

ABSTRAK

ANALISIS KUALITATIF MENGENAI PERAN DAN PERILAKU APOTEKER TERKAIT PENGGUNAAN TELEFARMASI SELAMA PANDEMI COVID-19

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Latar Belakang: Pandemi COVID-19 menyebabkan perubahan pelayanan kesehatan. Upaya mengurangi penyebaran COVID-19 adalah menjaga jarak dan menghindari kerumunan. Pada layanan kesehatan, *telemedicine* memberikan akses cepat dan kenyamanan yang baik. Penelitian ini bertujuan mengeksplorasi peran dan perilaku apoteker dalam penggunaan telefarmasi serta faktor-faktor yang mempengaruhi penerapan telefarmasi selama pandemi COVID-19.

Metodologi: Penelitian dilakukan menggunakan metode non-eksperimental kualitatif fenomenologis melalui wawancara mendalam. Informan diambil hingga data jenuh dan diperoleh 5 informan. Wawancara dilakukan langsung maupun *online*. Keabsahan data melalui uji kredibilitas dengan *member checking*, uji transferabilitas dengan uraian rinci, uji dependabilitas dan uji konfirmabilitas melalui audit dosen pembimbing. Hasil wawancara dianalisis secara deskriptif dengan proses berpikir induktif.

Hasil dan Kesimpulan: Peran apoteker dalam telefarmasi selama pandemi COVID-19 adalah memberikan layanan telefarmasi yang profesional melalui peningkatan kualitas diri, sedangkan perilaku apoteker adalah memanfaatkan telefarmasi untuk memberikan layanan farmasi klinik dan menggunakan media yang bervariasi. Faktor pendukung penerapan telefarmasi selama pandemi adalah kerja sama rekan sejawat dan keluarga pasien, peraturan mengenai pembatasan layanan tatap muka, dan pandemi COVID-19; sedangkan faktor penghambatnya adalah teknologi yang digunakan pasien, hambatan finansial pasien, pasien belum menerima telefarmasi, SDM yang kurang, keterbatasan waktu, dan pemerintah belum mengeluarkan peraturan terperinci mengenai telefarmasi. Didapatkan pula hasil mengenai keuntungan dan keterbatasan telefarmasi.

Kata kunci: *Telemedicine*, Telefarmasi, Apoteker, COVID-19

ABSTRACT

QUALITATIVE ANALYSIS OF ROLES AND BEHAVIOUR OF PHARMACISTS REGARDING THE USE OF TELEPHARMACY DURING COVID-19 PANDEMIC

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Background : COVID-19 causing changes in healthcare system. The efforts to reduce the transmission of COVID-19 are keep distance and avoiding the crowd. On health services, telemedicine is able to provide fast access and the greater comfort. This research aimed to explore roles and behaviour of pharmacists in the use of telepharmacy as well as the factors that influence the application of telepharmacy during COVID-19 pandemic.

Methods : The research was conducted using non-experimental method based on phenomenological qualitative through in depth interview. Informants are taken until the data was saturated and 5 informants were obtained. Interview was conducted either in person directly or online. The data validity carried out through a credibility test by member checking, transferability test by detail description, dependability test and confirmability test by supervisor audit. The results of the interviews were then analyzed descriptively using inductive thinking process.

Results and Conclusions : The role of pharmacists in telepharmacy during COVID-19 pandemic was provide professional telepharmacy through self-improvement, while the behavior pharmacists were to use telepharmacy to give clinical pharmacy services and using various telepharmacy media. The supporting factors of the application of telepharmacy during COVID-19 pandemic were the cooperation of colleagues and patient's family, regulations regarding restrictions on face-to-face service, and the COVID-19 pandemic; while the inhibiting factors were the technology used by patients, patient's financial barrier, patients have not received telepharmacy, lack of human resources, limited time, and government has not issued detailed regulations regarding telepharmacy. Other than that, this research also get result themes of the benefits and limitations of telepharmacy.

Keywords : Telemedicine, Telepharmacy, Pharmacist, COVID-19