

Factors Influencing Choice Of Over the Counter Medication for Elderly Healthcare Delivery in Ghana

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Abstract

Background: To assess patient satisfaction towards reliability of medicines service from over the counter medication utilization in Ghana. The research aims is to systematically appraise reliability from three hospitals like Korle Bu, Accra regional and Cape Coast Teaching Hospital in Ghana.

Method: The review deliberated on sample size of 395 patients representing 99% of defendants from Teaching and tertiary Hospitals in Ghana. The Warp PLS statistical software version 7.0 was used to perform SEM with random sampling technique to evaluate the data for constructs.

Result: The study discovered significant relationship between the latest variables investigated, the relationships between three latest constructs were very significantly relevant with the correspondent dependable variables than only one variable which have no significant correlation.

Conclusion: The three Hospitals demonstrate significant confidence in patients acquiring quality service of deliverables medicines over the counter medication. These researches have provided enough information for policies reform for over the counter medication services in Ghana.

Keywords: Quality, Services, Reliability, Medication, Hospital

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I. INTRODUCTION

Over the Counter medication (OTC) is describe as a process of using, buying, selling and giving the services of non-prescribe medication (Asamoah, 2000). It is about self-medication (Duke, 2004). WHO defined over the counter medication as a means whereby an individual buys and use medical products without a physician's approval of such medicine hence the person use an act of self-prescription to treat minor and some major disorders (WHO, 2002). OTC is an activity of self-assessment, self-prescribing of medicine to cure detected illness of an individual.

Numerous researches have been carried out in exclusive countries that investigated OTC practice amongst a distinctive organization of the populace. These researches have had preceding research complaints like a head pain, fever, belly soreness, sore throat, cramps and sickness together with respiration infections, malaria, pneumonia, eye infections, urinary tract contamination, bloodless and gastrointestinal issues had been stated (Kumar N, Kanchan T, Unnikrishnan B, Rekha T, Mithra P, Kulkarni V, et al. 2013).

Similarly, several motives have been stated inside the lower back of the practices of self-remedy along side mildness of the disorder, sufficient pharmacological data, to keep time, to avoid lengthy equipped to look a physician, tips of friends, inexpensiveness of the exercise and previous experience (Maruthappu. M, Ologunde. R, & Gunarajasingam. A, 2012). Analgesics, anti-pyretic, antibiotics, anti-acids, anti-microbial, anti-malarial, antihelminthiasis, antitussives, anti-histamines, commonplace cold capsules, syrups, nutrients and nutritional enhances were the commonly used class of medicines for self-medicine purpose (Bennadi. D, 2014). Socio-demographic characteristics together with age, gender, individuals stage of schooling and month-to-month profits were substantially associated with self-medicinal drug exercise (R.M. Helal and H.S. Abou-Elwafa, 2014).

In Ghana, self-medication practices have won much less interest even though few studies has been carried out. Furthermore, there can be no tenet or policy for shelling out of drug treatments that designate which capsules are over-the-counter or prescription most effective. Unavailability of steerage at the get right of entry to medicine may mean that pharmacies and drug stores have to dispense any medicinal drug the customer asked for regardless of a prescription paper. This situation need to make a contribution to the unregulated doling out of drug remedies and will encourage self-medicinal drug to be practiced (Lukovic JA, Miletic V, Pekmezovic T, Trajkovic G, Ratkovic N, Aleksic D, Grgurevic A, 2015)

Access to prescription medications is critical in Ghana due to poor healthcare planning. As the population is growing, the aged has become one of the victims within the relative population bearing the burden of the bad. Escalating drug costs, wrong prescription and wrong medication have garnered mounting attention

from citizens of the country. Over the counter medication according to Liu J. et al., (2021) is the act of purchasing or selling some type of legal drugs without prescription from a medical doctor. Over the counter deals with certain drugs (Nie H, et al., 2011). The self-prescription of medication, all those terms check with medicinal drug that one may buy without a prescription (Ma X, McGhee, SM, 2013). This type of medical services is mostly common in rural areas and some developing urban. In 2006, the rise in medical cost in Ghana held many people from visiting the hospitals (Boateng, 2008)

However, Ghana is a lower middle-income united states with a population of 28 million, a place of 238 537 rectangular kilometres, according to capita gross home product (GDP) of GHANA\$ 1387. Nine in keeping with yr. 1 Life expectancy at birth became sixty three years in 2015, the whole fertility price was four. 2. Under-5 toddler mortality has progressively decreased from one hundred fifty five to 60 in line with 1000 stay births and the maternal mortality ratio has additionally decreased, from 634 to 319 deaths in line with a hundred 000 live births in 1990 and 2015 respectively. Neonatal deaths account for almost half of the underneath-5 mortality fee. The GHANA is going through a triple transition: epidemiological, 2 demographic 3 and economic, four, 5 with a persevering with excessive burden of communicable illnesses; a growing burden of no communicable illnesses and road visitors accidents; rural-urban migration and rapid urbanization associated with the breakdown of conventional social assist structures; negative ho Ghanaing, sanitation, seasonal cholera outbreaks, health troubles of teenagers and older human beings.

In 2014, government fitness expenditure as a percent of total expenditure was 10.6% (quick of the Abuja Declaration goal of 15%), overall health expenditure as a percentage of GDP became three.6%, and out-of-pocket expenditure as a percentage of fitness expenditure was 36.2%. The National Health Insurance Scheme (NHIS), mounted by means of regulation in 2003 and revised in 2012, is a social insurance scheme that seeks to provide get admission to great fitness offerings, financial protection against catastrophic illness and widespread health insurance. The lively membership is 40% coverage of the populace. However, there are lengthy delays in repayment of provider companies became Ghana quite a number of factors, such as inadequate funding, ethical dangers, corrupt practices and inefficiencies. All these factors and situations have Ghana held more patients to prefer going to the counter to seek medication they either self-prescribed or recommended by a friend

II. LITERATURE REVIEW AND HYPOTHESIS

2.1 Affordability

In line with the literature, within a complex medicinal pricing, one of the clearest techniques to exemplify precisely how a non-public healthcare industry can negatively have an effect on the population (Joyce. Henkha, 2018) medicinal pricing is usually inspired via logo with medicinal additives (Gascue&Zissimopoulos, 2018). Customary pills are regularly created after patents on a medicine expire, that identical remedy may be produced, offered at lower charge both to manufacturer and purchaser, such competition creates decrease expenses for vital medications (Joyce et al., 2018). A most essential problem with the contemporary private healthcare business enterprise is the inwardness in price of pills (Joyce et al., 2018). Certainly, the charge of many frequent pills, along side antibiotics, heart, diabetes, HIV medicinal drugs, have increased dramatically during the last years, the primary reason for this is the acquisition of manufacturing rights for such normal medications which have been many years vintage and had really no marketplace opposition (Joyce et al., 2018). The upward push inside the price of acquainted pills proves that after the healthcare enterprise is permitted to function privately any lack of competition will result in blatant extortion of the consumer. Despite the fact that modifications in those ordinary drug prices are modest of their boom once production rights were offered by using way of personal pharmaceutical groups, the patience of the extensively low drug will increase step by step over some of years has induced the costs to skyrocket in assessment to their authentic price (Joyce et al., 2018). This agency tactic is implemented deliberately by the non-public pharmaceutical organizations so that you can fool most of the people into thinking the rate has no longer changed that masses similarly to there being no modifications within the amazing of medicine (Joyce et al., 2018). With this examine of the literature, it's miles possibly how specially sufferers with chronic illnesses may additionally lodge to OTC.

However, we can therefore emphasis that, **H1**: Affordability well has significant influence on reliability.

2.2 Drug Availability

Get admission to to medicinal drug in Ghana is in reality one of the upmost critical components of determining the effectiveness of any healthcare machine (Upchurch, Disco, Visco, & Huffman, 2017). Inside the scope of conditions which have effect on get proper of entry to remedy for a Ghanaian citizen particularly the elderly is complex because of terrible documentation, as well as coverage furnished thru private, public businesses, a government-funded software for retired humans, kids are not inventive enough to fund positive infection and analysis (Upchurch et al., 2017). Ghana, upon inspecting the system of pricing remedy inside the usa, domestically manufactured drugs are very expensive equally as overseas ones (Upchurch et al., 2017). One

of the primary analyses of patients when shopping drug is to assess the fee before the element of the medication. A few patients after this determine are driven away because of the fee and then resort to self-remedy (Afrifa et al., 2017). However, this unique trouble of different prices for the equal medicinal drug and absence of fee transparency can be prevented if the healthcare organization turned into as an alternative funded by way of manner of the authority's singlehandedly (Watanabe Chau & Hirsch, 2018). It is without query that when evaluating this unique problem of the healthcare device one should see that the wishes of its recipients are not being met (Watanabe et al., 2018). Consistent with the literature, the aggressive marketplace inside the healthcare enterprise reasons fast modifications of prices for medicinal drugs and while fees cross up for any treatment, the recipients of insurance are advantaged pushing low earnings earners to inn to self-medicinal drug. Furthermore, based on the study, we can hypothesize that, **H2**: Drug Availability well have significant influence on reliability.

2.3 Safety

Safety was defined by Amukugo and Hans, (2017) as a situation free from harm, hazards and errors, which can be perceived threat of danger. Meade et al. (2018) confirmed, safety is necessary issue when paying attention can impact patient satisfaction greatly. Safety work environment helps patients to move freely without hesitation to seek any medical care. The American Nurses Credentialing Center (ANCC) began to constitute the Magnet Recognition Program in the mid-2000s. Another confirmation worth noticing for the study (Kutney-Lee et al., 2015), studied 430 medical services with 20, 984 estimated by PES-NWI device. The study concluded with respect to the fact that, safe resources, equipment and infrastructures increase hospital's propensity to deliver quality services. McHugh et al. (2000) used a similar method and a measure in related findings that is notable challenge confronting safety is the budget allocation (Dunning and Sinclair, 2014). Their study employed 428 health centers with 95, 499 medical workers. The RNCast project employed 61, Dutch government began to move towards a medical care model of capable buyer decision and care administrations rivalry. In 2011, Netherlands Institute for Health Services Research led study to examine the jobs and places of medical attendants in Belgium, Germany, United Kingdom, United States and Canada, and discovered contrasts in degrees of schooling and nursing position profile (European Commission Report, 2013). In regard, we anticipated therefore that, **H3**: Patient Safety well has significant influence on reliability

2.4 Packaging

Frankling, (2004) it is going about as multidimensional abilities. It contains information approximately the product and partnership, a manner of speaking to consumers and preserving the traits of the products. As indicated by Rita Kuvykaite, the investigation uncovers oneself assist and changing the way of life of customers with a decisive effect on the choice of the consumer. Olayinka and Aminu, (2006) described packaging as all sports of designing and producing the container or wrapper for a product. Kottler (2003) defines packaging as all substances products used for the containment, protection, tough transport and presentation of products.

Packaging is the protecting merchandise for distribution, storage, sale and use, packaging also refers to the method of design evaluation and production of applications. In help, Donald, (2001), described packaging as a very last exercise of manufacturing, it's far the method of clothing and given shelter to the product. Consistent with Donald, excellent or nutritious product can not be found out with a default packaging. Packaging is the initial attention catcher of the client, the client without deliberating the logo or rate can buy due to packaging earlier than realizing the content of the product or its rate. Packaging may be defined as a coordinated device of making ready items for transport, warehousing statistics and sell. It is completely included into government business, institutional, enterprise, and private use (Diana, 2005; Bix et al., 2003)

Packaging can play an essential role in lowering the security risks of cargo. Packages may be made with advanced tamper resistance to deter tampering and also can have Tamper glaring (Severin, 2007) features to assist indicate tampering. Programs may be engineered to assist lessen the dangers of package deal pilferage. A few package deal structures are greater proof against pilferage and a few have pilfered indicating seals. Programs can also include authentication seals and use safety printing to help imply that the package deal and contents aren't counterfeit. Applications can also include anti-robbery gadgets, along with dye packs, tags, or digital article surveillance (Zabaniotou, 2004) tags that may be activated or detected through devices at exit points and require specialised gear to deactivate. Using packaging on this manner is a means of loss prevention. Nevertheless, we hypothesize that, **H4**: Packaging well have significant influence on reliability.

III. METHODOLOGY

3.1 Study design

The study considered a descriptive study which sampled 395 patients across major teaching and tertiary hospitals in Ghana. The hospitals were the Korle-Bu, Cape coast and Greater Accra. The sample size for this look at became determined via the use of unmarried population share components ($n1 = z2p(1-p)/d2$) with the

following assumptions $z = 1.96$ for 95% self belief c language, share of self-medication $(p) = \text{zero.5}$ (50%) and required margin of mistakes $(d) 0.05$. This ended in an preliminary sample size of 395. Multistage stratified sampling changed into used to obtain the samples. First, the college became divided into four strata based totally at the 3 hospitals, then every sanatorium was in addition divided into two strata primarily based at the departments and carrier rendered as a consequence, cardio thoracic, OPD and pores and skin professional. The sample size become allotted to each first strata proportionally to its size, then the pattern turned into in addition divided to the second one strata using the identical technique. Again the second strata had been further divided based totally on the departments. This offers the ultimate 1/3 strata from which the sampling frame was evolved for each. In the end, a pattern of patients was drawn by means of making use of a simple random sampling technique. Considering patients who were in energetic enrolment all through the examine length and inclined to participate inside the look at.

Table1. Capacity of respondent status at the hospitals (N=395)

Hospitals	Population	Target frame(adult)	sampled
Korle-bu Teaching	2000	400	250
Cape Coast teaching	400	250	120
Greater Accra Regional	600	55	25
Total	3,000	695	395

3.2 Eligible Criteria

Each variable was pre-tested among its relationship with the dependent items. As per the incorporation models, selected departments and units, including Emergency Care Units (ECUs) where respondents were given the ability to assessed and finish the sample, were avoided. As a result, all wards and emergency departments were included in the patients admitted to the crisis divisions. Patients admitted previously indicate the wards within each of the movements were chosen for the examination conducted. The avoidance models were reluctance to proceed with the exploration and deficient polls. The patients likewise got educated regarding the willful premise of the investigation, and were guaranteed that their own data and names would not go into the surveys in that regard the privacy strategy.

3.3 Data Collection Procedure and Instruments

The data collection and administering period was two months. Respondents were given approximately 10-15 minutes to complete the questionnaires. The pattern of the questionnaire was multiple folds which display the demography, main questions and some description of the purpose of its usage. The questionnaire divided into four parts.

3.4 Confirmatory Factor Analysis

Nevertheless, to establish confirmatory factor analysis for constructs understudy. The research reveals significant acceptance of model fits for the constructs that hypothesized structural equation measurement model. The conclusion in the model fits tables5 understudy have been used to demonstrate the fitness of the model (Carrasco M, 2011). The data presented in Table5 constitutes the goodness of fits for the measurement model which can be best described as an appropriate outline by (Ibrahim, N., Sirattuddin, M.F. & Wong, K.W, (2015). Table5 again revealed the upshot of the significant of model fits measure. Further to that, the study conducted exhibited acceptance of the composite reliability measure with the outcome is higher than the benchmark values of 0.070 for the latest values understudy. They are possibility values of Cronbach's alpha's with huge quantities values. This is the demonstration of acknowledgement due to the minimum output of reliability of the composite reliability measures of the latest variables understudy.

3.5 Validity

With regard to validity, the research exemplifies significant endorsement of convergent validity with the entire factor loading accomplished minimum threshold of the 0.030 asserted by (Hair, J.F, C.M & Sarstedt M, 2011). The research indicates higher constructive values of the discriminant validity with no further association exceeding 0.070 for the cross loading. The study demonstrate sufficient coefficient of normality with that of multicollinearity, the independent constructs are low within the benchmark values 0.050 which presented feeble relationship or nonappearance of multicollinearity between reflective variables (Ciadin R.B, 2009). The variance inflation factor (VIF) has been established to verify the nonattendance of multicollinearity amongst the formative constructs (Dahald S, 2011).

The variance inflation factor (VIF) which in line with the rule: 1= not interrelated. Between 1 &2 = reasonably connected. Larger than 5 = extremely linked.

3.6 Reliability

To continue with reliability, The Table5 demonstrates sufficient significant degree of reliability with acceptance of maximum threshold of 0.070. The factor loading shows reflective constructs with considerable relationship signs and were hugely switchable (Kock N, (2015)

III. RESULTS AND DISCUSSION

The study employed a sample size of 400 from a target frame of 395 representing 99% of the total population sampled. Out of the 400-questionnaire administered 5 were not retrieved due to the movement of the patients from one department to the other for their medical bid. Perhaps some few elderly patients forgot theirs at home due to medical priorities. Concerning the demographic data, the female dominated the sample with a percentage of 59% representing 233 of the total population, the males on the other hand was 162 representing 42%.

The educational background of the respondents was perhaps dense with tertiary participants 204 (59%), Senior High 62 (16) and basic education was 29 (7%). This affirms the authenticity of the dispersed but varied demographic information which is deems to enrich the response given for the study.

Table 2. Respondents variability (N = 395).

Demographic factors	Frequency	Percentage
Gender		
Male	162	41.99%
Female	233	59%
Educational Levels		
Tertiary	204	52%
SHS	62	16%
Basic	29	7%
Age		
50-59	120	30%
60-69	110	28%
70-79	95	24%
80+	70	18%

Table 3. Factor Loading

PACK1 DRUGAV1SAFETY1EFFORD1 RELIAB1 Type SE P value					
PACK1	0.930			Reflect	0.044 <0.001
PACK2	0.934			Reflect	0.044 <0.001
PACK3	0.912			Reflect	0.044 <0.001
PACK4	0.873			Reflect	0.045 <0.001
PACK5	0.877			Reflect	0.045 <0.001
DRUG_AV	0.843			Reflect	0.045 <0.001
DRUG_AV	0.845			Reflect	0.045 <0.001
DRUG_AV	0.851			Reflect	0.045 <0.001
DRUG_AV	0.331			Reflect	0.048 <0.001
DRUG_AV	0.805			Reflect	0.045 <0.001
SAFETY1	0.865			Reflect	0.045 <0.001
SAFETY2	0.889			Reflect	0.045 <0.001
SAFETY3	0.856			Reflect	0.045 <0.001
SAFETY4	0.826			Reflect	0.045 <0.001
EFFORD1		0.718		Reflect	0.046 <0.001
EFFORD2		0.764		Reflect	0.045 <0.001
EFFORD3		0.846		Reflect	0.045 <0.001
EFFORD4		0.830		Reflect	0.045 <0.001
RELIABI			0.857	Reflect	0.045 <0.001

RELIABI	0.867	Reflect	0.045	<0.001
RELIABI	0.860	Reflect	0.045	<0.001
RELIABI	0.756	Reflect	0.045	<0.001
RELIABI	0.559	Reflect	0.047	<0.001
RELIABI	0.351	Reflect	0.048	<0.001
RELIABI	0.284	Reflect	0.048	<0.001

Notes: Loadings are unrotated and cross-loadings are oblique-rotated. SEs and P values are for loadings. P values < 0.05 are desirable for reflective indicators.

Table 4, Indicator weights

PACK1	DRU.AV1	SAF1	EFFO.1	RELIABI	Type	WLS	ES	
PACK1	0.227				Reflect	7.330	1	0.211
PACK2	0.228				Reflect	5.720	1	0.213
PACK3	0.222				Reflect	4.918	1	0.203
PACK4	0.213				Reflect	4.932	1	0.186
PACK5	0.214				Reflect	3.289	1	0.187
DRUG_AV	0.290				Reflect	2.255	1	0.244
DRUG_AV	0.291				Reflect	2.239	1	0.246
DRUG_AV	0.293				Reflect	2.224	1	0.249
DRUG_AV	0.114			Reflect	1.053	1	0.038	
DRUG_AV	0.277			Reflect	1.909	1	0.223	
SAFETY1	0.293				Reflect	2.534	1	0.254
SAFETY2	0.301				Reflect	2.801	1	0.268
SAFETY3	0.290				Reflect	2.210	1	0.248
SAFETY4	0.280				Reflect	1.995	1	0.231
EFFORD1		0.286			Reflect	1.386	1	0.206
EFFORD2		0.305			Reflect	1.508	1	0.233
EFFORD3		0.338			Reflect	1.997	1	0.286
EFFORD4		0.331			Reflect	1.910	1	0.275
RELIABI				0.259	Reflect	2.637	1	0.222
RELIABI				0.262	Reflect	2.856	1	0.227
RELIABI				0.260	Reflect	2.846	1	0.223
RELIABI				0.228	Reflect	1.841	1	0.172
RELIABI				0.169	Reflect	1.247	1	0.094
RELIABI				0.106	Reflect	1.426	1	0.037
RELIABI				0.086	Reflect	1.358	1	0.024

Notes: P values < 0.05 and VIFs < 2.5 are desirable for formative indicators; VIF = indicator variance inflation factor; WLS = indicator weight-loading sign (-1 = Simpson's paradox in l.v.); ES = indicator effect size.

Table 5, Model Fit Measure

Latest Variables	Composite Reliability Coefficients	Cronbach's Alpha Coefficients	Full Collinearity Vifs	Average Variance Extracted	P-Values
PACK1	0.958	0.945	2.251	0.820	0.33
DRUGAV1	0.866	0.798	2.939	0.581	0.04
SAFETY1	0.918	0.799	1.926	0.738	0.03
EFFORD	0.870	0.789	2.029	0.626	0.01

IV. DISCUSSION

During the analysis period, the patients demonstrate the attitude of experience higher levels of tension and stress compared with their normal days. Chaneta, (2012) the study poses good significant figures to consider the fact that most patients prefer over the counter medication (OTC) due to packaging, Convenience Packages can have features that add convenience in distribution, handling, stacking, display, sale, opening, reclosing, use, dispensing, reuse, recycling, and ease of disposal. Choi, (2007) believes that better protective packaging is especially important to manufacturers and wholesalers, who may have to absorb the cost of goods damaged in

transit. Prices of drugs influences (0.870) (0.789) (2.029) (0.626) the patients choice on over the counter medication with relevant scale value of (0.01). This signified that over the counter medication is more viable due to drug affordability. Most patients prefer involving in OTC mainly because they cannot afford the hospital process and bills(Severin, 2007).Also, (Zabaniotou, 2004) Drug availability is another factor which correlated more displaying the reason for patient's preference of OTC. (0.866)(0.798) (2.939) (0.581) with a P- VALUE OF 0.04 depicts that patients rely on available drugs or those based on friends referral. Recommendation from friends mostly influence the choice made by patients to develop propensity the of buying a particular drug. It is believed when the patients visits the drugstore to buy medicine, they already have in mind alternative drugs which in their thinking can used as the one in mind(Lee Ki Eun et al, 1998). Hence when they visit the drugstore and the drug in mind is not available, they tend to rely on the alternatives. This confirmed the study of Maruthappu M., OlogundeR&Gunarajasingam A, (2012) as that OTC practices are mainly of consideration about drug prices and its availability. Perhaps, though safety of the drugs is concerned, there is mild correlation of its significance as a factor. The loads and P values (0.03) appreciates signifying a weak confidence level. The practices of self-medicinal drug or OTC is mostly due to minor orMildness of the disorder, sufficient pharmacological information, to save time, to keep away from prolonged ready to look a doctor, suggestions of buddies, inexpensiveness of the workout and former revel in (Jolt 2010). These elements can make contributions to negative reactions, which include headaches, which could bring about the loss of observe days, impaired educational performance, and negative excellent of lifestyles. The prevalence of self-suggested medicine amongst patient is just like a preceding observe conducted by way of Lukovic JA, Miletic V, Pekmezovic T, Trajkovic G, Ratkovic N, Aleksic D, Grgurevic A. (2015) as that unavailability of steerage on the get proper of entry to medicine would possibly imply that pharmacies and drug shops ought to dispense any medication the consumer asked for irrespective of a prescription paper. This state of affairs need to make contributions to the unregulated doling out of drug treatments and could encourage OCT.

Similarly, the respondents are aware of right OTC use because they are handy and smooth to apply and maximum of the respondents felt comfortable consulting with the pharmacist. Those factors may also provide an explanation for the better occurrence of self-medicinal drug exercise discovered amongst patients at some stage in the exam period. One of the main objectives of this examine was to discover the factors that may contribute to the elevated prevalence of self-remedy practice using OTC tablets amongst college students all through the exam period. The effects of this study indicated three varieties of effectors: time, community pharmacy, and media/commercial. Within the time-associated context, the findings screen that the use of sure drug treatments become regarded as saving time, specifically throughout the examination duration (eighty.1%). A majority (ninety.Three%) of members agreed that students might use antihistamine tablets to provide a sedative impact throughout exams. This finding indicates that sleep sample disturbances are a compelling component using the non-prescription use of OTC pills, mainly throughout examinations.

Because of the fact that this study becomes executed as a move-sectional look at, no definitive cause and impact associations may be determined among OTC drug use and different factors. Although the sampling was conducted randomly and throughout the final examination period, the take a look at can be subjected to remember bias due to the fact the respondents ought to keep in mind their OTC drug use styles, in addition to reporting their drug use patterns at some point of the examination duration.

VI. CONCLUSION

A high prevalence of OTC self-remedy workout became counseled at a few degree inside the exam duration, and most of the patients opted in the direction of searching for medical care due to time- and value-associated motives. Maximum of the respondents ate up analgesics to deal with complications and help them sleep, driven with the aid of the usage of commercials and recommendation from friends. The clean accessibility of network pharmacies and OTC tablets are the primary reasons underlying the immoderate incidence charge of self-medicine practices among patients. A few of the respondents population, headache is becoming the maximum debilitating and hard fitness problem. Although the majority of students have been aware of the risks of the use of OTC pills, policymakers, academic officers, fitness specialists, and all special worried our bodies should devote ok attention to developing preventive and healing techniques to govern using OTC pills at some point of examinations.

VII. FUTURE RESEARCH AND LIMITATION

The questionnaires didn't allow the researcher for quality data collection. Interview, observation and other means of data collection may have been better to enrich the work. The use of one tool which is the questionnaire limited the researcher in only gaining the patients level of satisfaction toward OTC on the questions asked but interview might have brought otherwise In quest to measuring satisfaction of OTC, it will be prudent to include the service providers and pharmacist workers. The pharmacist council on the other hand

must draft a communication plan which will legible to the patients to see. Grievances procedures must clearly outlined as self-assessment techniques by the patient to know when and where to report a grievance

VII. DISCLOSURE OF INTEREST

The authors mentioned no conflicts of hobby for this workg and also the authors claim that the studies changed into performed within the absence of any industrial or monetary relationships that might be construed as a capability struggle of interest.

VIII.POLICY IMPLICATIONS

This study provides implications for all patients and everyone as well as Doctors, nurses and for policy makers. For instance, CEOs of hospitals, health centers and large teaching hospitals to seek proper redress by using all channels to educate the populace of the consequences over the counter medication. This study suggests that OTC is the significantly driven salient factors which are liable to patient's death and continuous deterioration of their system.OTC is a key factor that significantly contributes to deterioration or preservation of human life and health (Ranjith, 2016; Spieth et al., 2016; Zhu et al., 2017).

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