

ABSTRAK

Pelayanan kefarmasian di Puskesmas memiliki peran penting dalam menjamin keamanan dan efektivitas terapi pasien, salah satunya melalui pemberian informasi obat. Penelitian ini bertujuan untuk mengevaluasi pelaksanaan pemberian informasi obat kepada pasien rawat jalan di Puskesmas Cinunuk berdasarkan standar pelayanan kefarmasian yang ditetapkan oleh Permenkes No. 26 Tahun 2020. Penelitian ini menggunakan metode deskriptif kuantitatif dengan Teknik random sampling terhadap 100 responden yang dilayani selama Februari 2025. Data dikumpulkan melalui wawancara menggunakan kuesioner terstruktur. Hasil penelitian menunjukkan bahwa rata-rata informasi obat yang diberikan hanya mencapai 57,1%, yang dikategorikan sebagai cukup baik. Aspek yang paling sering disampaikan adalah indikasi obat (100%), cara penggunaan (98%), dan dosis (97%). Sementara itu, informasi terkait kontraindikasi (0%), penyimpanan (19%), serta interaksi dan stabilitas obat (<35%) masih sangat minim. Rendahnya penyampaian informasi secara menyeluruh disebabkan oleh keterbatasan tenaga farmasi, tingginya beban kerja, dan waktu pelayanan yang terbatas. Penelitian ini merekomendasikan peningkatan kapasitas tenaga kefarmasian, penyediaan media edukasi, serta pengembangan system konseling agar pelayanan informasi obat lebih optimal dan sesuai standar.

Kata kunci: informasi obat, pelayanan kefarmasian, puskesmas, evaluasi, pasien rawat jalan

ABSTRACT

Pharmaceutical services in community health centers (Puskesmas) play a crucial role in ensuring patient safety and treatment effectiveness, particularly through the provision of drug information. This study aims to evaluate the implementation of drug information delivery to outpatients at Puskesmas Cinunuk, based on the pharmaceutical service standards set by the Indonesian Ministry of Health Regulation No. 26 of 2020. The study used a descriptive quantitative method with random sampling involving 100 respondents during February 2025. Data were collected through structured interviews using a questionnaire. The results showed that the average level of information provided was 57.1%, which falls into the "fair" category. The most frequently delivered aspects were drug indication (100%), usage instructions (98%), and dosage (97%). However, critical information such as contraindications (0%), storage (19%), as well as drug interactions and stability (<35%) were poorly addressed. The low coverage of comprehensive drug information was attributed to limited pharmaceutical staff, high patient volume, and time constraints during service. This study recommends improving pharmacist training, providing educational media, and developing structured counseling systems to enhance the quality of drug information services in accordance with the standard.

Keywords: *drug information, pharmaceutical service, primary healthcare, evaluation, outpatients*