

DAFTAR PUSTAKA

- Adinew, A., Feyissa, M., Tadesse, B., Demeke, B., Assefa, T., Abdella, M., ... & Solomon, N. (2021). Assessment of patient satisfaction towards auditable pharmaceutical transactions and services implemented in outpatient hospital pharmacy in Ethiopia. *Journal of Pharmaceutical Policy and Practice*. 14(1):83.
- Akri, Y. J. (2023). Analisis Pelayanan Bidang Farmasi menggunakan Indikator Layanan Berbasis WHO: Tinjauan Sistematis: Analysis of Pharmaceutical Services Using WHO-Based Service Indicators: a Systematic Review. *ASSYIFA: Jurnal Ilmu Kesehatan*. 1(1): 201-209.
- Amoer, A. D. F., Tangdilintin, F., Saud, A., & Bahar, M. A. (2025). Tingkat Kepuasan Pasien Diabetes Mellitus Tipe 2 Terhadap Pelayanan Tenaga Kefarmasian di Puskesmas Moncongloe Kabupaten Maros. *Media Farmasi*. 21(2): 72-81.
- Beyene, K., Chan, A. H. Y., Bandreddi, N. S. T., Tabar, R. B., Moyle, E., Nath, S., ... & Harrison, J. (2021). Patient satisfaction with community pharmacist-led anticoagulation management services and its relationship with patient characteristics in New Zealand. *International journal of clinical pharmacy*. 43(1): 154-164.
- Cho, Y. H., & Lee, J. (2025). Factors Associated with Nonadherence to Hypertension Treatment Among Young Adults in Korea. *International Journal of Hypertension*. 2025(1): 1-7.
- Dinas Kesehatan Sulawesi Selatan. (2021). *Profil Kesehatan 2020 Provinsi Sulawesi Selatan*. Dinkes Sulsel: Makassar.
- DiPiro, J. T., Yee, G. C., Haines, M. P. S. T., Nolin, T. D., & Ellingrod, V. (2023). *Pharmacotherapy: A Pathophysiologic Approach, 12th ed*. New York: McGraw-Hill Education.
- Glantaria, Y., & Arie, B. (2018). Evaluasi Pelayanan KIE (Komunikasi, Informasi dan Edukasi) Obat di Apotek Shen Jaya Donomulyo. *Akademi Farmasi Putra Indonesia Malang*. 1–10.
- Golinelli, D., Sanmarchi, F., Guarducci, G., Palombarini, J., Benetti, P., Rosa, S., & Lenzi, J. (2025). Gender differences in healthcare utilization across Europe: Evidence from the European Health Interview Survey. *Health Policy*. 105448.
- Hamrahian, S. M., & Falkner, B. (2022). Approach to hypertension in adolescents and young adults. *Current cardiology reports*. 24(2): 131-140.
- Kementerian Kesehatan Republik Indonesia. 2016. *Peraturan Menteri Kesehatan Republik Indonesia Nomor 74 Tahun 2016 tentang Standar Pelayanan Kefarmasian di Puskesmas*. Jakarta: Kementerian Kesehatan RI.

- Larasanty, L., Cahyadi, M., Sudarni, N., & Wirasuta, I. (2019). Patient Satisfaction With Pharmaceutical Care Services Provided at Primary-Level and Secondary-Level Health Facilities in Indonesia's Health Coverage System. *Journal of Health Research*. 33 (1): 80-88.
- Mafula, I. S. A, Zuhriyah, A., & Basith, A. (2023). Evaluasi Pemberian Komunikasi, Informasi Dan Edukasi (KIE) Obat Terhadap Tingkat Kepuasan Konsumen Di Apotek Nusa Cendana Jatirogo. *Journal of Law, Administration, and Social Science*. 3(2):199-206.
- Marsellinda, E., & Elvionita, C. (2025). Analisis Skrining Resep Secara Administrasi dan Farmasetika Pasien Pediatri Rawat Jalan di Puskesmas Air Dingin Kota Padang Periode Agustus-Oktober 2023. *Jurnal Ilmu Farmasi dan Kesehatan*. 3(2): 435-411.
- Mohammed, J., Thomas, D., & Baker, D. (2024). Evaluation of The Impact of a Pharmacist-Conducted Hypertension Clinic. *Journal of Pharmacy & Bioallied Sciences*. 16 (2): 79 - 85.
- Nemerovski, C., Young, M., Mariani, N., Bugdalski-Stutrud, C., & Moser, L. (2013). Project ImPACT: Hypertension Outcomes of a Pharmacist-Provided Hypertension Service. *Innovations in Pharmacy*. 4 (3): 1-9.
- Novaryatiin, S., Ardhany, S. D., & Aliyah, S. (2018). Tingkat kepuasan pasien terhadap pelayanan kefarmasian di RSUD Dr. Murjani Sampit: The level of patient satisfaction to pharmaceutical service in Dr. Murjani Hospital Sampit. *Borneo Journal of Pharmacy*. 1(1): 22-26.
- Putra, O., Damayanti, A., & Pinali, D.T. (2020). Evaluasi Kepuasan Pasien Diabetes Mellitus Tipe 2 dengan Hipertensi Terhadap Layanan Kefarmasian Di Puskesmas Mulyorejo Surabaya. *Jurnal Farmasi Udayana*. 8(2): 95-103.
- Rahayu, E. P., Ariyanti, R., & Rahayu, A. P. (2025). Sociodemographic determinants of health facility utilization in Indonesia. *Indonesian Journal of Health Administration*. 13(2): 195–205.
- Raising, R. (2019). Analisis tingkat kepuasan pasien terhadap pelayanan kefarmasian di Rumah Sakit dan Apotek. *Jurnal Mandala Pharmacon Indonesia*. 5(1): 31-37.
- Riset Kesehatan Dasar (Riskesdas). 2018. Jakarta: Badan Penelitian dan Pengembangan Kesehatan Kementerian RI.
- Sari, C. P., Mafruhah, O. R., Fajria, R. N., & Meta, A. (2019). Evaluasi Pelayanan Resep Berdasarkan Pelaksanaan Standar Kefarmasian di Apotek Tempat Praktik Kerja Profesi Apoteker (PKPA) Kota Yogyakarta. *Jurnal Pharmascience*. 6(1): 18-29.

- Silviana, M., Ningrum, V., & Mafruhah, O. (2025). Implementation of Home Medication Review in Patients with Chronic Diseases: A Pilot Study in Indonesia. *Journal of Pharmaceutical Care*. 12 (4): 213-220.
- Simamora, S., Akbar, W., & Mangunsong, S. (2021). Narrative Review: Implementation of Pharmaceutical Care in Hypertension in Indonesia. *Jurnal Farmasi Galenika (Galenika Journal of Pharmacy)* (e-Journal). 7(3): 260-270.
- Song, Y., Liu, J., Yan, S., Ma, M., Tarimo, C. S., Chen, Y., ... & Ye, B. (2025). Factors influencing health service utilization among 19,869 China's migrant population: an empirical study based on the Andersen behavioral model. *Frontiers in Public Health*. 13: 1456839.
- Soubra, L., & Elba, G. (2023). Pharmacist Role in Hypertension Management in the Community Setting: Questionnaire Development, Validation, and Application. *Patient Preference and adherence*. 17: 351 - 367.
- Sugiyono. (2010). *Metode Penelitian Kuantitatif, Kualitatif, dan R&D*. Bandung: Alfabeta.
- Watson, K., Chan, J., Pan, B., Hamarneh, Y., & Tsuyuki, R. (2024). Enhancing Hypertension Detection and Control Through a Hypertension Certification Program For Pharmacists: A Cluster Randomized Trial (The RxPATH Study). *Canadian Pharmacists Journal : CPJ*. 157:190 - 199.
- Widodo. 2019. *Metode Penelitian Populer Dan Praktis*. 1st ed. Jakarta: Rajawali Pers.
- World Health Organization. (2025). *Hypertension [Online]*. World Health Organization, Jenewa. Available at: <https://www.who.int/news-room/fact-sheets/detail/hypertension> [Accessed: 02 September 2024].
- Yang, S., Kim, D., Choi, H. J., & Chang, M. J. (2016). A comparison of Patients' and Pharmacists' Satisfaction with Medication Counseling Provided by Community Pharmacies: a Cross-Sectional Survey. *BMC Health Services Research*. 16(1): 1-8.
- Yuliandani, Y., Alfian, S. D., & Puspitasari, I. M. (2022). Patient satisfaction with clinical pharmacy services and the affecting factors: a literature review. *Pharmacia*. 69(1): 227-236.
- Yuniar, Y., & Handayani, R. S. (2016). Kepuasan pasien peserta Program Jaminan Kesehatan Nasional terhadap pelayanan kefarmasian di apotek. *Jurnal Kefarmasian Indonesia*. 6(1): 39-48.
- Zhang, M., Chen, W., Xu, Y., Fang, J., Liu, Y., Liu, X., & Song, L. (2025). Exploring The Impact of Three-Dimensional Patient Satisfaction Structure on Adherence to Medication and Non-Pharmaceutical Treatment: A Cross-Sectional Study

Among Patients with Hypertension in Rural China. *BMC Primary Care*. 26: 1-13.

Zobo, P. C., Touré, F. Y., Coulibaly, I., Bitty-Anderson, A. M., Boni, S. P., Niangoran, S., ... & Ekouevi, D. K. (2023). Prevalence of hypertension and other cardiovascular disease risk factors among university students from the National Polytechnic Institute of Côte d'Ivoire: A cross-sectional study. *Plos one*. 18(1), e0279452.