

**PATIENTS' AWARENESS TOWARDS THE VALUE-ADDED SERVICES IN
PHARMACY DEPARTMENT, HOSPITAL TUANKU FAUZIAH**



**DIPLOMA OF PHARMACY IN THE
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PULAU PINANG**

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ABSTRACT

The level of patients' awareness towards the value-added services in Pharmacy Department, Hospital Tuanku Fauziah have been explored. Several types of Value-added Services available in Hospital Tuanku Fauziah, such as Integrated Drug Dispensing System or '*Sistem Pendispensan Ubat-ubatan Bersepadu*' (SPUB), Medicine Services via Postal 1Malaysia or '*Ubat Melalui Pos 1Malaysia*' (UMP1M), Partial Drug Supply Immediately System or '*BEkalan Segera ubat Separa*' (BeSS), and Park and Take Immediately or '*Letak Kereta Ambil Ubat Segera*' (LeKAS). The objectives of this study are to evaluate the level of awareness of patients towards these services and to determine the level of interest of patients to use the value-added services. This study focuses on the number the patients who utilized, aware and interest towards the value-added services in Hospital Tuanku Fauziah, Kangar, Perlis. Our study subjects were patients with chronic diseases required long-term follow-up in Hospital Tuanku Fauziah. They were chosen randomly and were interviewed using a set of questionnaire (questionnaire-based interview). The focus in this study is to relate their demographic factors towards the level of awareness and the level of interest of patients towards the value-added services in Hospital Tuanku Fauziah. A total of 100 patients were recruited in the study. Our study shows that, 51 % participants were aware of these services. Instead, this research will be fully used soon to promote the value-added services in Pharmacy Department, Hospital Tuanku Fauziah. This will also provide information to pharmacy staffs in carrying out more effective programmes to promote value-added services among patients.

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TABLE OF CONTENT

Acknowledgement	ii
Table of Contents	iii
List of Tables	iv
List Figures	v
Abstract	viii
CHAPTER 1 INTRODUCTION	1
CHAPTER 2 LITERATURE REVIEW	4
CHAPTER 3 AIM AND OBJECTIVES	5
CHAPTER 4 MATERIALS AND METHODS	6
4.1 Study Design	6
4.2 Sample Selection	6
4.3 Data Collection	7
4.4 Data Analysis	7
CHAPTER 5 RESULTS AND DISCUSSIONS	8
5.1 Results	8
5.2 Discussions	30
CHAPTER 6 CONCLUSION	33
REFERENCES	34
APPENDIX A	