

**PATIENT'S SATISFACTION TOWARD WAITING TIME  
AT OUT-PATIENT PHARMACY DEPARTMENT  
HOSPITAL BATU PAHAT**



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PULAU PINANG**

**PREPARED BY  
FARIDAH SYAZWANI BTE MOHAMAD ISA  
NUR RADIZA BINTI AB RAHMAN**

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## **ABSTRACT**

Satisfaction of patients with pharmacy services is closely related to their satisfaction with waiting time, especially at Out-patient Pharmacy Department (OPD). As outpatient-waiting time is a cause of concern for everyone, we decided to carry-out this topic at OPD Hospital Batu Pahat, to know what patient thought about the service, whether they were satisfied or not with it, hence what we could do to improve it. This study had carried out by retrospective and prospective measures. Retrospective data were collected from a computer system used by HBP called Queue-Monitoring-System (QMS) to get accurate out-patient waiting time records. . Then, we undergo prospective study by the questionnaire survey. The questionnaires were filled in by face to face interview and the respondent chosen by convenience sampling. From the study, we can see that about 95.7% of patients got their medication below 30 minutes while just a small percentage of patients got their medication over than 30 minutes. For patient's satisfaction result, we observe that patient's satisfaction were different along the working time interval. The highest percentage of patient's satisfaction is 80 %( 3pm to 4pm), while the lowest is 63.3% (11am to 12pm). In the end of the result we were identifying the factors that influence the waiting time duration and its solutions. As conclusion, our study shown that patient's satisfaction was influence by patient's waiting time. More increasing patient's waiting time, more decreasing percentage of patient's satisfaction.

## **Chapter 1: Introduction**

A patient is any person who receives medical attention, care, or treatment. The person is most often ill or injured and in need of treatment by a physician or other medical professional, although ones who is visiting a physician for a routine check-up may also be viewed as a patient. However, outpatients are a patient who comes to the hospital, clinic, or dispensary for diagnosis or treatment but does not occupy a bed. They just treated in an office, clinic, or other ambulatory care facility.

Out-patient Pharmacy Department (OPD) is the place where patient get their medication. When patients hand over their prescription at the pharmacy, it will undergo several processes. Firstly, pharmacist will screen the prescription given by patients to check for prescription validity and ensure patients receive appropriate drug therapy. Pharmacists also review prescriptions for proper dosing and identify potential interactions with other medications. Next, pharmacy technicians will fill in the prescriptions, followed by labelling and packaging or compounding the medication if needed. Then the medications order will be counter-checked again and dispensed by the pharmacists. All patients will receive their medication here. In Hospital Batu Pahat (HBP), Outpatient Pharmacy Department located inside Klinik Pakar 1.

In OPD, patients have to wait for their prescription's preparing process. Patient waiting time has been defined as 'the length of time from when the patient entered the pharmacy (and receive the queue number) to the time the patient actually received his or her prescription and left the pharmacy'. Some patients do not have their prescriptions filled in a particular pharmacy because of the long period of waiting time. This shows the significance of waiting time on pharmacy services.

Waiting times affects patient satisfaction, as it is important to them and such delay leads to patient dissatisfaction. Patient (customer) satisfaction is a person's feeling of pleasure or disappointment resulting for comparing product or service's perceived performance or outcome in relation to his or her expectations. As this definition makes clear, satisfaction is a function of perceived performance and expectations. If the