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## The effect of dispensing medicines in health centers through wasfaty for men and women from pharmacies affiliated with the Ministry of Health

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### Abstract

The aim of this study is to find out the attitudes and opinions of reviewers (men and women) regarding the dispensing of medicines in general in pharmacies that the Ministry of health is currently contracting with to dispense medicines. The questionnaire was distributed to 700 people (men and women), and the responses of 650 people were obtained in all health centers in Mecca region.

**Keywords:** Wasfaty, medicines, health centers

### 1. Introduction

The health care system in Saudi Arabia can be categorized as a national system for providing free health care services to citizens through a number of government agencies. At the sitting time, the growing function and rising sharing of the specific sector in the provision of health care services are noted. Presently, the total number of beds in Saudi hospitals is about 64 thousand and 188 beds, of which about 38 thousand and 970 beds are related to the Ministry of Health, and 11 thousand and 43 beds belong to other government sections, while the private section has about 14 thousand and 165 beds [4]. In the year 1925 AD (1343 AH), the heed in prevention and health started, after King Abdulaziz Al Saud put out a royal decree posting the Public Health Authority in Mecca, with other offshoots in several regions. After a low period, particularly in 1925 AD (1344 AH), the directorate of Public Health and Ambulance was set up. The target of take care of health and environmental affairs, and be active to found hospitals and health centers over the Kingdom, and this was joined by the matter of regulatory regulations; to enclose the exercise of the profession of drug and pharmacy, in conformity with a number of controls and standards that have shared to the refinement and growth of the health sector in the Kingdom [5]. By the year 1926 AD, the first nursing school was unlocked go ahead by the start of the School of Health and Emergency in 1927 AD. In the year 1951 AD, health services began widely, after the foundation of the Ministry of Health. A ministerial decree issued in 1980 led to the institution of an administrative unity of existing clinics, health centers, health offices, and mother and child health centers (mother and child health) into one unit. Before the end of the 1980s, there were 253 hospitals with an ability of 38,955 beds and 1,640 primary healthcare centers. The proportion of jobs caught by Saudi nationals in the health sector is very short. Saudi nationals act as 13% of physicians (22,633 physicians), 11.2% in nursing (45,840 nurses), and 38% of health professionals (25,192 health technicians). In 1993, the total number of hospitals was 281 with an amplitude of 41,789 beds and 1,707 primary healthcare centers. The portion of jobs working by Saudi nationals raised to 22.7% for doctors, 24.5% for nursing staff, and 41.8% for health technicians. In 1970 AD, the first of the government's five-year plans (for a period of five years) started by promoting development and development in various fields, of inclusive health care, and the policy goal only to establish the needful infrastructure for hospitals, clinics, pharmacies, laboratories, and research facilities, as well as holding with foreign workers To job in facilities and support Saudis to pursuit professions in the field of health care.

The electronic "wasfaty" service was lived to facilitate gaining medicines from the private sector on Sunday, February 14, 2023, as the general administration of Medical Services at the Ministry of Interior marked a memorandum of amity with the National Company for Unified Purchase "Nubco" to perform the "Wasfaty Service" system, as well as a memorandum of understanding for the electronic market platform. The two memorandums of understanding were signed by the Director General of the General Administration of Medical Services at the Ministry of Interior, Dr. Executive Director of the National Unified Purchase Company "Nubco" Engineer / Fahd bin Muhammad Al-Shibl. This initiative targets to perfect the quality and safety of health care supplied to beneficiaries by guaranteeing the quality and safety of medicines and the facility of gaining them in hospitals and clinics affiliated with the administration in all regions of the Kingdom. The wasfaty service is grounded on becoming strong the patient receives medicine from the close pharmacy part in Wasfaty service in the private sector through an electronic stand that relates hospitals and primary health centers with these pharmacies. This service shares low mistakes in handing out medicines, ordering and re-dispensing medicines for patients with chronic illness, while it goals, through the electronic market platform, are to realize expanding efficiency, secure the availability of medicines and evade interruptions, and low financial waste and decrease financial costs in ordering, dispensing and supplying medicines to pharmacies of centers Primary care, private overall clinics, and security forces hospitals affiliated to the General Administration of Medical Services by forming specific standards that aid in ordering, supplying, and dispensing medicines to patients in a regular method, conformity actual helps, and transferring them on time. The Director General of the General Department of Medical Services at the Ministry of Interior, Dr. Sulaiman bin Abdulaziz Al-Suhaimi, advertised that this action comes within the kind directives of the Minister of Interior, His Royal Highness Prince Abdulaziz bin Saud bin Nayef bin Abdulaziz Al Saud, to mend the quality and safety of inclusive health care for workers of the Ministry and State Security and their families. confirming that this move comes within the framing of the Kingdom's Vision 2030 to fulfill standards of quality and safety of health care, which contain a number of initiatives in joint collaboration to ease patients' incoming to medicines from private sector pharmacies. And Dr. Al-Suhaimi pointed that the supervision of the work of the new program, which is appeared by "My Wasfaty Service" to supply the service to the beneficiaries, will be in dealing with lately agree standards and demands, in coordination with NEPCO, in line with the quality standards and requests that must be supplied in such a service <sup>[6]</sup>.

## 2. Material and Methods

This study was started in (the city of Mecca in the kingdom of Saudi Arabia), begin writing the research and then recording the questionnaire in June 2022, and study finished with data collection in October 2022. The researcher used

the descriptive analytical approach that uses a quantitative or qualitative description of the social phenomenon, and (The effect of dispensing medicines in health centers through wasfaty for men and women from pharmacies affiliated with the ministry of health). This type of study is characterized by analysis, reason, objectivity, and reality, as it is concerned with individuals and societies, as it studies the variables and their effects on the health of the individual, society, and consumer, the spread of diseases and their relationship to demographic variables such as age, gender, nationality, and marital status. Status, occupation <sup>[1]</sup>, and use of the Office Group 2010 histogram for Excel to rank the results by dragging them on the statistical software <sup>[2]</sup>.

## 3. Results and Discussion

A questionnaire is an remarkable and helpful tool for collecting a huge amount of data, however, researchers were not able to personally interview participants on the online survey, due to social distancing regulations at the time to prevent infection between participants and researchers and vice versa (not coronavirus participation completely disappearing from society). He only answered the questionnaire electronically, because the questionnaire consisted of tenth questions, all of which were closed. The online approach has also been used to generate valid samples in similar studies in Saudi Arabia and elsewhere <sup>[3]</sup>. With regard to the first question, do you find it convenient for you to dispense medicines through my prescription? 66.7% answered yes, and 33.3% answered no. As for the second question, are all medications dispensed according to my prescription? 66.7% answered yes, and 33.3% answered the third question about whether there are medicines dispensed in health centers? If your answer is yes, answer the following question? 33.3% answered yes and 66.7% answered no. With regard to the fifth question: Do you have elderly people to whom you dispense medicines? All participants answered 100% yes. The sixth question was about whether Is there a problem you face while dispensing medicines from pharmacies authorized by the Ministry of Health? All of them answered 100% with a yes. The seventh question is about whether you get blood pressure and diabetes medications from the health center using my prescription from pharmacies authorized by the Ministry of Health? He also answered all of them with a 100% yes. The eighth question is about whether the prohibited medicines are dispensed to you (in consultation with the doctor) from pharmacies authorized by the Ministry of Health? They all answered 100% with a yes. With regard to the ninth question: Do you think that dispensing medicines through my prescription will stop wasting medicines in health centers? Where 66.7% answered yes and 33.3% answered no. As for the tenth question, was it in your opinion that dispensing medicines through my prescription is better for male and female patients? 66.7% answered yes, and 33.3% answered no. As for the last question, was it in your opinion that dispensing medicines through my prescription is better so as not to embarrass the employees? 66.7% answered yes, while 33.3% said no.

**Table 1:** Opinions and trends of reviewers and reviews regarding the dispensing of medicines through wasfaty

Questions	Yes	No
do you find it convenient for you to dispense medicines through my prescription?	66.7%	33.3%
are all medications dispensed according to my prescription?	66.7%	33.3%
whether there are medicines dispensed in health centers? If your answer is yes, answer the following question?	33.3%	66.7%
Do you have elderly people to whom you dispense medicines?	100%	0%
whether is there a problem you face while dispensing medicines from pharmacies authorized by the Ministry of Health?	100%	0%
whether you get blood pressure and diabetes medications from the health center using my prescription from pharmacies authorized by the Ministry of Health	100%	0%
whether the prohibited medicines are dispensed to you (in consultation with the doctor) from pharmacies authorized by the Ministry of Health?	100%	0%
Do you think that dispensing medicines through my prescription will stop wasting medicines in health centers?	66.7%	33.3%
was it in your opinion that dispensing medicines through my prescription are better for male and female patients?	66.7%	33.3%
was it in your opinion that dispensing medicines through my prescription is better so as not to embarrass the employees?	66.7%	33.3%

#### 4. Conclusion

The current shift in dispensing medicines through my prescription (electronic service) needs time, especially since people have become accustomed to dispensing medicines in a manual way from the paper way (the doctor writes in the paper after writing the name, address, and age of the patient with the title of the disease, writing the medicines, the duration of taking them, and the appropriate dose for each patient), As for now, through my prescription, yes, it will belock extravagance and waste of medicines for the state and provide high-quality service to patients, but on the other hand, this requires a (strong) internet service, whether for the health center or on the other hand for the references as well, not all auditors and reviews are highly educated But there is a category that does not master dealing with smartphones and downloading applications, either because they do not understand it or because of the cost of buying a smartphone, which requires abundant (expensive) money, and this is not available to everyon, There is a study entitled (Patients' Satisfaction with E-Prescribing (Wasfaty) in Saudi Arabia: A Survey of Country-Level Implementation) conducted in Saudi Arabia. The general public was satisfied with the community pharmacists and found them supportive, and therefore this study is consistent with my study, where the percentage of those who were satisfied with the service (wasfaty service) was 66.7% <sup>(7)</sup> also another study entitled (Exploring Community Pharmacists' Attitudes towards the Use of Wasfaty (e-Prescribing) Service in Jazan Province, Saudi Arabia), this study mentioned that all participants in this study facilitated filling the valleys with ease and comfort, as well as that it contributes to reducing the potential for drug prescription <sup>(8)</sup>.

#### 5. Acknowledgment

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