

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



**DIPLOMA IN PHARMACY IN THE
FACULTY OF PHARMACY,
UNIVERSITI TEKNOLOGI MARA
PULAU PINANG**

**PREPARED BY
SITI IZNI BINTI HAMKA**

APRIL 2011

ACKNOWLEDGEMENT

In the name of Allah S.W.T, The Most Gracious and The Most Merciful.

Highest gratitude forwarded to Allah S.W.T for His blessing and mercy, the research project report “PHARMCARE IN UMMC – It’s Services & Type of Medication Collected” could be completed on time according to the procedure invariable. I would like to express full gratitude to those who were involved in any way of my journey towards completion of this report. To all the pharmacist of University Malaya Medical Centre, especially to Miss Giam Wei Li and Mr Ricky Lim Kok Seng, a U41 Pharmacist, thank you for your generous recommendations on some excellent points and info for this topic. Without your help, it would be hard for me to collect the data needed to complete this report.

Thank you to all pharmacist assistance especially to Miss Azwa, Miss Sabariah, Mdm Shima for your ideas and guidance during entire period of doing this report. To Miss Inazatul, Miss Izzati, Miss Hanis and Miss Salwa, my senior at University Malaya Medical Centre, thank you so much for your help and guidance on how to do this research project.

Not to forget, my student friends from Mahsa College, who also doing practical training in this hospital, thank you for all your support throughout this entire training period. I would like to give a very special thanks to my PRP (Provisional Registered Pharmacist) friend, Syafiqah Bt. Adam, Siti Khadijah Bt. Mohd Saffian, Mohammad Izzuddin Halimi, in giving many ideas and suggestion to me in order to complete this research project within time. Thanks for all the advice and opinion given.

Finally, I would like to take this opportunity to thank to all that involved directly or indirectly in giving ideas, comments, suggestions, share experiences and encourage us to complete this research project report.

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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 2nd 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.