

**PATIENTS SATISFACTION ON INTEGRATED DRUG
DISPENSING SYSTEM**



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Abstract

Patients who are being treated at hospitals located far from their homes are encouraged to take advantage of the Integrated Drug Dispensing System offered by all government hospitals through which patients can make a choice to collect their repeat medicines from any government hospital or clinic of their choice. INTEGRATED DRUG DISPENSING SYSTEM is a system which provides the supply of medication for a long term prescription that is to say more than a month. The medication supply is usually supplied by the partial to the patient. There are some objectives that we want to achieve during constructing this research study: Identify patients' satisfaction on Integrated Drug Dispensing System: Understand the Integrated Drug Dispensing System and Identify the measures to improve the system in the future. This research is primarily uses document analysis, survey questionnaires and observation for facts finding purposes. The results from data gathering will be discussed to establish the requirements definition and the proposed design of measuring patients' satisfaction towards IDDS. In this study, 150 respondents had provided feedback while using the Integrated Drug Dispensing System in Outpatient Pharmacy of Queen Elizabeth Hospital, Kota Kinabalu. Usually the middle-aged of patients is likely using the Integrated Drug Dispensing System service at the Queen Elizabeth Hospital. 41.3% of patients are having Bachelor Degree as their education level background and rank as the highest among other education levels because highly educated people will tend to use the system based on our finding. About 27.3% of the respondents are working as a Government Servant and followed by Private Servant as 24.7% that is using the service. It was observed that only 12.7% of the patients have high income in a month that is RM2501 and above. The patients know the Integrated Drug Dispensing System is mostly from the hospital staffs and the patients that undergoing long term medication supply from 11 months and above gives the highest percentages value, 24.7%. 46% of the respondents choose the distance as the main influencer for them to use this service. 98% of respondents answered yes because this system enables them to get their medication supply and facilitating them in getting their medication supply at other respective hospital. From the study, we found that the respondents or the patients

CHAPTER 1: INTRODUCTION

1.1 Introduction

Patients who are being treated at hospitals located far from their homes are encouraged to take advantage of the Integrated Drug Dispensing System offered by all government hospitals through which patients can make a choice to collect their repeat medicines from any government hospital or clinic of their choice. This will enable patients to save time and travel expenses. In 2009, a total of 115,086 prescriptions were handled via this system as compared to 62,100 in the preceding year. This demonstrates an impressive increase of 85% (Tan Sri Dato' Seri Dr.Hj Mohd Ismail Merican, 2010).

INTEGRATED DRUG DISPENSING SYSTEM (IDDS) is a part of the implementation of Integrated Pharmaceutical Care. Integrated Pharmaceutical Care is a proposal paper that was presented by Mrs. Salmah Bahri, the Deputy Director of Health in the state of Malacca (Pharmacy) in the Conference of Directors of the MOH Malaysia in April 1999 that was held in Penang. With the theme "Towards Integrated Health Care System", the proposal was adopted to be implemented at the Pharmaceutical Services Division under Ministry Of Health (MOH, 2003). A pilot project involving seven states, namely Johor, Malacca, Negeri Sembilan, Pahang, Perak, Selangor and Federal Territory was conducted in December 2001 to May 2002. The formulation of the pilot project was set out in the report Integrated Drug Dispensing System (IDDS) 2003.

INTEGRATED DRUG DISPENSING SYSTEM is a system which provides the supply of medication for a long term prescription that is to say more than a month. The medication supply is usually supplied by the partial to the patient. IDDS implementation at the national level began in June 1, 2003 by the Committee of Pharmacy Practice and Development, Ministry of Health (MOH). Its main goal is to facilitate patients to get supplies of medicines from any of the MOH health facilities close to their home in order to supply the medication to them through a uniform system of reference in any of MOH health facilities (MOH, 2003). This is to ensure the continuity of medicines to patients on a continuous basis and at the same time will indirectly increase their awareness towards their medications.