

During PMC, the dispensers should give the patients to whom drugs are dispensed complete and clear instructions as the way the drugs are given and the type of MI given during dispensing determine the way the patient takes the drugs.

The aim of the study was to establish the factors influencing provision of adequate medicine information to patients receiving drugs from medicine outlets in Kawempe Division. The study was guided by the following objectives: To assess the technical competence of dispensers and to establish the medical out let and the policy factors influencing MI provision.

A cross-sectional study was conducted using self administered questionnaires for the dispensers and observations made on the dispensers during dispensing by the researcher while filling in observation check lists.

Quantitative data were analyzed using SPSS window version 17 and chi square test. Results showed high patient loads, lack of privacy, lack of SOPs and regular inspection as the major hindrances to PMC.

Formal education and update on MI to increase knowledge, employing more dispensers, designing dispensing area to permit privacy, advocating for SOPs and regular inspection should be looked at in order to aid good dispensing practices.