The Development of Drug Information Service Management (DISM) program
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Introduction: Drug information centers are responsible for providing accuracy, quality and efficacy drug information to health care professionals and patients. To do this efficiently, drug information centers need efficient software with user-friendly features, including storage and recording of new records, collect background information of medication question, backing up databases, searching for previously answered questions, reporting system and database statistics, hard copy printing, as well as a helping system. Objective: The purpose of this study was to develop the Drug Information Service Management (DISM) program for drug information services. Method: The program was composed of 2 parts. The first part was drug information services database which facilitate efficient recording and searching for drug information service. The second part was designed for quality assurance of drug information center which was based on 9 performance indicators for DIS established by the Pharmaceutical System Research and Intelligence Center (PSyRIC). Satisfaction of the DISM program was evaluated by hospital pharmacists. Results: The user satisfaction was composed of 3 part; program structure, drug information services database and quality assurance. The satisfaction was performed in 20 drug information pharmacists. The results of user satisfaction of all 3 parts were good (44.2%, 40% and 45.14% respectively). Conclusion: Most of hospital pharmacists agreed that this database was functional and beneficial for drug information centers.

Keywords: computer program, management, drug information service

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Consumer’s opinion towards services from qualified versus general community pharmacy in Muang District, Ubon Ratchathani
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Introduction: The concept to provide not only product service but also information service has been commenced to improve rational drug use in community pharmacy under the project of drugstore accreditation by pharmacy council. Although this project has been adopted since 2003, the numbers of qualified drugstores in 2010 has only been raised up to 361 countrywide.

Objective: To study the opinion and factors related to the opinion of consumers towards the service between qualified and general community pharmacies in Muang district, Ubon Ratchathani province. Materials and Method: This cross-sectional survey study was conducted during Oct 2011–Jan 2012. Eighty five consumers who were at least 18 years old were conveniently sampling from each qualified and general drugstores which were purposively sampling in Muang district, Ubon Ratchathani. The data were collected using a self-administered questionnaire which showed the reliability of Cronbach’s alpha at 0.888, 0.975 and 0.906. Descriptive statistics were used to determine the data. Results: The results from sub-samples (general drugstore; n=52, qualified drugstore; n=59) revealed that the most important factor in choosing services was a label on drug package indicated drug name, indication, use and administration with mean score of 4.63 and 4.46 (total score of 5) in general and qualified community pharmacy, respectively. In terms of the opinion towards services provided from general drugstore, the resulted showed that self-decision in product selection and traveling convenience were the issues with highest score at 2.35 and 2.35 (total score of 3) in participants from general and qualified drugstore, respectively. In comparison, drug dispensing by pharmacist in qualified drugstore was the service with the highest score that consumers of both general and qualified drugstores agreed with mean score of 2.82 and 2.47. Conclusion: The need or factors that participants required from all types of drugstores were similar while the services provided from each community pharmacy were different. These results imply that to promote the project of drugstore accreditation by pharmacy council, it is important to match consumers’ need with the characteristics of qualified drugstore.

Keywords: qualified drugstore, general drugstore, opinion

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