

**EVALUASI PERBANDINGAN PENERAPAN STANDAR
PELAYANAN KEFARMASIAN DI APOTEK R24 FANINDO
DAN APOTEK BIFARMA KOTA BATAM BERDASARKAN
PERMENKES NOMOR 73 TAHUN 2016**

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ABSTRAK

Pelayanan kefarmasian di apotek merupakan bagian penting dari sistem kesehatan yang bertujuan meningkatkan kualitas hidup pasien melalui penggunaan obat yang aman dan rasional. Berdasarkan Peraturan Menteri Kesehatan Republik Indonesia Nomor 73 Tahun 2016, setiap apotek wajib menerapkan standar pelayanan kefarmasian, namun implementasinya di lapangan masih belum optimal. Penelitian ini bertujuan untuk mengevaluasi dan membandingkan penerapan standar tersebut di Apotek R24 Fanindo dan Apotek Bifarma Kota Batam. Metode yang digunakan adalah deskriptif dengan pendekatan kualitatif, melalui observasi langsung, wawancara terstruktur, dan pengisian lembar checklist. Hasil penelitian menunjukkan bahwa Apotek R24 Fanindo memiliki tingkat kepatuhan yang lebih tinggi dibandingkan Apotek Bifarma, meskipun keduanya belum sepenuhnya menerapkan aspek pelayanan farmasi klinik seperti pemantauan terapi obat, monitoring efek samping, dan dokumentasi konseling. Kesimpulannya, penerapan standar pelayanan kefarmasian di kedua apotek masih perlu ditingkatkan, khususnya dalam aspek klinik dan dokumentasi, guna mendukung mutu pelayanan yang sesuai dengan regulasi nasional dan meningkatkan keselamatan serta kepuasan pasien.

Kata Kunci: Pelayanan kefarmasian, standar pelayanan, apotek, evaluasi komparatif, Permenkes No. 73 Tahun 2016

***EVALUATION OF COMPARATIVE IMPLEMENTATION OF
PHARMACEUTICAL SERVICE STANDARDS IN R24 FANINDO
PHARMACY AND BIFARMA PHARMACY IN BATAM CITY
BASED ON MINISTRY OF HEALTH REGULATION NUMBER
73 OF 2016***

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ABSTRACT

Pharmaceutical services in pharmacies are a vital component of the healthcare system aimed at improving patients' quality of life through the safe and rational use of medications. According to the Regulation of the Minister of Health of the Republic of Indonesia Number 73 of 2016, every pharmacy is required to implement pharmaceutical service standards; however, field implementation remains suboptimal. This study evaluates and compares the application of these standards at R24 Fanindo Pharmacy and Bifarma Pharmacy in Batam City using a descriptive qualitative approach through direct observation, structured interviews, and checklist completion. The findings show that R24 Fanindo Pharmacy demonstrates a higher level of compliance than Bifarma Pharmacy, although both have yet to fully implement clinical pharmacy service aspects such as drug therapy monitoring, adverse effect surveillance, and counseling documentation. In conclusion, the implementation of pharmaceutical service standards in both pharmacies still requires improvement, particularly in clinical and documentation aspects, to support service quality in accordance with national regulations and enhance patient safety and satisfaction.

Keyword: Pharmaceutical services, service standards, pharmacy, comparative evaluation, Regulation No. 73 of 2016

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