

PHARMACY MANAGEMENT SYSTEM (PMS) DALAM TRANSFORMASI DIGITAL APOTEK: A REVIEW

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Article Info	ABSTRAK
<p>Article History: Received 28/02/2025 Revised - Accepted 18/03/2025</p> <hr/> <p>Keywords: Pharmacy Management System Digital Transformation Operational Efficiency Clinical Pharmacy Service</p>	<p>Studi ini mengkaji dampak penerapan sistem manajemen apotek terhadap efisiensi operasional apotek dalam era transformasi digital. Pendekatan yang digunakan berupa tinjauan literatur dari berbagai sumber yang diterbitkan dalam sepuluh tahun terakhir. Kajian dilakukan untuk mengevaluasi bagaimana sistem manajemen apotek meningkatkan efisiensi pengelolaan resep elektronik, integrasi data pasien, pengendalian stok obat, serta kepatuhan terhadap peraturan farmasi. Hasil kajian menunjukkan bahwa penggunaan sistem manajemen apotek telah meningkatkan kecepatan pelayanan, akurasi data, dan kepuasan pelanggan secara signifikan. Selain itu, sistem ini mendukung apoteker dalam memberikan pelayanan farmasi klinis seperti pemantauan terapi dan deteksi interaksi obat. Namun, penerapan sistem ini menghadapi beberapa kendala seperti biaya implementasi yang tinggi, kebutuhan pelatihan staf, serta tantangan dalam integrasi dengan sistem kesehatan lain. Meskipun demikian, manfaat yang diperoleh meliputi peningkatan produktivitas, keamanan penggunaan obat, dan loyalitas pelanggan. Dapat disimpulkan bahwa implementasi sistem manajemen apotek merupakan langkah penting agar apotek tetap kompetitif, dengan catatan perlunya solusi strategis mengatasi hambatan implementasi.</p> <p>ABSTRACT</p> <p><i>This study examined the impact of implementing pharmacy management system on the operational efficiency of pharmacies in the era of digital transformation. A literature review approach was undertaken, analysing various sources published over the last decade. The study evaluated how pharmacy management systems enhanced the efficiency of electronic prescription handling, patient data integration, drug inventory control, and compliance with pharmaceutical regulations. Findings revealed that the adoption of pharmacy management systems significantly improved service speed, data accuracy, and customer satisfaction. Additionally, these systems supported pharmacists in delivering clinical pharmacy services, such as therapy monitoring and drug interaction detection. However, implementation faced several challenges, including high initial costs, the need for staff training, and difficulties integrating with other healthcare systems. Nevertheless, benefits such as increased productivity, improved medication safety, and enhanced customer loyalty were identified. It was concluded that implementing pharmacy management systems is essential for pharmacies to remain competitive, although strategic solutions are required to overcome existing implementation barriers.</i></p>
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