



UNIVERSITI TEKNOLOGI MARA

**PREFERENCES OF VALUE ADDED SERVICE (VAS) PREFERRED BY
PATIENTS AT OUTPATIENT DEPARTMENT IN QUEEN ELIZABETH
HOSPITAL**

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**“Preferences of Value Added Service (VAS) Preferred by Patients at
Out-Patient Department
in Queen Elizabeth Hospital”**

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ABSTRACT

VAS is a service that was introduced by Ministry of Health in order to increase the available quality to make it better in terms of pharmacy services to patients. This study focus on the preferences of VAS among the patients at Hospital Queen Elizabeth (HQE). The focus of this study is to relate the patients' demographic factors which are gender, age, preferred service, journey time reduced, distance from the house to hospital and salary per month and about VAS. This study has explored the preferred service by respondents and identify their reason why they choose that service. Our study subject are the patients registered for VAS at Outpatient Department in HQE. From 150 questionnaires, we only managed to get 107 filled questionnaires. Then, we go through all of it and key in the data in Microsoft of Excel 2010 software to get the results in the form of tables and graphs. The most preferred VAS was Drug Integrated Dispensing System with 60 respondents (55%), followed by Drive thru service with 35 respondents (35%), the third one is SMS/Email and Take with 8 respondents (7%). The least preferred is Medicine by Postage 1Malaysia with 7 respondents (6%). 68 registered respondents were female (63%) and the rest were male. 14 respondents (13%) were aged less than 20 years old, 66 respondents (62%) were aged between 20 to 49 years old, 26 respondents (24%) were aged within 50 to 79 years old and 1 respondent (1%) was aged more than 79 years old. Through the result obtained, most of respondents gave positive feedback about VAS because this service was convenient. As a conclusion, the government hospital should find an alternatives to promote VAS so that there will be more patients using VAS.

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