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**ANALISIS KESESUAIAN PELAYANAN FARMASI KLINIK DI APOTEK
TERHADAP PERMENKES RI NO 73 TAHUN 2016 DI APOTEK K24
UNGERAN, KABUPATEN SEMARANG**

ABSTRAK

Latar Belakang: Pelayanan farmasi klinik merupakan salah satu bagian penting dalam meningkatkan mutu pelayanan kesehatan di apotek. Penelitian ini bertujuan untuk menganalisis tingkat kesesuaian pelayanan farmasi klinik di Apotek K24 Ungaran, Kabupaten Semarang, terhadap standar pelayanan kefarmasian yang tertuang dalam Permenkes RI No 73 Tahun 2016.

Metode: Penelitian ini menggunakan pendekatan kuantitatif deskriptif dengan metode observasi terhadap apoteker yang bertugas. Pengambilan data dilakukan menggunakan lembar observasi berdasarkan indikator pelayanan farmasi klinik, meliputi pengkajian resep, dispensing, pelayanan informasi obat, dan konseling. Jumlah sampel ditentukan dengan rumus Slovin dari total 300 pelayanan resep, menghasilkan 75 sampel.

Hasil: Seluruh aspek pelayanan farmasi klinik di Apotek K24 Ungaran telah sesuai dengan standar Permenkes No 73 Tahun 2016, dengan tingkat kesesuaian berada pada kategori baik ($\geq 80\%$). Hal ini menunjukkan bahwa apotek telah menjalankan pelayanan farmasi klinik secara optimal, baik dari segi pengkajian resep (99,3%), dispensing obat (100%), Pelayanan Informasi Obat (PIO)(98%), dan konseling (100%). Penelitian ini diharapkan dapat menjadi bahan evaluasi dan acuan dalam upaya peningkatan mutu pelayanan farmasi klinik di apotek.

Simpulan: Pelayanan farmasi klinik di apotek K24 Ungaran sudah sesuai dengan Permenkes RI No 73 Tahun 2016

Kata kunci: pelayanan farmasi klinik, apotek, kesesuaian.

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ANALYSIS OF THE COMPLIANCE OF CLINICAL PHARMACY SERVICES IN PHARMACIES WITH THE MINISTER OF HEALTH REGULATION NO. 73 OF 2016 AT K24 PHARMACY UNGARAN, SEMARANG REGENCY

ABSTRACT

Background: Clinical pharmacy services play a crucial role in improving the quality of healthcare services in pharmacies. This study aims to analyze the compliance level of clinical pharmacy services at K24 Pharmacy Ungaran, Semarang Regency, with the pharmacy service standards stated in the Indonesian Ministry of Health Regulation No. 73 of 2016.

Methods: This research employed a descriptive quantitative approach through observations of pharmacists on duty. Data were collected using observation sheets based on clinical pharmacy service indicators, including prescription assessment, dispensing, drug information services, and counseling. The sample size was determined using Slovin's formula from a total of 300 prescription services, resulting in 75 samples.

Results: All aspects of clinical pharmacy services at K24 Pharmacy Ungaran complied with the standards set out in the Ministry of Health Regulation No. 73 of 2016, with compliance levels categorized as good ($\geq 80\%$). This indicates that the pharmacy has optimally implemented clinical pharmacy services, both in terms of prescription assessment (99.3%), drug dispensing (100%), drug information services (DIS)(98%), and counseling (100%). This study is expected to serve as an evaluation reference to support efforts in improving the quality of clinical pharmacy services in pharmacies.

Conclusion: Clinical pharmacy services at K24 Pharmacy Ungaran are in compliance with the Indonesian Ministry of Health Regulation No. 73 of 2016.

Keywords: clinical pharmacy services, pharmacy, compliance