

**'PHARMCARE"-  
SERVICE & TYPE OF MEDICATION COLLECTED**



**DIPLOMA IN PHARMACY IN THE  
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## ABSTRACT

PharmCARE is a service that has been introduced by the Pharmacy Department of UMMC in 2007. It was first known as 'GreenLane' service in 2006, a part of Out-patient Pharmacy Service. Generally serves patients with long-term prescriptions, that is, duration of supply for more than 2 months. Patient has to make an advance booking to allow medications to be repacked. Each supply is for 2 months unless patients request otherwise. There are three types of services available at PharmCARE, which are the counter service, Drive-Thru service and By-POST service. The aim of this research is to determine the type of medications which are most collected through counter, drive-thru and by-post in PharmCARE UMMC. The types of medication collected are anti-hypertensive, anti-diabetic and psychotropic medications. The data was collected from PharmCARE counter from July until December 2010. These include the statistic of PharmCARE in 2010. The result is that, throughout July 2010 until December 2010, the highest number of prescription of patient was on anti-hypertensive medications. By end of 2010, there is an increase in number of patients who collected anti-hypertensive, anti-diabetic and psychotropic medications through by-post. It is possible that the number will increase in the later years.

# 1. INTRODUCTION

PharmCARE is an additional service started at University Malaya Medical Centre in 2007. At first, it is called 'GreenLane' service in year 2006. Then, a year later it has been change to PharmCARE until now. What is PharmCARE? It is a service whereby patients collect their medications at given date without having to go and queue at the Out-patient Pharmacy. Since many patients come to collect medications at UMMC, the queue line and waiting time at Out-patient Pharmacy increases. Some even have to wait for their medications to be prepared for more than one hour and this wasting patient time.

Through PharmCARE, patients can avoid all that. Services that we provide at PharmCARE are, medications collected through PharmCARE counter, through Drive-Thru and through By-POST. In PharmCARE, Pharmacist will provide medications counseling to both patients and cares. This is to help patients to understand better about their medications. To book a PharmCARE services, first you have to collect your medications from Out-patient Pharmacy. From then, you can go to PharmCARE counter at both Out-patient Pharmacy and PharmCARE 2<sup>nd</sup> floor. Patients can choose which type of service that they prefer.

There are a lot of medications being collected by patients through PharmCARE. I specifically choose anti-hypertensive medications, anti-diabetic medications and psychotropic medications. Anti-hypertensive are drugs used to lower blood pressure or to treat hypertension. Hypertension or high blood pressure is common nowadays within Malaysians. It is one of the most common medical conditions, apart from cardiovascular disease. The goal of treatment is to lower blood pressure, to prevent further complication like heart attack, stroke and heart failure. There are several classes of anti-hypertensive, and each class lower the blood pressure by different means. Examples of anti-hypertensive drugs are Furosemide, Hydrochlorothiazide, Metoprolol, Atenolol, Prazosin, Amlodipine, Nifedipine, Perindopril, Losartan and Irbesartan.