

Assessment of knowledge and awareness of general population towards their rights at community pharmacies in Saudi Arabia

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Introduction:

The quality of pharmaceutical care provided by community pharmacists is crucial. Patients' understanding of their rights is also a key factor in ensuring safe and better adherence to therapeutic plans. The study sought to assess the quality of pharmaceutical care provided to the public by community pharmacies and evaluate the awareness and knowledge of the Saudi population about their rights at community pharmacies.

Methods:

A cross-sectional study was carried out between February and September 2022. An online survey was created and shared with the public. The data were analyzed using IBM SPSS Statistics for Windows version 24. Descriptive data were analyzed using descriptive statistics. Numerical data were presented as mean and standard deviation, while the categorical variables were presented as frequency and percentage. The questionnaire was derived from the Ministry of Health Patients' Rights manual. It addressed participants' privacy, confidentiality, rights to counseling, medication usage, and ways of inquiry. The questionnaire was pilot-tested for clarity and content validity and was approved by the Ethics Committee at Shaqra University (ERC_SU_20220074).

Conclusion:

The finding and recommendations from this study could lead to the development of multiple protocols that improve community pharmacy practices in Saudi Arabia and potentially improve the Saudi population's experiences with the pharmaceutical services provided.

References:

1. Alhazmi M, Bajuyfir A, Cheema E, Elrggal M, Ali M. Evaluation of Current Community Pharmacist Practice in Saudi Arabia—A Cross-Sectional Study from Pharmacists' Perspective Part II). Pharmacy. 2022;10(2):38.
2. Rasheed MK, Alqasoumi A, Hasan SS, Babar ZUD. The community pharmacy practice change towards patient-centered care in Saudi Arabia: a qualitative perspective. J Pharm Policy Pract. 2020;13(1):59.

Result:

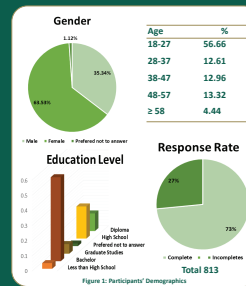


Figure 1: Participants' Demographics

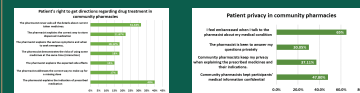


Figure 2: It represents the respondents' opinion about their medical information confidentiality when approaching community pharmacists (Mean: 2.2693 | Confidence Interval @ 95%: (4.050, 4.274) | Standard Deviation: 1.141 | Standard Error: 0.042

Figure 3: It represents the respondents' opinion about their medical information confidentiality when approaching community pharmacists (Mean: 2.1223 | Confidence Interval @ 95%: (3.314, 3.128) | Standard Deviation: 1.384 | Standard Error: 0.06

Statement	Percentage
The pharmacist never provides me with the pharmacy's contact numbers and information to raise complaints, if any	59.87%
The pharmacist never provides me with pharmacy contact numbers and information to make suggestions to the pharmacy	59.97%
The pharmacist never provides me with contact numbers in case there is an inquiry	53.87%

