



اُونِيُوَرَسِيْتِي تِيكْنُولُوْجِي مَارَا
**UNIVERSITI
TEKNOLOGI
MARA**

**Study of Medication Returned at Out Patient Pharmacy
Department in Hospital Sultanah Nur Zahirah (HSNZ),
Kuala Terengganu**

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

PREPARED BY:

AHMAD SYAHIR EZZUDIN BIN RAMLI

AMANINA BINTI RASHID

WAN NOR SYAFIQAH BINTI WAN ABDUL SATAR

MARCH 2017

**Study of Medication Returned at Outpatient Pharmacy
Department in Hospital Sultanah Nur Zahirah (HSNZ), Kuala
Terengganu**

Prepared by

**(Ahmad Syahir Ezzudin Bin Ramli, Amanina Binti Rashid, Wan
Nor Syafiqah Binti Wan Abdul Satar)**

1st supervisor :

Mr Khurshid Alam Wazir

**Faculty Of Pharmacy,
Universiti Teknologi Mara,
Pulau Pinang**

Puan Nur Hidayah Binti Ismail

**Pharmacist U48, Hospital
Sultanah Nur Zahirah, Kuala
Terengganu**

**Miss Fatin Nor Atikah Binti
Othman**

**Pharmacist U48, Hospital
Sultanah Nur Zahirah, Kuala
Terengganu.**

2nd Supervisor:

Madame Che Noriah Othman

**Faculty Of Pharmacy,
Universiti Teknologi Mara,
Pulau Pinang.**

**Submitted in partial fulfillment for the Diploma In Pharmacy of
Faculty of Pharmacy, Universiti Teknologi Mara, Pulau Pinang.**

March 2017

**Faculty Of Pharmacy, Universiti Teknologi MARA, Pulau
Pinang.**

ABSTRACT

Medication return or in simple form is ‘MedReturn’ providing a very good concept by make it simple, safe, secure and even be more environmental to health world.**Aims:** To observe the most frequent medication that returned from January 2016 until June 2016 and relate it by the pharmacology ,trend and cost. **Methods:** The returned medicines were collected at the pharmacy counter in Out Patient Department (OPD), Hospital Sultanah Nur Zahirah, Kuala Terengganu were listed and the cost was calculated by using the cost price catalogue from the Integrated Store Hospital,Sultanah Nur Zahirah, Kuala Terengganu. This study was conducted from January 2016 to June 2016. **Results:** A total of 85,429 pills were collected from volunteers at the pharmacy counter with an average of 14,238 pills per month. The total costs of the return medicines was RM 88384.26 with the average wastage being RM 13897.38 per month. **Conclusion:** The data of medicines wastage may provide useful information to the Ministry of Health in the selection of first line medication which has been recommended, based on the need to maintain a patient in a given treatment. Healthcare professional should provide an education about the importance of compliance towards medication.

ACKNOWLEDGEMENT

First of all, we would like to thank to all those who gave us the chances to conduct and complete this research as our final project in completing Diploma in Pharmacy course at UiTM Pulau Pinang. Next, a thousand thanks to the Department of Pharmacy Hospital Sultanah Nur Zahirah, Kuala Terengganu for giving us much information and helping to commence on this research.

We would like to express our gratitude to our supervisor, Puan Nor Hidayah Binti Ismail and Cik Fatin Nor Atikah. Their fresh ideas, experiences and guidance had help us a lot in doing this research. We also like to express our gratitude to our lecturers, Mr Khurshid Alam Wazir, Madam Che Noriah Othman and other lecturers of Faculty of Pharmacy in Pulau Pinang for their advices and and comments about our research.

Furthermore, we would like thanks to all pharmacists and pharmacists assistant in Hospital Sultanah Nur Zahirah who have helped in the reseach.

Lastly, thank you so much to our beloved friends and family members who had given their full support and also to those who had involved directly or indirectly to finish this project.