

Community Pharmacy & Management Important Questions

D.Pharma 2nd year

Syllabus & Questions

Community pharmacy and management D.Pharma 2nd Year Important Questions
Chapter wise

Chapter-1

- **Community Pharmacy Practice – Definition, history and development of community pharmacy – International and Indian scenarios**

Questions:

1. What is community pharmacy management?
2. Write the Indian Scenario and International Scenario of Community Pharmacy.

Chapter-2

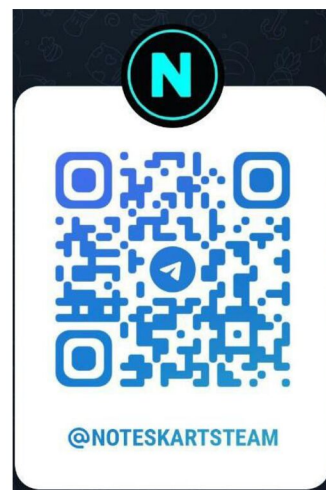
- **Professional responsibilities of community pharmacists Introduction to the concept of Good Pharmacy Practice and SOPs.**

Questions:

1. What are the professional responsibilities of a pharmacist?
2. What is SOP in pharmacy?
3. What is the concept of good pharmacy practice?
4. Write the short notes on Good pharmacy practice and SOPs.

Chapter-3

Prescription and prescription handling



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Definition, parts of prescriptions, legality of prescriptions, prescription handling, labelling of dispensed medications (Main label, ancillary label, pictograms), brief instructions on medication usage Dispensing process, Good Dispensing Practices, dispensing errors and strategies to minimize them.

Questions:

1. Explain about prescription method and their handling method and draw the layout of prescription proforma.
2. Define the dispensing process and the factors which effects the dispensing.
3. Define dispensing errors? Write cause of Dispensing Errors.
4. Write the strategies to minimize Dispensing Errors.
5. Write note on labelling of Dispensed Medication.

Chapter-4

Communication skills

- **Definition, types of communication skills,**
- **Interactions with professionals and patients,**
- **Verbal communication skills (one-to-one, over the telephone),**
- **Written communication skills,**
- **Body language,**
- **Patient interview techniques.**

Questions:

1. Write the brief about the communication skill in pharmacy practice.
2. What is communication between health professionals and patients?
3. What type of relationship between doctor and patient?
4. What is Written Communication Skills? Write advantages and disadvantages of Written Communication.
5. What do you mean by verbal communication? Give advantage and disadvantage of verbal communication.
6. Define the body language.

Chapter-5

Patient Counselling

- **Definition and benefits of patient counselling**
- **Stages of patient counselling – Introduction, counselling content, counselling process and closing the counselling session**
- **Barriers to effective counseling – Types and strategies to overcome the barriers**

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- Patient counselling points for chronic diseases/disorders – Hypertension, Diabetes, Asthma, Tuberculosis, Chronic obstructive pulmonary disease and AIDS.
- Patient Package Inserts – Definition, importance and benefits, Scenarios of PPI use in India and other countries.
- Patient Information leaflets – Definition and uses

Questions:

1. What are the stages of patient counselling?
2. How do you close a patient counselling session?
3. Write some general advice point for COPD and AIDs.
4. Explain any 5 term what are the Patient Counselling points for
 - a) Hypertension
 - b) Diabetes
 - c) Asthma
 - d) Tuberculosis
 - e) Chronic obstructive pulmonary disease
 - f) AIDS
5. Give a details note on Patient Package Inserts.
6. What is Patient Information leaflets and its uses.

Chapter-6

Medication Adherence

Definition, factors influencing non adherence, strategies to overcome non-adherence

Questions

1. Define the term medication adherence and their factor which promote or demote the medication adherence.

Chapter-7

Health Screening Services in Community Pharmacy

Introduction, scope and importance of various health screening services – for routine monitoring of patients, early detection and referral of undiagnosed cases

Questions:

1. What is health screening service?
2. What are the scope and importance of health screening services?
3. Write the Health Screenings Service for routine Monitoring of Patients.

Chapter-8

Over the Counter (OTC) Medications

- Definition, need and role of Pharmacists in OTC medication dispensing

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- OTC medications in India, counseling for OTC products
- Self-medication and role of pharmacists in promoting the safe practices during self-medication
- Responding to symptoms, minor ailments and advice for self-care in conditions such as – Pain management, Cough, Cold, Diarrhea, Constipation, Vomiting, Fever, Sore throat, Skin disorders, Oral health (mouth ulcers, dental pain, gum swelling)

Questions:

1. Write about the OTC medication and their advantage and disadvantage in the pharmacy practice with examples.
2. Write the Role of Pharmacist in OTC Medication Dispensing.
3. What is Self medication?
4. Write the Role of pharmacist in promoting safe practice during self medication.
5. Write the short note on pain management.

Chapter-9

Community Pharmacy Management

- Legal requirements to set up a community pharmacy
- Site selection requirements
- Pharmacy designs and interiors
- Vendor selection and ordering Procurement, inventory control methods, and inventory management
- Financial planning and management
- Accountancy in community pharmacy – Day book, Cash book
- Introduction to pharmacy operation softwares – usefulness and availability Customer Relation Management (CRM)
- Audits in Pharmacies
- SOP of Pharmacy Management
- Introduction to Digital Health, mHealth and Online pharmacies

Questions:

1. Define the term Community Pharmacy Management.
2. What are the legal requirements to set up a community pharmacy?
3. What are the different methods and techniques for inventory control and management in a community pharmacy setting?
4. What is different between Day book and Cash book.
5. What are the benefits of using pharmacy operation software, and what options are available in the market?
6. How can these software solutions enhance efficiency and accuracy in pharmacy management?
7. What do you mean by Audits in pharmacies ? Write types of Auditing.
8. Define the terms- Digital health, mHealth, and Online Pharmacies.

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