

ABSTRACT

THE RELATIONSHIP BETWEEN THE GIVING OF INFORMATION AND LONG SERVICE OF PHARMACY RECIPE WITH GENERAL PATIENTS' SATISFACTION IN THE PHARMACY INSTALLATION OF AHMAD YANI HOSPITAL

By

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Background : Pharmacy installation is the only unit in the hospital that holds pharmaceutical supplies, manage and distribute it to the patient, which is responsible for all pharmaceuticals circulating in hospitals, as well as responsible for procurement, service and presentation of drug information for all parties at the hospital. The aim of this study is to determine the relationship between the provision of information and duration of prescription pharmacy services to general out patient satisfaction in Pharmacy Installation of Ahmad Yani Hospital.

Method : The type of research is correlative analytic with cross sectional study approach, this study is conducted at Pharmacy Installation of Ahmad Yani Hospital on September until October 2015, with 305 respondents with α 5% and tested with statistical Chi Square.

Result : The results show the duration of service is 85.9% fast and less fast is 14.1%, the provision of enough information is 67.9% and 32.1% is less enough, then the patient satisfactory is 57.7% satisfied and 42.3% is not satisfied. **Conclusion :** In this study we conclude that there is a significant relationship between duration of service and the provision of information on patient satisfactory.

Keywords : duration of service, provision of information, patient satisfaction, pharmacy