



# **UNIVERSITI TEKNOLOGI MARA**

**THE EFFECTIVENESS OF COMPUTERIZED DISPENSING  
SYSTEM (CDS) IN INCREASING THE WORK QUALITY OF  
PHARMACY STAFFS AND PATIENTS SATISFACTION, AT  
OUTPATIENT DEPARTMENT HOSPITAL PAKAR SULTANAH**

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**‘ The effectiveness of Computerized Dispensing System (CDS) in  
increasing the work quality of pharmacy staffs and patients  
satisfaction, at outpatients department Hospital Pakar Sultanah  
Fatimah, Muar. ’**

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# ABSTRACT

Hospital Pakar Sultanah Fatimah pharmacy practiced medications recording and labelling by using computer. The trouble rises when the computer program that exist only labelling direction and counting quantity of drug in normal condition. With that, the computer program only make simple calculation where there can't calculate complex dose direction and preparation of extemporaneous product. This will accelerate the process of recording.

Computerized Dispensing system (CDS) innovation is creation of KMK Karisma group from pharmacy unit of Hospital Muar Johor. This innovation will help to make drug recording and labelling process faster and also accelerate the supplying drug to the ward of inpatient unit. CDS innovation can calculate large dose, direction and quantity of drug automatically by using matrix schedule. Furthermore, it can also suggest and exhibit quantity list that need for extemporaneous preparation. More, it cans also printing the labelling more efficient.

So, we can see that a lot of works that need to be done by pharmacy staff at outpatient unit such as labelling and packaging. By the creation of this new innovation, we hope that it will reduce burden work of pharmacy staff. So that, there will also reducing the stress cases that been encounter by pharmacy staff day by day. With that, they can give good service to the patients.

If we see to the patient side, they also has problem on waiting time at pharmacy to take medication. They need to wait for a long time until some of them can take a nap at a bench in outpatient unit. By this innovation, we hope that it will reducing patient's waiting time and can increase patient's satisfaction.

Therefore, we decided on choosing this title for our project to study that whether CDS is the best way to solve this problem.

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