EVALUATION OF DRUG SERVICES BASED ON WHO INDICATORS (*WORLD HEALTH ORGANIZATION*) AT TEGALREJO HEALTH CARE OF IN YOGYAKARTA

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Drug services are activities carried out by pharmacists or pharmacists to provide services related to drugs accurately which aim to support rational treatment, rational treatment, namely the administration of drugs according to needs, with appropriate doses, for the period of time needed, and at a cost the lowest possible treatment for patients with their communities, rational use of drugs can improve the health quality of these patients. The indicator of drug service is one of the main indicators in the WHO that is used to evaluate drug services at the Puskesmas. The aim of the study was to find out the results of evaluating patient services based on patient service indicators according to WHO on outpatient drug services at the Tegalrejo Public Health Center in Yogyakarta, and to know the relationship of sociodemographic factors with the patient's knowledge about drug use in March-September 2018. observational cross-sectional with random sampling. Data analysis using Spearman test and Chi-square test. The results of the drug service evaluation based on WHO service indicators obtained an average time of drug delivery of 47.03 seconds, the percentage of underserved drugs was 100%, etiquette completeness which was 8.47%, drug name percentage 8.14 %%, 99.32% patient name , and the rules for using 100%. And the percentage of knowledge about drugs was 35.042% with the percentage of drug names 39.32%, the rules used 88.13%, and the duration of 75.93%. The results of sociodemographic analysis with the level of knowledge of patients stated that there was no relationship between age and sex with the results of p 0.22 and 0.82 ($>0,1$) but there was a relationship between the level of education and knowledge with a value of p 0.000($<0,1$).

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