

THE ROLE OF PHARMACISTS IN PHARMACEUTICAL SERVICES: A LITERATURE REVIEW

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Abstract

Pharmaceutical services are an important component in the health care system. The role of pharmacists in pharmaceutical services has evolved along with changes in public health needs and developments in science. In order for treatment to be successful, pharmacists advise patients to adopt a healthy lifestyle. They also work with other health professionals to monitor the outcomes of treatment therapy that patients have completed. Pharmacists also consult, educate, and inform patients about the treatment therapy that they are undergoing. This emphasizes that pharmacists should increase their role in interacting with patients, be more oriented towards improving the quality of life of patients, so that the pharmacist's work orientation, which was previously only oriented towards medicine and tended to be behind the scenes, becomes a profession that is responsible for patients. Apart from that, pharmacists also play an important role in supporting the implementation of national health insurance and providing good pharmaceutical services. In managing a pharmacy, pharmacists are required to have knowledge and skills not only in the field of pharmacy, but also in the field of management. This is necessary so that the pharmacy can be managed properly and correctly.

Keywords: role, pharmacist, pharmaceutical services

INTRODUCTION

According to the Minister of Health Regulation of the Republic of Indonesia, a pharmacist is a person who has completed their pharmacy degree

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and taken the pharmacist's oath. Pharmacies and pharmacists work closely together since pharmacies are one of the locations where pharmacy is practiced in addition to providing the general public with pharmaceutical preparations and other medical supplies. In accordance with government regulations, pharmacies must be under the responsibility of a pharmacist. The existence of pharmacists is not only related to drug problems, but pharmacists are also required to improve their knowledge, skills and behavior so they can carry out their profession professionally and interact directly with patients. This includes providing drug information and counseling to patients who need it. Apart from that, pharmacists also need to recognize the potential for prescription errors, as well as recognize, avoid, and resolve pharmacoeconomic and social pharmacological issues. This has to do with how well pharmacies provide pharmaceutical services making the role of pharmacists in pharmacies very important (Yuliandani et al., 2022).

Hindi et al., (2018) pharmacological services are accountable and direct services that help patients with pharmacological preparations with the goal of improving the patient's quality of life through the intended outcomes. In carrying out their duties, pharmacists cannot carry out their duties alone. Instead, work together with other health workers, such as doctors, nurses, and others. However, in fact, pharmacists rarely communicate with the public directly compared to doctors or nurses. This is what causes the profession of pharmacist to be less known by the public and is only known as a medicine seller or pharmacy keeper.

However, along pharmaceutical services now focus more on pharmaceutical products than on drugs due to advancements in science and technology in the industry oriented to patient oriented. So this change is better known as pharmaceutical care or can also be called pharmaceutical intake. According to Sakeena et al., (2018) pharmaceutical care is a pattern of pharmaceutical services that is patient-oriented. In this case, it means that the pharmacist is a drug manager in addition to a more general sense, which involves monitoring drug use to ascertain its ultimate destination and likelihood of occurrence, as well as offering counseling, drug information, and education to assist the responsible and reasonable use of drugs. medicine mistakes. Pharmaceutical Care requires pharmacists to take full responsibility for the quality of drugs given to patients accompanied by complete information about how to use and use, side effects and monitoring drug use to enhance the patient's standard of living (Hazen et al., 2018).

Liu et al., (2020) stated that the role of pharmacists in pharmaceutical care begins with assessing patient needs. The next step is identifying problems related to drug use, overcoming DRP (Drug Related Problems) and preventing potential DRP (Drug Related Problems), providing information and education with the aim of speeding up the healing process for patients, and preventing worsening or recurrence of a disease. . So from the explanation above, the ultimate goal of pharmaceutical care is to improve the quality of life of patients through achieving optimal therapeutic results. The desired results of therapy can be in the form of patients recovering from disease, disappearance of disease symptoms, slowing of the disease process, and prevention of disease.

Ilardo, M. L., & Speciale, A. (2020) pharmacists play a role in providing consultation, information and education regarding the treatment therapy that patients are undergoing, directing patients to adopt a healthy lifestyle so as to support the success of treatment can be achieved, and monitoring the results of treatment therapy. It has been carried out by patients and collaborates with other health professions which of course aims to improve the quality of life of patients. This emphasizes that pharmacists should increase their role in interacting with patients, be more oriented towards improving the quality of life of patients, so that the work orientation of pharmacists, which was previously only oriented towards medicine and tended to be behind the scenes, becomes a profession that is responsible for patients (Tsuyuki et al., 2018).

According to Kallio et al., (2018) pharmaceutical care requires pharmacists to provide optimal service to the community so that pharmacists must allocate more time to provide services, communicate, and provide consultation or counseling services to patients. Pharmacists are no longer seen as a prerequisite for the establishment of a pharmacy and are not just drug stores, but are fully responsible for ensuring quality, providing information about side effects, indications, and the use of drugs consumed by patients in order to improve the patient's level of health.

From the change in the pharmaceutical paradigm from drug oriented to patient oriented, it is hoped that pharmacists can improve their skills, knowledge and attitudes so that they can interact more directly with patients. Pharmacists must be aware and understand that the possibility of medication errors occurring in the pharmaceutical service process can occur so that it is hoped that pharmacists can use their knowledge well to try to prevent and

minimize drug problems by making appropriate and professional decisions so that treatment is rational (Song et al. , 2021).

However, according to observers, pharmaceutical services are still below standard. The reason why pharmacists are not well known by the public is because pharmacists rarely communicate directly with patients. Pharmacists should have a central role and be fully responsible to the public in providing drug information, but in fact this is still not implemented well. Apart from that, the reason why pharmaceutical services in pharmacies are still not optimal is because pharmacists are more often not found in pharmacies, but rather those who are more often found are pharmaceutical technical personnel, which in this case include pharmacy graduates, intermediate pharmacy experts, pharmaceutical analysts, and pharmaceutical technicians. intermediate pharmacist/pharmacist assistant and also owner of pharmacy capital. Another problem is, where pharmacy activities are more controlled by pharmacy capital owners, as a result pharmacies are no more than places for buying and selling medicines controlled by pharmacy capital owners who usually do not have a pharmaceutical background (Jebara et al., 2018).

RESEARCH METHOD

This research in-depth investigates the government science paradigm: innovation in local government administration using a literature review approach. The results include a comprehensive understanding of the science paradigm of government and public administration, innovation and the scope of regional government administration. Literature analysis involves an in-depth study of the local government administration innovation literature. With a strong conceptual foundation, this research makes an important contribution to enriching the discussion about what and how the government science paradigm is: innovation in regional government administration.

RESULT AND DISCUSSION

The Role of Pharmacists in the Pharmaceutical World

The role of pharmacists is not just to sell medicines. Based on PP no. 51 of 2009, a pharmacist is a person who has completed their pharmacy degree, taken the pharmacy oath of office, and graduated as a pharmacist. Pharmaceutical Technical Personnel, on the other hand, include those with a bachelor's degree in pharmacy, associate pharmacy experts, pharmacy analysts, and intermediate pharmacy personnel/pharmacist assistants. They support pharmacists in their work. The position of the pharmacist has become

very functional because a regulation has been established which states that in every community health center there must be at least one pharmacist and in every pharmacy there is a requirement that a pharmacist be on site during the specified operating hours.

Merks et al., (2021) stated that the role of pharmacists in society is not well known as health workers in the pharmaceutical sector. Pharmacists are only known as drug sellers who are called herbalists by the lay public. In fact, pharmacists have many important roles (WHO), to describe the role of a pharmacist in health services which over time has increased to 9 pharmacy stars, namely Care-Giver, Decision-Maker, Communicator, Manager, Leader, Life-Long Learner, Teacher, Research and Entrepreneur. Which Nine Stars Of Pharmacist demands from the World Health Organization (WHO), including:

1. Care-Giver: A pharmacist/pharmacist is a health professional providing pharmaceutical services to patients, interacting directly, including clinical, analytical and technical services, in accordance with applicable regulations (PP No. 51 of 2009), for example compounding medicines, providing counseling, drug information services, consultations, monitoring drug side effects, visits, and so on.
2. Decision-Maker: A pharmacist/pharmacist is someone who is able to make or determine decisions related to pharmaceutical work, for example deciding on dispensing, changing types of preparations, adjusting doses, with the aim of making treatment safer, more effective and rational.
3. Communicator: A pharmacist/pharmacist must have good communication skills and be a good communicator, so that pharmaceutical services and interactions between health workers and patients and the community run well, for example drug counseling and consultations for patients, drug information services, carrying out vision ward/patient care room and able to be a resource person, teacher in the field of education.
4. Manager: A pharmacist/pharmacist is an administrator or manager in various pharmaceutical aspects, so this ability must be supported by good management skills, for example being able to be a drug manager (such as a Pharmaceutical Wholesaler/PBF), head of Hospital Installation. A Quality manager. Control, Quality Assurance, Production Manager, and others.
5. Leader: A pharmacist/pharmacist must be able to be a leader, who has a vision and mission as well as clear goals in advancing the company/institution/institution, the pharmacist or pharmacist is able to ensure therapy runs safely, effectively and rationally, for example as director of the pharmaceutical industry, director marketing, and so on.

6. Life-Long Learner: A pharmacist/pharmacist must have the enthusiasm to learn all the time, because information/health science, especially pharmacy (drugs, diseases and therapy) continues to develop rapidly, so we need to update our knowledge and abilities so that in the future we are not left behind. other fields of science.
7. Teacher: A pharmacist/pharmacist is required to be an educator/educator for patients, the public, and other health workers related to pharmaceutical and health sciences, whether as a teacher, lecturer, or as a pharmacist/pharmacist who conveys information to patients, the public and staff other health needs information.
8. Research: A pharmacist/pharmacist is a researcher, especially in the discovery and development of better medicines. Apart from that, pharmacists can also research other aspects, for example drug consumption data, drug rationale, formula development, discovery of new preparations (drugs, medical devices and cosmetics) .
9. Entrepreneur: A pharmacist/pharmacist is expected to become an entrepreneur in developing independence and helping improve the welfare of society. For example, by establishing companies for medicines, cosmetics, food, drinks, medical devices, and so on, both small and large scale.

An ideal pharmacist is expected to be able to apply his profession professionally, such as when serving a patient in a pharmacy, communication between the patient and the pharmacist should be reciprocal. Where the service provided is to provide information about the drug that the patient wants to consume, including the effects that arise after consuming a drug, both desired effects and undesirable effects (drug side effects), where the drug is stored, the length of time it is used. permission to consume a drug, an efficient time to consume the drug, and so on so that the patient understands and knows the safety level of the drug they want to consume (Bragazzi et al., 2020).

In this way, good communication can be realized and the role of the pharmacist can be channeled perfectly. From this expectation, pharmacists are required to continue to explore and always apply pharmaceutical services with a two-way interaction system. So that pharmacist opportunities can be filled, especially in pharmaceutical care (Mc Namara et al., 2019).

The Role of Pharmacists in Pharmacies

Pharmacies are better known as a kind of drug shop which only contains all classes of drugs, including over-the-counter drugs, hard drugs, psychotropics and narcotics with services that are indifferent or not in accordance with professional rules, because pharmacy activities are not carried out by pharmacists but by anyone. which is in the pharmacy. Apart from pharmacies, pharmaceutical services are also not optimal in hospitals.

Research conducted by Goode, J (2019) found that pharmaceutical services in hospitals have not been implemented well, where the percentage of achievement of pharmaceutical service standards in hospitals has not been implemented well. From the results of this research, it was found that there are several barriers to the implementation of optimal pharmaceutical services. These include weak support from hospital management for pharmaceutical services, inadequate procurement of facilities and infrastructure to support pharmaceutical services, poor pharmaceutical installation documentation systems, lack of continuous evaluation in efforts to improve the work of pharmaceutical installations in providing pharmaceutical services.

Seeing that pharmaceutical services in Indonesia are still less than optimal, strategies to improve pharmaceutical services can be carried out by increasing understanding of the Healthy Indonesia program and pharmaceutical programs as well as improving team-based pharmaceutical services. Apart from that, efforts need to be made so that pharmacists can play a professional role in pharmaceutical services according to standards in hospitals, health centers and pharmacies, both in clinical pharmacy and drug management. Apart from that, support from the government is also needed in improving the quality of pharmaceutical services by increasing support for pharmaceutical services, providing adequate facilities and infrastructure to support pharmaceutical services, as well as carrying out routine evaluations in an effort to improve the work of pharmaceutical installations in providing pharmaceutical services (Durham, 2018).

In the development of pharmaceutical services, there has been a shift in orientation from product to patient needs or interests. This emerged because it was motivated by the development of science and technology in the health sector as well as increasingly strong demands for improving health status. This orientation is known as the Pharmaceutical Care concept, of course without ignoring the product. Another thing is the discovery of many problems related to drugs & their use and the increasingly high socio-economic status of

Indonesian society. The emphasis of the Pharmaceutical Care concept lies on 2 main things, namely (Atif et al., 2022):

1. Pharmacists provide pharmaceutical services that patients need according to their disease conditions
2. The pharmacist makes a commitment to continue the service once it has started on an ongoing basis

Aruru et al., (2021) stated that a pharmacist is someone who has completed pharmaceutical education at a Pharmacy Higher Education, whether managed by the government or the private sector. As a professional, a pharmacist should play a role in assisting the government's efforts to create a healthy and independent Indonesian society. This active role of the pharmacist is based on the knowledge that the pharmacist has, including about pathophysiology, diet that must be followed, medicines that are needed or avoided by the patient, etc. So the role of the pharmacist includes:

1. Pharmacist as “A Caregiver”

Pharmacists provide pharmaceutical services with care. As professional health workers, Pharmacists need to be able to communicate with other medical professionals in order to provide good quality health services

2. Pharmacist as “A Decision Maker”

Based on their knowledge, Pharmacists need to be competent decision-makers in health care services for the sake of public health and be able to evaluate every decision that has been taken.

3. Pharmacist as “A Life-long-learner”

As professional health workers, pharmacists must continuously improve their knowledge both in the pharmaceutical field in particular and in the health sector in general. By learning continuously, pharmacists can provide pharmaceutical services in accordance with developments in the world of health

4. Pharmacist as “A Teacher”

Pharmacists are also responsible as teachers or educators. In pharmacy practice in the community, pharmacists can provide education about health to the community through counseling and pharmacist practice in pharmacies

5. Pharmacist as “A Communicator”

Pharmacists are between doctors and patients. Thus, pharmacists must have knowledge and confidence when interacting with other health professionals and the general public.

These are some of the roles of pharmacists that need to be known, it is truly a noble job if we can have the opportunity to apply it in society.

The Important Role of Pharmacists in Health Services

Pharmacists have an important role in health services. They not only act as professionals in the health sector, but also as managers and retailers in pharmacies. The following are several reasons why In the field of health care, pharmacists play a crucial role (Lat et al., (2020):

Health Services: Pharmacists are responsible for providing health services to the community. They must be able to make responsible decisions and evaluate every decision they have taken for the sake of public health

Knowledge and Skills: Pharmacists must continually learn and improve their expertise in the field of pharmacy and other general health areas. This allows them to provide drug information and counseling to patients who need it.

Role as Manager: Pharmacists also act as managers in pharmacies. They plan, provide direction, and control the use of resources efficiently and effectively

Role as a Retailer: Apart from providing health services, pharmacies also have a role as a profit institution with a retail business model. Pharmacists need to recognize the potential for medication errors to occur during the service process, as well as recognize, avoid, and resolve any issues that may arise to drugs and social pharmacy

Pharmaceutical Service Standards: Minister of Health Regulation Number 73 of 2016 concerning Pharmaceutical Service Standards in Pharmacies regulates pharmaceutical service standards that must be met by pharmacists

This standard aims to improve the quality of life of patients and achieve definite results in pharmaceutical services

In providing pharmaceutical services, pharmacists must carry out their roles as service providers and decision makers. They must interact with patients, integrate their services into the health care system on an ongoing basis, and have the ability to make decisions related to pharmaceutical preparations. With this important role, pharmacists contribute to maintaining public health and providing quality services in the pharmaceutical sector (Widayanti et al.m 2022).

Pharmacists have a very important role in the health care system. The following are several reasons why the role of pharmacists is so crucial (Omboni, S., & Caserini, 2018):

1. Medicine Quality Guarantee

Pharmacists are responsible for ensuring that the medicines given to patients are genuine, safe and of good quality. They oversee the storage, compounding, and distribution of medications to ensure their effectiveness.

2. Patient Education

Pharmacists provide information to patients about how to properly use medications, potential side effects, and drug interactions. This helps patients to use medications appropriately and reduces the risk of medication errors.

3. Disease Prevention

Pharmacists are often involved in immunization programs and public health education. They help in preventing disease through health campaigns and administering vaccines.

4. Drug Therapy Management

Pharmacists work closely with doctors and other health professionals to manage patient drug therapy. They help in choosing the right medication, determining dosage, and monitoring the patient's response to treatment.

5. Research and Development

Pharmacists also contribute to research and development of new drugs. They are involved in clinical trials and pharmaceutical studies aimed at finding new, more effective and safer therapies.

6. Pharmacy Consultation

Pharmacists provide consultation services to patients who require further information about their medications. They help in identifying drug-related problems and provide solutions to improve therapeutic outcomes.

7. Clinical Pharmacy Services

In hospitals and clinics, pharmacists work directly with the medical team to ensure each patient receives optimal pharmaceutical care. They are involved in determining the therapeutic regimen, monitoring side effects, and adjusting the dose according to patient needs.

8. Role in Health Information Systems.

Pharmacists play an important role in managing health information systems, ensuring data related to medicines and patient treatment is properly recorded. This helps in better clinical decision making.

9. Regulatory Compliance and Oversight

Pharmacists ensure that all drug-related practices comply with applicable regulations. They oversee compliance with pharmaceutical regulations and health policies.

10. Pharmacy Management

In a community pharmacy setting, pharmacists manage the daily operations of the pharmacy, including prescription services, patient consultations, and medication inventory management.

The diverse roles of pharmacists show how important their presence is in ensuring patients receive comprehensive and quality health services.

CONCLUSION

Pharmacists have an important role in pharmaceutical services. They are responsible for running and developing telepharmacy, which is a form of pharmaceutical service based on digital technology. Pharmacists also have the rights and obligations to monitor and guarantee the quality of telepharmacy services and the medicine dispensing process. Apart from that, pharmacists also play an important role in supporting the implementation of national health insurance and providing good pharmaceutical services. They are responsible for providing safe, accurate and efficient pharmaceutical services. Pharmacists also play a role in providing counseling and therapeutic communication to patients, as well as conducting drug reviews.

In pharmaceutical practice, pharmacists also have legal responsibility for changing doctor's prescriptions. They must comply with Government Regulation no. 51 of 2009 which regulates pharmaceutical work, including changing doctor's prescriptions. In managing a pharmacy, pharmacists are required to have knowledge and skills not only in the field of pharmacy, but also in the field of management. This is necessary so that the pharmacy can be managed properly and correctly.

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