

**A STUDY ON PATIENTS' WAITING TIME
AT OUT-PATIENT PHARMACY DEPARTMENT
OF PUTRAJAYA HOSPITAL**



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ABSTRACT

The purpose of this study is to identify patients waiting time and to investigate the factors that may contribute the delay in waiting time. It's related to the National pharmacy charter of waiting time where it states that > 90% of the prescription should be dispensed within 30 minutes.

An observational retrospective study was carried out in out-patient pharmacy department in Putrajaya Hospital. From the total 1186 prescriptions, 964 were included in this study. Data were collected manually through collecting patients' daily visited cards where it's written patients arriving and dispensing time.

Result of the study showed that 95% of the prescriptions have been dispensed < 30 minutes, and other 5% was due to delay components. There are some factors that lead to the delay such as too many items that needs to be filled in one prescription, wrong dosage of medications given by the doctors, insufficient counter for dispensing process and so on.

The patients' waiting time issues should be taken seriously by the hospital because the patient's satisfaction is the important thing to make sure the services given is the best. Moreover delay in waiting time may lead to poor patients' compliance. So that attempt should therefore be made to overcome the delay of waiting time.

CHAPTER 1

INTRODUCTION

Patients waiting time has been defined as 'the length of time from when the patient entered the pharmacy to the time the patient actually received his or her prescription and left the pharmacy' (Worley MM, Schommer JC 1999). In a study carried out at the University of Southern California, Los Angeles, USA, it was shown that the overall satisfaction of the patient with pharmaceutical services is closely related to their satisfaction with waiting time (Alex C 1999). Long waiting time has been given as a reason why some patients do not have their prescription filled in a particular pharmacy (Somani SM 1982).

The service at the Putrajaya Hospital is modern as compared to services provided in other hospital. In Putrajaya Hospital, all the prescriptions are on line (refer to appendix B). The system had been used is Total Hospital Information System (T.H.I.S). For the pharmacy department, module used is Pharmacy Information System (P.I.S). Through this system, central queue number had been used. All patients will register at the main registration counter and then will flow to respective clinic for instance medical, surgical, and orthopedic for the doctor's appointment. After the doctor's consultation, patients who require medication will go to the pharmacy to take their medications. They have to check their name at the acknowledgement screen before they scan their visitor card. The patient's name will appear when the doctor has already ordered their medications through the computer and queue their number. If their names are there, they will scan the visitor card and wait for their number to be called. This where the dispenser will prepare and dispensed the medications.