

**UNIVERSITI TEKNOLOGI MARA**

**A SURVEY TO DETERMINE THE LEVEL OF  
COMMUNITY'S AWARENESS TOWARDS  
PATIENT-CARE SERVICES PROVIDED BY THE  
COMMUNITY PHARMACY AND THEIR  
PERCEPTIONS TOWARDS THE SERVICES**

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## ABSTRACT

Patient-care services are another important service provided by community pharmacist other than selling medication and health-care products. It is the responsibility of community pharmacists to provide and promote the services for the community. The research is intended to determine the awareness and perceptions of Shah Alam community towards patient-care services provided by their community pharmacies. Questionnaires were distributed among the pharmacies and their patients to investigate what services available at the pharmacies and how many patients are aware of its availability. Blood pressure monitoring, Diabetes management, Asthma management, Diet management, Over-the-Counter medication counseling, and Pain management are the services available in all (100.0%) participating pharmacies. It was found that in average 65% of the community are aware of the availability of these services at their visiting pharmacy. In accumulation, available services have been used 140 times. 32.85% have been rated Excellence, 56.42% of Good, and another 10.73% of Fair quality. Community's awareness towards the availability of the services can be very useful in increasing patient's concern toward health-care and improving the quality of services.

# CHAPTER 1

## INTRODUCTION

### 1.1 Patient-care Services

Patient-care services are services provided by the healthcare setting such as hospitals, clinics, and pharmacies intended to help patients improve and maintain their health. The services includes point-of-care testing for cholesterol, glucose, osteoporosis, and blood pressure screenings, and providing patient consultations for glucose meter trainings, medication reviews, and other drug therapy management programs. Through these services, pharmacists are able to enhance patient's education. Besides, patient data can be used in collaboration with the patient and the patient's physician to manage drug therapy and improve outcomes (Brock, *et al.*, 2006). Patient-care services has been the main channel to achieve the goal of providing improved patient care as pharmacist move from product-focused services to patient-care services (Jacobs & Mancano, 2000).