

**PROFILE OF PHARMACEUTICAL SERVICES STANDARD APPLICATION
AND OUTPATIENT SATISFACTION
IN PRIMARY HEALTH CARE YOGYAKARTA**

**Agry Gusthawan
Department Of Pharmacy
Faculty of Mathematics and Natural Sciences
Islamic University Of Indonesia**

Abstract

Pharmaceutical services in primary health care is an integral part of the implementation health measures, which plays an important role in improving the quality of health services for the community and patient satisfaction is an important measurement that is fundamental to the service quality of an institution. This study aims to determine the relations of pharmaceutical service standard application with patient satisfaction in community health centre Mergangsan Yogyakarta. This study is an analytic correlation with cross sectional approach. Samples are outpatients who received pharmaceutical services in community health centre Mergangsan Yogyakarta who comply the inclusion criteria. Sampling technique based on random sampling. Data used is primary data which is the answers from pharmacists, pharmacist assistants, and patients based on questionnaires distributed by researcher. Test analysis using cumulative frequency distribution. The results showed that the patient's age and patient's education related to satisfaction.

Keywords: Pharmaceutical Service Standard Application in primary health care, Satisfaction, Outpatient