

**A STUDY OF THE IMPACT OF DISPENSING AREA LAYOUT ON  
MEDICATION USE COUNSELING AT THE KAREN HOSPITAL**

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## ABSTRACT

Dispensing area layout has been ignored during pharmacy setup and has shown to be fundamental in patient's medication use. Medication use counseling is an interaction between the care provider and the patient during which the patient is informed about their medication description, dosage form, route of administration, duration of therapy, special directions and precautions for preparation, administration and use of prescribed drugs, common side effects or adverse effects or interactions and therapeutic contraindications that may be encountered, including their avoidance, the action required if they occur, techniques of self-monitoring of drug therapy, proper storage, prescription refill information, action to be taken in case of missed dose and the need for adherence to the treatment and the consequences of non-adherence. Several objectives were considered with the broad objective of the study as to find out the impact of pharmacy dispensing area layout on medication use counseling at the Karen hospital and specific objectives to determine if patients prefer consultation room counseling to over the counter medication use counseling, to determine if patient drug adherence and instructions understanding from the pharmacist is determined by a certain dispensing method, to find out whether the dispensing technique adds value to pharmacy practice as a whole and revenue to relevant institutions. Three methods of data collection were employed i.e. use of questionnaires, observations and interviews. Stratified random sampling was used to determine the sample size where age was used as a respondents character to make up the strata from the target population. All the data collected was fed in computerized data analyzer (SPSS) to give the final analysis of the collected data. Analyzed data was presented in pie, column and line charts to simplify the respondents' information. It emerged that 94% of the respondents preferred getting services from the CRDM to OTC method (6%) and a (93%) opted to spend more money and a bit more time to get services from the pharmacist. 90% of the respondents indicated having been more relaxed and open to the pharmacists thus understanding medication use instructions better in CRDM than the common OTC setup.