# ABSTRAK

Peraturan Menteri Kesehatan Republik Indonesia Nomor 73 Tahun 2016 Tentang Standar Pelayanan Kefarmasian Di Apotek Pelayanan menyebutkan bahwa Apotek untuk saat ini telah mengalami pergeseran orientasi dari *drug oriented* kepada *patiendt oriented*, atau *Pharmaceutical Care*. Pelayanan kefarmasian semula hanya berfokus kepada pengelolaan obat (*drug oriented*), saat ini mengalami perubahan menjadi pelayanan komprehensif yaitu bertujuan untuk meningkatkan kualitas hidup pasien. Tujuan penelitian ini adalah untuk mengetahui pelaksanaan standar pelayanan kefarmasian di Apotek Kecamatan Bumiayu. Penelitian ini dilakukan dengan cara observasi langsung kepada tenaga farmasi yang bertugas melayani konsumen di Apotek. Standar yang digunakan adalah Standar Pelayanan Kefarmasian di Apotek yang mengacu pada Keputusan Menteri Kesehatan No 73 tahun 2016. Hasil penelitian menunjukkan bahwa Apoteker di Apotek-Apotek di wilayah Bumiayu, sebagian besar sudah melaksanakan Standar Pelayanan Kefarmasian di Apotek berdasarkan Kepmenkes RI Nomor 73 tahun 2016 secara optimal dalam hal pelayanan resep, dispensing, pelayanan informasi obat, konseling, monitoring efek samping obat, pengelolaan sediaan farmasi, alat kesehatan dan bahan medis habis pakai, evaluasi mutu pelayanan serta sarana dan prasarana, khususnya oleh apoteker, yang ditunjukkan dengan nilai rata-rata pada tiap indikator diatas 50%. Adapun indikator pelaksanaan pemantauan terapi obat belum maksimal, dikarenakan persentase pelaksanaan yang masih rendah atau kurang dari 50%.

# Kata kunci : Pelayanan kefarmasian, Apotek, Apoteker, Bumiayu

***ABSTRACT***

*Regulation of the Minister of Health of the Republic of Indonesia Number 73 of* 2016 concerning Pharmaceutical Service Standards at Service Pharmacies states that pharmacies have currently experienced a shift in orientation from drug oriented to patient oriented, or Pharmaceutical Care. Pharmacy services initially only focused on drug management (drug oriented), now it has changed to a comprehensive service that aims to improve the quality of life of patients. The purpose of this study was to determine the implementation of pharmaceutical service standards at the Bumiayu District Pharmacy. This research was conducted by direct observation to pharmacists in charge of serving consumers at pharmacies. The standard used is Pharmaceutical Service Standards at Pharmacies which refers to the Decree of the Minister of Health No. 73 of 2016. The results show that pharmacists at pharmacies in the Bumiayu area, mostly have implemented Pharmaceutical Service Standards at pharmacies based on the Decree of the Minister of Health of the Republic of Indonesia Number 73 of 2016 in a comprehensive manner. optimal in terms of prescribing services, dispensing, drug information services, counseling, monitoring of drug side effects, management of pharmaceutical preparations, medical devices and medical consumables, evaluation of the quality of services and facilities and infrastructure, especially by pharmacists, which is indicated by an average score on each indicator above 50%. The indicators for the implementation of drug therapy monitoring have not been maximized, because the percentage of implementation is still low or less than 50%.

*Key words : Pharmacy service, Pharmacy, Pharmacist, Bumiayu*