

**COMPARISON WAITING TIME PATIENTS BETWEEN
CONVENTIONAL METHOD & SMS METHOD**



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Abstract

Out patient pharmacy in HPSF supplies medications to patients from specialist clinic, accident and emergency department (A&E), discharge patients and also provide other facilities from Kementerian Kesihatan “Sistem Pendispensan Ubatan Bersepadu (SPUB). It also provides drug information. Their set-up included counters screening, labeling areas, and filling areas, dispensing areas, drug store and administration room. This study was done from 1st October 2009 until 31st December 2009. It is to determine the waiting time patients using conventional and SMS method for repeated medication patients in OPD pharmacy. On the hand, this study is also to do a comparison of waiting time patients between the SMS method and conventional for repeated medication patients in HPSF. Patients’ satisfaction on services and waiting time patients’ by SMS Method is also determine in this study. The data was recorded using the “Queue Management System”. 76% and 42% of the patients received their medicine below then 10 minutes during morning and peak hour section in Conventional Method. While 24 % and 58 % of the patients’ received their medicine above than 10 minutes in both section. Study show that 51% of patients using SMS Method get their medicine below 10 minutes compare to 49 % patient that using Conventional Method. A study of patients’ satisfaction on the services provided and waiting time patients using SMS Method was recorded as 100 % and 96.3%. For the conclusion, SMS method is easier to use and effective to reduce waiting time in out patients pharmacy. This service also can reduce the cost of patients coming to Hospital pharmacy. Indirectly, this service can reduce the staff work load in out patient department during the peak hour section. At the same time, these services help to reduce medication error and give a better hospitality to the patients.

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