

## INTISARI

Indonesia belum menentukan sikap tentang apotek *online* dan membutuhkan regulasi terkait. Inggris menjadi salah satu negara yang menerima apotek *online* dan mengaturnya melalui “*Guidance for registered pharmacies providing pharmacy services at a distance, including on the internet*” oleh *The General Pharmaceutical Council* (GPhC). Penelitian ini dilakukan untuk menganalisis apotek *online* di Indonesia berdasarkan aturan tersebut khususnya prinsip 3, mengenai kondisi lingkungan dan lokasi apotek, dan prinsip 4, mengenai manajemen pelayanan, obat dan saran medis.

Penelitian ini merupakan penelitian deskriptif evaluatif menggunakan instrumen penelitian yang memuat 24 pernyataan dan *mystery shopping*. Jumlah sampel adalah tujuh apotek *online* yang diperoleh dengan teknik *purposive sampling* dari populasi sebanyak 727 website. Analisis dilakukan dengan studi deskriptif dilengkapi presentase kesesuaian dalam bentuk bagan dan tabel.

Hasil penelitian menunjukkan karakteristik obat sejumlah 18.827 obat didominasi oleh golongan obat keras (68,49%) dan dapat diperoleh dengan pemesanan melalui website, kemudian dikonfirmasi oleh pihak apotek melalui media lain (email, telepon atau aplikasi *chatting whatsapp*). Persentase kesesuaian sampel terhadap aturan oleh GPhC sebesar 48,21% dengan rincian prinsip 3 (49,21%) dan prinsip 4 (45,24%).

**Kata kunci** : apotek *online*, standar apotek *online*, standar GPhC

## ABSTRACT

Indonesia did not decide to approve online pharmacy and need a regulation. UK is one of the countries that approve online pharmacy and has the regulation called “*Guidance for registered pharmacies providing pharmacy services at a distance, including on the internet*” issued by *The General Pharmaceutical Council (GPhC)*. This study aimed to analyse online pharmacy in Indonesia based on that guidance especially principle 3, about the environment and condition of the premises, and principle 4, about management of pharmacy services, medicines and medical devices.

This is an evaluative descriptive study by 24 point of instrument and mystery shopping. The number of samples were seven online pharmacy that obtained by purposive sampling technique from 727 websites of population. The data were analysed descriptively and serve in percentage suitability, table and narratives.

The result were drug characteristic total was 18.827 drug but dominated by only prescription drug (68,49%). The shopping pathway on online pharmacy was through website, then staff pharmacy will confirm by email, phone or application. The suitability of sample based on guidance by GPhC are up to 48,21%, that consist of principle 3 (49,21%) and principle 4 (45,24%).

**Keyword** : online pharmacy, online pharmacy standart, GPhC standart.