

UNIVERSITI TEKNOLOGI MARA

**LABELLING OF DISPENSED MEDICINES
ACCORDING TO LEGAL REQUIREMENTS:
ANALYSIS AND COMPARISON OF
COMMUNITY PHARMACIES AND PRIVATE
CLINICS IN SELANGOR, MALAYSIA.**

ANA SHUHADA BINTI PARMAN

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ABSTRACT

Patient misunderstanding and lack of information in dispensed medication labelling may affect the therapeutic goals in medical healthcare system. The labelling of medications encompasses the provision of information and instruction to ensure the safe and effective use of products by patients. The label of a dispensed medication represents one of the most important sources of information available to patients. Lack of medication information may and thus increase the chances of medication error. Nonetheless, medication error that originates from labelling error could be eliminated and prevented from occurring. The objective of this study are to measure and compare the dispensed medication labelling compliance between community pharmacies and private UiTM panel clinics in Selangor. A cross sectional study was conducted from September 2015 to May 2016 which involve the total sample of 131 community pharmacies and 46 UiTM private clinics. Generally clinic demonstrated higher compliance ($p < 0.001$) in term of providing essentials information such as name of patient, name and address of the clinic, date of supply as well as indication of the medicine. Clinics provide more sufficient information in most aspect of labelling. The government health care regulatory organization need to play a strong and leading role in promoting safe used of medication practice by ensuring the utilization of existing standardized medication labels. This research had thrown up many questions in need of further investigation. Further research need to be done in order to get clearer picture of a healthcare practitioner among pharmacies and clinics as a whole.

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TABLE OF CONTENTS

	Page
APPROVAL SHEET	ii
ABSTRACT	iii
ACKNOWLEDGEMENT	iv
TABLE OF CONTENTS	v
LIST OF TABLES	viii
LIST OF FIGURES	ix
LIST OF ABBREVIATIONS	x
 CHAPTER 1: INTRODUCTION	
1.1 Background of Study	1
1.2 Problem Statement	2
1.3 Objectives	2
1.4 Significance of Study	3
 CHAPTER 2: LITERATURE REVIEW	
2.1 Medication error	4
2.1.1 Definition of Medication Error	4
2.1.2 Common Cause of Medication Error	5
2.2 Significance of Medication Labelling Standard	7
2.3 Standard of Medication Labelling	8
2.3.1 Principles of Designing Medication Label	10
2.3.2 Labelling Format	10
2.3.3 Usage of Explicit Instruction	11
2.3.4 Placing Drug Name and Other Information on Label	13
 CHAPTER 3: METHODOLOGY	
3.1 Study Design and Setting	14
3.2 Simulated Client Survey- Sampling Method	14

CHAPTER 1

INTRODUCTION

1.1 Background of Study

Patient misunderstanding and lack of information in dispensed drug labelling may affect the therapy goals in medical healthcare system. The labelling of medications encompasses the provision of information and instruction to ensure the safe and effective use of products by patients.¹ The label of a dispensed medication represents one of the most important sources of information available to patients.² Lack of medication information may and thus increase the chances of medication error. Medication errors are one of the most common types of medical errors resulting in patient morbidity and mortality. Medication error associated with labelling and packaging are frequently reported.³ Nonetheless, medication error that originates from labelling error could be eliminated and prevented from occurring. For example, if patient having a minor ailment the first health institution that they would seek for is pharmacy and clinic, which offers the primary care sufficient to the patient's need rather than going directly to hospital. A few studies have indicated that patient safety incidents in the hospital take their root from primary care management.⁴ Therefore, it is important for both clinics and pharmacy to give the best treatment to the patient by minimizing any possible errors which later could harm the patient.