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Analysis of Waiting Times for Compound and Non-Compound Prescription Services At Al-Masoem Pharmacy in Cibiru, Bandung City

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Abstract

Prescription services at Al-Masoem Pharmacy, Cibiru should consider waiting time as one of the indicators for service provision to enhance service quality and ensure patient satisfaction. The aim of this research is to analyze the waiting time for prescription services at Al-Masoem Pharmacy, Cibiru and assess compliance with the Minimum Service Standards for Pharmacies outlined in Ministry of Health Regulation Number 73 of 2016. Observations of waiting times for prescription services at Al-Masoem Pharmacy, Cibiru, located in Bandung Regency, were conducted over 14 working days in February 2024, involving 365 prescriptions. This study utilized an observational method during the specified 14-day working period in February 2024, covering 365 prescriptions. The research findings indicate that prepared and unprepared prescription services align with the time range specified in Ministry of Health Regulation Number 73 of 2016, which is 15-30 minutes. Based on observational data, the average waiting time for 44 compound prescriptions was 14 minutes and 18 seconds, while the average waiting time for 321 non-compound prescriptions was 7 minutes and 10 seconds.

Keywords: Waiting Time, Prescription Services, Pharmacy

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Introduction

Pharmacies are facilities that provide pharmaceutical services and serve as practice venues for pharmacists. Pharmaceutical Service Standards are guidelines used by pharmaceutical personnel in delivering pharmaceutical services. Numerous studies and literature reviews have been conducted to evaluate the quality of health services and related issues, including patient dissatisfaction due to long waiting times, especially in prescription services at pharmacy[1,2]. The quality of service at the pharmacy significantly impacts patient satisfaction, especially concerning prescription waiting times[3,4]. This waiting time is influenced by several factors, such as the availability of human resources, medication, prescribing patterns of physicians, and standard operating procedures applied in the prescription service process at pharmacies[5].

Waiting time in healthcare services remains a prevalent issue, particularly in the prescription medication process at pharmacies. Delays can lead to patient dissatisfaction as they have to wait longer to receive prescribed medication. As part of the service process, this waiting time reflects the quality of the pharmacy staff's work, which should be adaptable to patients' needs and expectations. In striving for excellent service, it is crucial for pharmacy to optimize waiting times to be efficient, both in dispensing ready-made prescriptions and in preparing specialized medications[6,7].

Prescription waiting time is one of the indicators used to assess the quality of service at pharmacies. The typical duration for prescription service falls within the range of 15 to 30 minutes[8]. The waiting time for compounded prescription services refers to the specific time needed for pharmacists to prepare medication according to the doctor's prescription. Compounded prescription service usually takes longer compared to non-compounded prescription service because it involves mixing medication ingredients according to the prescription. This indicator reflects efficiency in meeting patient needs. The shorter the waiting time, the better the service provided. This is because patients receive medication faster without having to wait excessively.

Methods

This research was conducted using an observational design with descriptive analysis. Descriptive research aims to describe specific phenomena or subjects[9]. The observations were carried out at Al-Masoem Pharmacy, Cibiru over a period of 14 working days in February 2024. The research sample consisted of prescriptions received by Al-Masoem Pharmacy, Cibiru from Monday to Saturday, totaling 365 prescriptions, which were collected using accidental sampling. Quantitative data collection was performed by measuring the waiting time for both non-compounded and compounded prescription services using a stopwatch[10].

The waiting time for prescription services was calculated from the moment the patient submitted the prescription until the medication was handed over by the staff, including Drug Information Services. The variable in this study is a single variable, namely the waiting time for prescription services at Al-Masoem Pharmacy, Cibiru. The analysis of the collected data involved calculating the average waiting time for prescription services. The waiting time measurements in prescription services were presented in a table, and the results were considered satisfactory if they complied with the provisions of the Ministry of Health Regulation Number 73 of 2016 regarding Pharmaceutical Service Standards at Pharmacies.

Results and Discussion

The collaboration between Al-Masoem Pharmacy, Cibiru and several doctors forming the clinic has brought significant positive impacts. One of the impacts observed is the increase in the number of patients visiting the pharmacy. The collaboration between the pharmacy and the clinic allows patients to receive more integrated services, where prescriptions written by doctors can be filled and processed directly at the affiliated pharmacy[11]. From the research results, a total of 365 prescription samples were obtained. From the presented table, it is evident that (Table 1) the Analysis of Prescription Waiting Time is divided into two categories: waiting time for compounded and non-compounded prescriptions. All prescriptions collected in this study were from non-BPJS patients or patients who undergo health examinations using personal funds. Therefore, all patients paid in cash. Among the types of prescriptions obtained, the majority were non-compounded prescriptions, totaling 321 prescriptions. The use of compounded prescriptions at Al-Masoem Cibiru Clinic is more commonly prescribed for pediatric patients or for topical preparations that require more than one type of medication. The finding that the number of compounded prescriptions is relatively low indicates that the number of pediatric patients receiving prescriptions from doctors is lower compared to adult patients. Additionally, the disease patterns of patients consulting dermatologists indicate that many cases can be treated with only one type of topical medication.

Doctor Specializations at Al-Masoem Cibiru Clinic

In addition to serving prescriptions written by collaborating doctors, Al-Masoem Pharmacy, Cibiru also accepts prescriptions from other clinics or hospitals. This indicates that the pharmacy has become an important healthcare center in the area, not only for patients from the collaborating clinic but also for patients from various other medical institutions in the vicinity. The following table describes the distribution of prescription variations based on the specialization of the prescribing doctors served by Al-Masoem Pharmacy, Cibiru during the observation period.

Al-Masoem Pharmacy, Cibiru has established partnerships with various specialist doctors, including two general practitioners, two dermatologists, one ophthalmologist, one dentist, one obstetrician/gynecologist, one otolaryngologist, one pediatrician, and one internist (Table 2). Each doctor has their own practice schedule, meaning that the number of patients visiting the pharmacy each day cannot be precisely predicted. The variation in doctor specializations and their practice schedules can affect the number of prescription services provided at the pharmacy on any given day. The presence of more dermatologists and general practitioners who practice at Al-Masoem Pharmacy, Cibiru every day does indeed impact the number of prescriptions served. These doctors may prescribe medication more frequently because they serve a larger number of patients compared to other doctors. Additionally, the patient limit policy established by specific doctors each day also influences the number of prescriptions served.

Prescription Service Waiting Time

Prescription service waiting time refers to the total duration of medication service at Al-Masoem Pharmacy, Cibiru, starting from the moment the patient submits the prescription until the patient receives the medication. From the research findings, the average waiting time for 44 compounded medication prescriptions is 14 minutes and 18 seconds, while the average waiting time for 321 non-compounded medication prescriptions is 7

minutes and 10 seconds (Table 3 and 4). This difference indicates that the waiting time for compounded medication services tends to be longer than for non-compounded medications at Al-Masoem Pharmacy, Cibiru.

The prescribing patterns of each doctor have a significant impact on the waiting time for services at Al-Masoem Pharmacy, Cibiru. Each doctor tends to prescribe certain types of medication. For example, in non- compound prescriptions, ophthalmologists tend to prescribe only one or two types of eye drops. Patients receiving prescriptions for eye drops only need to wait for fewer preparations, which directly reduces their waiting time. In compound prescriptions, dermatologists tend to prescribe a combination of two or three brands of ointments and creams into one container. Consequently, patients receiving such prescriptions will experience shorter waiting times compared to patients receiving compounded prescriptions from other doctors who may require several different compounding steps. Based on the table above, the average waiting time for prescription services, both compounded and non-compounded, at Al-Masoem Pharmacy, Cibiru is below the maximum time limit set, which is 15-30 minutes[8]. This indicates that prescription services at the pharmacy are efficient, so patients do not have to wait too long to receive the medication they need.

Several factors contribute to the efficiency of prescription service waiting times at Al-Masoem Pharmacy, Cibiru. One of them is the availability of an adequate number of human resources. The allocation of human resources shifts at Al-Masoem Pharmacy, Cibiru is carried out in two shifts. Each shift has a minimum of two Pharmaceutical Technical Personnel and one Pharmacist. With an adequate number of human resources, the pharmacy can reduce the likelihood of prescription accumulation and improve prescription handling times[12]. Additionally, the skills of human resources in preparing prescriptions also play a crucial role. With trained and experienced human resources, the pharmacy can ensure that the prescription preparation process is carried out quickly and accurately. The combination of these two factors helps ensure that prescription service waiting times remain efficient and in line with established standards[13].

The availability of adequate medication, in accordance with the doctor's prescription, is also a factor in determining prescription service waiting times at the pharmacy[14]. Al-Masoem Pharmacy, Cibiru has sufficient medication stock and can serve patients more quickly and efficiently. When certain medications are not available, pharmacy staff must confirm the shortage with the doctor and adjust the dosage or find alternative medications that are suitable for the given prescription[15]. This process takes additional time and may delay service to patients.

Conclusion

Based on the research findings, it can be concluded that the waiting time for prescription services, both compounded and non-compounded, at Al-Masoem Pharmacy, Cibiru has exceeded the standards set in Minister of Health Regulation No. 73 of 2016, which is between 15 to 30 minutes. The average waiting time for compounded prescription services is 14 minutes and 18 seconds, while the average waiting time for non-compounded medication services is 7 minutes and 10 seconds. This indicates that the pharmacy has successfully provided efficient and timely services to patients.

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Conflict of Interest
None declared.

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Table 1. Number of Compound and Non-Compound Prescriptions

Prescription Type	Quantity	Percentage
Compound prescriptions	44	12,33%
Non-Compound prescriptions	321	87,67%
Total	**365**	**100%**

Table 2. Prescription Variations Based on Doctor Specializations

Specialty	Compound Prescription Quantity	Non-Compound Prescription Quantity
Ophthalmology	-	11
Dentistry	1	23
Obstetrics/Gynecology	-	8
Otorhinolaryngology	2	19
General Practice	1	67
Pediatrics	5	26
Dermatology	37	127
Internal Medicine	-	14
External Prescriptions	-	26

Table 3. Average Prescription Service Waiting Time

Prescription Type	Average Waiting Time
Compound Prescription	0:14:53
Non-Compound Prescription	0:07:10

Table 4. Average Prescription Service Waiting Time by Doctor Specialization

Speciality	Average Service Waiting Time	
	Compound Prescription	Non-Compound Prescription
Ophthalmology	-	0:04:12
Dentistry	0:15:09	0:05:09
Obstetrics/Gynecology	-	0:05:10
Otorhinolaryngology	0:27:28	0:05:46
General Practice	0:23:47	0:07:11
Pediatrics	0:22:23	0:08:39
Dermatology	0:12:00	0:07:45
Internal Medicine	-	0:08:08
External Prescriptions	-	0:06:43