift. With the competency standards that must be complied with pharmacists, pharmacy services in pharmacies as one part should encourage the fulfillment of the rights of patients and the success of therapy in general [8].

Table 2: Level of Patient knowledge about their rights at Drug services in Haji Hospitals Makassar

Category knowledge	The number of respondents' knowledge of appropriate choice of acquisition points	Assessment % of respondents according scoring points
Know (score 1)	1545	51,50
Didn't know (skor (0)	1455	48,50
Total Score ideal	3000	100

Based on preliminary observations of data of patient visits in pharmacy RSUD Haji Makassar in 2014, shows the average number of outpatients (general patient / BPJS) are treated per month is 1200 Orang so it looks quite a lot that are not served optimally fit right held by the patient. To determine the number of samples it was determined quota sample of 25% of the total population of as many as 300 respondents (Consecutive sampling).

From the data in Table 1 above shows that the percentage of the points assessment of respondents' knowledge of the right to security and safety of the drugs was 60.33%, the percentage of the points assessment of the right to information that is correct, clear, and honest is 70, 33%, and the percentage of the points assessment of the right to be treated or serviced properly, honestly, and not discriminatory is 53.5%, for the three sub-variables are in the category of high ($\geq 50\%$). While the right to ask for generic drugs and the right to replace the same drug with different brands on price considerations as well as the right to be treated or serviced properly, honestly, and not discriminatory, each percentage point gain ratings of 36% and 37.33%. This suggests that the two sub-variables are in the category of low ($<50\%$).

From the data in Table 1 also shows that the patients do not know that they actually have the right to ask for generic drugs to the officer if they get the drugs that are not in accordance with their purchasing power. Therefore, they will seek to pay the price of drugs in accordance with what is stated by the pharmacist [9].

Based on the points total assessment obtained by all respondents that in 1545, showed that the percentage of respondents to the acquisition of the ideal score (3000) is 51.50%. This indicates that the level of knowledge of their rights in the service of medicine is in the high category ($\geq 50\%$). Results can be seen in Table 2.

Results of this study are expected to be used as an input to the pharmacist in drug services to pay attention to the rights of the patient, so that the service provided is satisfactory to both parties (service providers / pharmacists and recipients of services / patient), thereby reducing the risk of medication errors [10,11].

4. Conclusions

Based on the results of research and discussion, we can conclude that: the level of knowledge of outpatients of his rights on drug services in pharmacies of Hajj Hospital, Makassar is located in the high category, so as to complement these results, it is advisable to do some research about the level of knowledge of inpatients of his rights in the service of medicine.

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