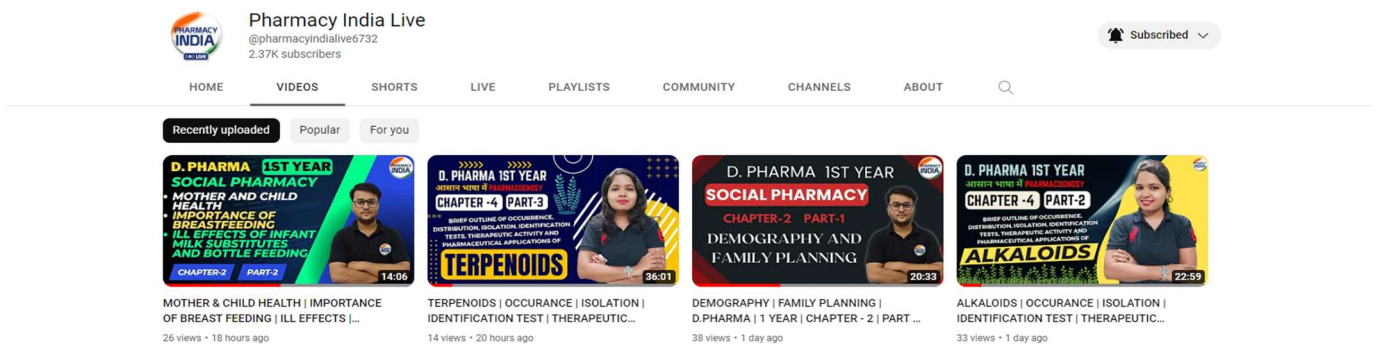


COMMUNITY PHARMACY AND MANAGEMENT

# MODEL PAPER – 1

## Syllabus to be covered in this module are-

- ❖ Chapter-1 Community Pharmacy Practice
- ❖ Chapter-2 Professional Responsibilities of Community Pharmacist
- ❖ Chapter-3 Prescription and Prescription Handling



Subscribe करें  
जुड़िए हमारे साथ



9389516306



Pharmacy India Live

DOWNLOAD PHARMACY INDIA APP FROM PLAYSTORE & SUBSCRIBE PHARMACY INDIA

LIVE  CHANNEL

# Questions

## Long Questions-

- Ques.1 Write in detail about parts of prescription with well labelled diagram.
- Ques.2 Explain in detailed about prescription handling.
- Ques.3 Prepare notes on standard operating procedures.
- Ques.4 Write in detailed about history of development of community pharmacy in the world.

## Short Questions

- Ques.1 What to include on prescriptions.
- Ques.2 What are medication instructions. How to use medications.
- Ques.3 What are dispensing process and good dispensing practice.
- Ques.4 What are dispensing errors.
- Ques.5 Give the approaches to minimize medication errors and strategies for minimizing dispensing errors.
- Ques.6 What are the various functions in pharmacy practitioner involves.
- Ques.7 Write a short note on pharmacy practice and SOPs.
- Ques.8 What are the objectives of SOPs.
- Ques.9 Give the types of standard operating procedures (SOP).
- Ques.10 What are the general requirements in good pharmacy practice.
- Ques.11 Write a short note on seven-star pharmacists.
- Ques.12 What are the roles of community pharmacist.
- Ques.13 Define community pharmacy. Mention the roles of community pharmacy practice.

## Long Answers

**Ques.1 Write in detail about parts of prescription with well labelled diagram.**

**Ans-** Parts of Prescription

Prescription is generally written on a typical format which are usually kept as pads. A typical prescription consists of following parts:

1. Date
2. Name, age, sex, and address of the patient.
3. Superscription
4. Inscription
5. Signature
6. Renewal instruction
7. Signature, address, and registration number of the prescriber.

**1. Date:** It helps a pharmacist to find out the date of prescribing and date of presentation for filling the prescription.

**2. Name, age, sex and address:** Name, age, sex and address of the patient must be written on the top of the prescription. This helps the pharmacist to identify the correct patient avoiding any chance of giving the medicine to a person other than the one it is dispensed for; Patient's full name must be written instead of surname or the nick name.

**3. Superscription:** The part of the prescription is represented by the symbol Rx which is always before prescribing medication, the God of healing for quick recovery of the patient.

**4. Inscription:** It is the body of the prescription names and quantities of the prescribed, ingredients.

In case of complex prescription, inscription can be divided into four parts:

- (i) The basis (medicinal active ingredients).
- (ii) Adjutants (required to lessen the undesirable or harmful effect of adjutants).
- (iii) Vehicles (used as a solvent to dissolve the solid substances and to increase the volume of the preparation).

**5. Subscription:** This part of the prescription contains directions of the prescriber to the pharmacist regarding the type and compounding of dosage form along with number of doses to be dispensed

**6. Signature:** This part of the prescription is very much important from the patients point of view because it provides directions regarding the administration of the medication. i.e. how and when the dosage form to be administered or applied.

# COMMUNITY PHARMACY AND MANAGEMENT

PARTS OF A PRESCRIPTION	
	1. Date: .... / ..... / .....
Name: ..... Age: ..... Weight: .....	2.
R <sub>x</sub>	3. Superscription
Paracetamol – 500 mg	
4. Inscription	
tab Paracetamol 10	
5. Subscription	
BID for 5 days	
6. Signatura	
	7. Signature
	.....
	8. Reg no. & Seal
	.....

## Ques.2 Explain in detailed about prescription handling.

### Ans- Prescription Handling

Handling of prescription: The following procedures should be adopted by the pharmacist while handling the prescription for compounding and dispensing:

1. Receiving
2. Reading and checking
3. Collecting and weighing the materials
4. Compounding, packaging, and labelling

### Reading and checking:

- After receiving the prescription, it should be screened behind the counter. Prescription authenticity should be checked.
- The signature of the prescriber and the date of prescription should be checked.

DOWNLOAD PHARMACY INDIA APP FROM PLAYSTORE & SUBSCRIBE PHARMACY INDIA

LIVE  CHANNEL

# COMMUNITY PHARMACY AND MANAGEMENT

- The pharmacist should read all the lines and words of the prescription.
- He/she must not guess any word. If there is any doubt, the pharmacist should consult with the other pharmacist or the prescriber over telephone.

## Collecting and weighing the materials:

Before compounding a prescription all the materials should be collected from the shelves or drawers. All the materials should be kept in the left-hand side of the balance. After measuring each material should be kept on the right-hand side of the balance.

After compounding of the prescription materials are replaced back to the shelves/ drawers. While compounding every container of material should be checked thrice in the following manner:

- (i) When collected from the shelves/drawers.
- (ii) When the materials are measured.
- (iii) When the containers are replaced back to the shelves/drawers.

## Compounding, packaging, and labelling:

- Only one prescription should be compounded at a time. Compounding should be done on a clean table. All equipment required should be cleaned and dried.
- The preparation should be prepared according to the direction of the prescriber or as per methods given in pharmacopoeia or formulary.
- The compounded preparations should be filled in suitable containers. Label the container.

## Reading the prescription and checking for:

1. Legality
2. Legibility

### 1. Legality:

A prescription is legal when:

- It is written (can also be typed) by an R.M.P (Registered medical practitioner).
- Signed by the R.M.P.
- It has all the information required to be contained in parts of the prescription.

### 2. Legibility:

Legibility is a problem requiring alertness and critical judgment on the part of the pharmacist. Careless handwriting and similarity in the spelling of names of different drugs add to the difficulty.

*e.g.*, Prednisone and Prednisolone, Digoxin and Digitoxin. When handwriting is illegible, the best thing to do is to contact the physician over the phone and confirm.

## Prescription medication label requirements

1. Name of the patient
2. Name of pharmacy with address and phone number
3. Serial number of prescription 123456789

DOWNLOAD PHARMACY INDIA APP FROM PLAYSTORE & SUBSCRIBE PHARMACY INDIA

LIVE  CHANNEL



## COMMUNITY PHARMACY AND MANAGEMENT

4. Prescriber's name

5. Drug quantity 30 e.g., tablets

### Ques.3 Prepare notes on standard operating procedures.

**Ans-** Concept of Standard Operating Procedures (SOPs):

- ❖ A Standard Operating Procedure is a document which describes the regularly recurring operations relevant to the quality of the investigation. The purpose of a SOP is to carry out the operations correctly and always in the same manner. A SOP should be available at the place where the work is done.
- ❖ A SOP is a compulsory instruction. If deviations from this instruction are allowed, the conditions for these should be documented including who can give permission for this and what exactly the complete procedure will be. The original should rest at a secure place while working copies should be with stamps and/or signatures of authorized persons.

#### Objective of SOPs

**Ensuring business continuity:** SOPs help ensure that crucial tasks will still be completed even if key members are away on vacation or sick leave.

**Consistent quality and reduction of errors:** happen because we either do not have the information to perform a task or, if we do have the information, we fail to apply that information consistently and correctly. An SOP is there to safeguard against both.

**Faster employee on boardings:** SOPs can be a great starting point for new members during their training.

**Knowledge management and retention:** When experienced members change roles or leave for new opportunities, their knowledge can be retained within the team if they leave behind through SOPs.

**Legal protection:** Ensuring that critical processes are documented and reviewed by employees can provide a layer of protection for a company.

#### Types of Standard Operating Procedures (SOP)

While you can write your standard operating procedures according to your organizational needs, a conventional SOP follows one of the following methods:

**1. Checklists:** A checklist or the to-do list is one of the simplest methods of writing a standard operating procedures (SOP) document. A checklist can be created on an online note-taking app like Bit or can be printed out and handed over to employees.

**2. Step-by-step list:** Similar to checklists, a step-by-step bullet list works in the same where you describe a procedure in relevant, easy-to-follow steps. If the task you are creating SOP for a pretty straightforward, these lists can be more than enough to get the job done efficiently.

**3. Hierarchical lists:** If your procedures are more complex and need additional info, you can create hierarchical checklists or bullet lists. If you are unable to explain a task in a single step and at the same time, do not want to make the SOP lengthy, adding hierarchical steps can be beneficial.

DOWNLOAD PHARMACY INDIA APP FROM PLAYSTORE & SUBSCRIBE PHARMACY INDIA

LIVE  CHANNEL

## COMMUNITY PHARMACY AND MANAGEMENT

**4. Process flowchart:** Flowcharts are a wonderful way to represent how a process works visually and help give better context around the workflow. A flowchart also shows how one step is related to another, helping employees conceptualize the whole concept and have a better understanding of the work they are doing.

### Effective SOP Writing

Creating an SOP for any business process is by no means easy. But the effort you put in now will provide huge benefits for your company over the long term.

**1. Create a list of processes:** The first order of business is to create a list of processes to create SOPs for. Alternatively, you can also conduct an internal survey and ask employees to write the tasks they perform regularly.

**2. Identify your audience:** It is difficult to write an SOP without knowing who you are creating them for. Ask questions for a better idea of who your audience is. Understanding your audience will allow you to create more effective SOPs. If you are writing for new hires, you may want to tone down the language and avoid using any technical terms.

**3. Define the objectives:** Define the end result for the SOP you would writing. For example, let us say you are writing an SOP to off-board employees. The objective, in this case, is to formalize an employee's departure.

**4. Choose a format:** Certain SOP formats work better than others, depending on how complex a process is. In some cases, a simple checklist might be sufficient. Here are the various SOP formats:

- Step-by-step
- Hierarchical steps
- Flowcharts

**5. Write the SOP:** It is time to put together an SOP. Before you do, you will want to get first-hand knowledge from those involved to ensure you're not missing any key details. Get the team together and gather their input. Their feedback will be especially invaluable once you start drafting an SOP.

**SOPs are useful for training new clinical trial staff members.**

### What are the advantages of SOPs?

1. They can help with quality assurance, ensuring that patients receive services that fulfil predetermined criteria.
2. They maintain consistency, which aids in maintaining the level of service provided and, as a result, ensures that good pharmaceutical practice is followed at all times.
3. They allow pharmacists to have more "free time" by allowing some activities to be delegated. As a result, pharmacists are better able to help patients.

DOWNLOAD PHARMACY INDIA APP FROM PLAYSTORE & SUBSCRIBE PHARMACY INDIA

LIVE  CHANNEL

## COMMUNITY PHARMACY AND MANAGEMENT

### **Ques.4 Write in detailed about history of development of community pharmacy in the world.**

#### **Ans-** History and Development of Community Pharmacy in the World

The role of the pharmacist in public health as a health care provider consists of various issues such as environmental sanitation, community infection control, personal hygiene education, health promotion, health screening and access to pharmaceutical care for disease prevention, treatment, and early diagnosis.

#### **Community Pharmacy in China**

- ❑ Community pharmacies are becoming more widely recognized as a source of expert medical advice in many regions of the world.
- ❑ This is also happening in China, where community pharmacies have become a source of first-line medical treatment based on the guidelines for medication distribution oversight that the CFDA adopted in 2006.
- ❑ If a pharmaceutical expert is present when prescriptions are distributed and pharmaceutical care services are provided, ownership of a pharmacy is not restricted to pharmacists.
- ❑ After the latest round of health care reforms in 2009, the number of community pharmacies reached nearly 388,000, a 6.1% increase from 185,692 in 2010, equivalent to approximately 7380 people per licensed pharmacist, which is much higher than in the United States, Canada, and other developed countries.

#### **Community Pharmacy in UAE**

- ❑ In many parts of the world over the past 20 years, the role of pharmacists has changed from providing services that were product-oriented to those that were patient-centered.
- ❑ UAE is one of the countries in the Middle East's Gulf Cooperation Council. It was founded as a constitutional federation on December 2nd, 1971.
- ❑ About 2.8 per cent of the GDP in the UAE is spent on healthcare. In addition to the UAE's considerable revenue, this comparatively low percentage can be explained by the government's exclusive focus on providing healthcare services to its inhabitants.
- ❑ This prompted the government to create a variety of publicly funded healthcare services by investing in the private healthcare sector, which contributed to the formation of two semi-centralized health authorities in Abu Dhabi and Dubai, popularly known as the Health Authority of Abu Dhabi (HAAD) and the Dubai Health Authority (DHA).

#### **Community Pharmacy in Canada**

- ❑ In Canada, there are about 11,000 community pharmacies. This corresponds to 27.0 pharmacies per 100,000 people, which is lower than Germany's 25.9, New Zealand's 20.8, the United Kingdom's 17.6, the United States' 17.2 and the Netherlands' 11.6. Canadian community pharmacies are privately held companies, either by people or corporations, with a variety of business models that reflect local laws, ownership patterns and community needs.
- ❑ A chain or banner corporation owns 64 per cent of pharmacies, 21 per cent run independently and 15 per cent of the market is expected to be worth 46.7 billion CAD, with four significant players controlling the majority of the market.

#### **Community Pharmacy in Palestine**

- ❑ Community pharmacy in Palestine is still traditional. There are approximately 1000 community pharmacies in West Bank and East Jerusalem.
- ❑ There are no chain pharmacies in Palestine. However, several trials were made to initiate such activity in the past. Most pharmacists working in community pharmacies in Palestine are graduates of Palestinian national universities.

DOWNLOAD PHARMACY INDIA APP FROM PLAYSTORE & SUBSCRIBE PHARMACY INDIA

LIVE  CHANNEL



## COMMUNITY PHARMACY AND MANAGEMENT

- ❑ No professional development or continuing pharmacy education exists for community pharmacists in Palestine. Community pharmacies in Palestine are engaged mainly in dispensing medications and most drugs including antibiotics are dispensed as nonprescription.
- ❑ Self-medication is common practice in Palestine, and in most cases, community pharmacists are the first-line health care providers for most people with minor ailments or for medical consultation.

### Others:

Community pharmacists now play a crucial role in every nation as they take control of patients' requirements for access to medicine-related healthcare.

- ❑ The primary function of the community pharmacist, however, is still the distribution of medications in India. Few community pharmacists in the nation still provide patient-focused care. The significant increase in domestic drug production and national healthcare spending may influence the role of pharmacists in the community and, consequently, how they handle medications.
- ❑ With a population of over 1.1 billion, India is a developing country. Although it has been rapidly expanding, the nation only makes up 2.4 per cent of the world's surface but is home to 16.7 per cent of all people. With over 400 mother tongues and 800 diverse dialects in use across its 28 states and 7 union territories, the United States has 22 national languages that have been officially recognised. At the end of the nineteenth century, when allopathic pharmaceuticals were first introduced and made available through drug stores in British India, community pharmacy practice in India first developed.
- ❑ There were no limitations on the practice of pharmacy in India during the pre-independence era and the pharmacy practice environment was particularly unregulated for community pharmacies. Ordinarily, doctors were responsible for the practice of prescription and dispensing. The majority of physicians also gave their clinic assistants training in medication dispensing and The compounders' "as they were commonly referred to-were the technicians, whose status, responsibilities and tasks were unclear."
- ❑ A community pharmacy is a facility where medications are stored, supplied or sold. It is sometimes referred to as a retail pharmacy or a retail drug outlet. The general public typically refers to neighbourhood pharmacies as "medical stores". Pharmacists who operate in a community practice setting typically either a B. Pharm degree or a diploma in pharmacy. Both categories have been referred to as "pharmacists" throughout the study. According to Rule 65(15) of the Drugs and Cosmetics Rules 1945, the presence of pharmacists is legally necessary during the distribution and sale of medications. Pharmacists are registered under clause I and section (ii) of the Pharmacy Act, 1948.
- ❑ Today' community pharmacists who supervise pharmacies are generally D. Pharm. holders (diploma pharmacists). The D. Pharm. requires at least two years of study in addition to 500 hours of practice time spread out over three months in a hospital or community pharmacy. But prior to 1984, anyone may register as a pharmacist in the First Register of the Pharmacy Act even if they had no formal education in pharmacy as long as they had five years of experience mixing and distributing medications in a hospital or clinic. However, throughout the 1980s, section 32B provisions of the pharmacy act were misused, and it was reported that a significant number of people registered their names as pharmacists (known as non-diploma pharmacists) despite having no formal education or training

DOWNLOAD PHARMACY INDIA APP FROM PLAYSTORE & SUBSCRIBE PHARMACY INDIA

LIVE  CHANNEL

# COMMUNITY PHARMACY AND MANAGEMENT

## Image of Community Pharmacists

- ❑ The general public's opinion of community pharmacies and pharmacists is very poor. Community pharmacists are viewed by the general public as drug dealers who are clearly no better than ordinary shop operators. Similar to how they think about going to a grocery store to buy food, customers and patients think about going to a grocery store to buy food, customers and patients think about visiting a pharmacy to buy pharmaceuticals. The majority of educated people define a retail pharmacist as a shopkeeper who sells medicines and has obtained a drug licence. They believe that anyone in our nation has the right to start a drugstore and a store selling stationary.
- ❑ In comparison to other categories of employees, such as nurses and laboratory technicians, the job of pharmacists is not given as much weight in the Indian Public Health Standards recently developed under the National Rural Health Mission (NRHM). Pharmacists have been grouped with other non-technical workers in the lowest band and structure of the recently accepted sixth pay commission report from the union government.



PHARMACY  
INDIA

DOWNLOAD PHARMACY INDIA APP FROM PLAYSTORE & SUBSCRIBE PHARMACY INDIA

LIVE  CHANNEL

## Short Answers

### Ques.1 What to include on prescriptions.

#### Ans- Prescriptions must include:

- Prescriber name, address, telephone number and signature.
- Date on which the prescription is written.
- Patient's full name and address.
- Patient's date of birth.
- The quantity to be supplied in words and numerals.
- In the case of veterinary prescriptions to treat an animal; the species of animal, name if applicable, and the name and address of the owner of the animal.
- In addition to the above, Medication Assisted Treatment for Opioid Dependence (MATOD) prescriptions should also include the:
  - Dose in milligrams, and for methadone, milliliters as well to minimize error,
  - Doses to be administered under supervision.
  - Number of take away doses that may be provided each week
  - Expiry date of the prescription. This date is the date after which no more drug can be supplied and should coincide with the date that the patient is to be reviewed.
  - Name of the pharmacy that can dispense the prescription.

### Ques.2 What are medication instructions. How to use medications.

#### Ans-

- The instruction tell you what amount of medicine to take, how to take it, when to take it ,and when not to take it.
- Always keep your medicine in the original packaging so that you have proper dosage information on hand.



Take by mouth



Read the label



Take three times a day with meals



Take with meals



Do not store medicine where children can get it



Do not drink alcohol while taking this medicine



Take in the morning



Do not store near heat or in sunlight



Poison

#### How to use medications?

1. Understand why you are taking your medication, not to take it, how to store it and what to do if you have unexpected serious side effects by discussing this with your doctor or pharmacist.
2. The most common reason for unexpected side effects is not taking medication correctly. Make sure you take your medication exactly the way your doctor or pharmacist advises you to and for as long as they tell you to.

DOWNLOAD PHARMACY INDIA APP FROM PLAYSTORE & SUBSCRIBE PHARMACY INDIA

LIVE  CHANNEL

# COMMUNITY PHARMACY AND MANAGEMENT

3. Tell your doctor about all the medication you are taking, including prescription over the counter, vitamins, and herbal supplements, as they may cause side effects or more serious problems.
4. Throw out any out-of-date medication you have at home and never take someone else's prescription medication or share your own with someone else.
5. Any pharmacist can dispose of any unwanted medicines safely.

## Ques.3 What are dispensing process and good dispensing practice.

### Ans- Dispensing Process

- ❖ Dispensing refers to the preparing and supplying medicines to a named person together with clear instructions, advise and counseling where necessary on the use of those medicines.
- ❖ The dispensing process includes all activities that occur between the time the prescription or request for medicine is presented up to the time the medicine or other prescribed items are issued to the patient.

### Good dispensing practice:

- ❖ Ensures that the right medicines of desired quality are delivered correctly to the right patient with the right dose, strength, frequency, dosage form and quantity together with clear instructions both written and verbal and with appropriate packaging suitable for maintaining the quality and efficacy of the medicine. A safe, clean, and organized provides the basis for good dispensing practice.

### The dispensing environment includes:

- Qualified/trained staff.
- Appropriate physical surroundings.
- Adequate shelving and storage areas.
- proper work surface.
- Suitable equipment.
- Necessary packaging materials.

## Ques.4 What are dispensing errors.

### Ans- Dispensing Error

Dispensing errors are a part of the medication errors which play integral role in maintaining the quality use of medications. The different type of dispensing errors that were observed during the study were drug omission wrong quantity, wrong drug, wrong strength, and wrong dosage form.

### Categories of dispensing errors

1. Dispensing medicine for the wrong patient (or for the wrong ward).
2. Dispensing the wrong medicine.
3. Dispensing the wrong drug strength.
4. Dispensing at the wrong time.
5. Dispensing the wrong quantity.
6. Dispensing the wrong dosage form.
7. Dispensing an expired or almost expired medicine.
8. Omission (i.e., failure to dispense).
9. Incorrect patient name.
10. Incorrect drug name.
11. Incorrect drug strength.
12. Incorrect instruction (including incorrect dosage).

DOWNLOAD PHARMACY INDIA APP FROM PLAYSTORE & SUBSCRIBE PHARMACY INDIA

LIVE  CHANNEL

## COMMUNITY PHARMACY AND MANAGEMENT

13. Incorrect dosage form.
14. Incorrect expiry date.

### **Ques.5 Give the approaches to minimize medication errors and strategies for minimizing dispensing errors.**

#### **Ans- Approaches to minimize medication errors**

A community pharmacist can play a vital role to minimize medication errors by:

1. Adopting and implementing of GPP concepts.
2. Adopting patient medication record (PMR) which contains all the current information about patient and medical therapy.
3. Reviewing patient's existing drug therapy including the counter drug supplements.
4. Collecting information about drug allergies prior to dispensing.
5. Adopting bar coding system to enhance the accuracy of billing and dispensing.
6. Adopting present and care focused service.
7. Adequate staffing of trained registered pharmacist and qualified and experienced assistance.

#### **List of strategies for minimizing dispensing error:**

1. Ensure correct entry of the prescription.
2. Confirm that the prescription is correct and complete.
3. Beware of look-alike sounds like drugs.
4. Be careful with zeros and abbreviations.
5. Organize the workplace.
6. Reduce distraction when possible.
7. Take the time to store drug properly.

### **Ques.6 What are the various functions in pharmacy practitioner involves.**

#### **Ans- The various functions in pharmacy practitioner involves.**

- (a) Interpretation and assessment of prescriptions and drug Pharmacoeconomics, clinical principles and legality.
- (b) Selection of drugs and regime of drugs or device and participation in drug related research.
- (c) Offering drug information to patients, paramedical staff, and medical professionals, as well as counselling patients on how to handle, store and administer medications.
- (d) Compounding in special cases, dispensing, and labeling maintenance of necessary records.
- (e) Advising on non-pharmacological aspects of health promotion and well-being.

**The community pharmacist can take part on a wide range of drug related and health related topics. A community pharmacist could play an important role in the following areas of health care:**

- ❖ Drug selection
- ❖ Dispensing area
- ❖ Dispense prescription
- ❖ Counsel patients
- ❖ Family pharmacist
- ❖ Work with patients on general health
- ❖ Deal with insurance companies
- ❖ Manage staff
- ❖ Perform administrative tasks
- ❖ Educate health provider colleagues
- ❖ Ensure patients' safety

**DOWNLOAD PHARMACY INDIA APP FROM PLAYSTORE & SUBSCRIBE PHARMACY INDIA**

**LIVE  CHANNEL**



## COMMUNITY PHARMACY AND MANAGEMENT

- ❖ Treating common ailments
- ❖ Clinical services
- ❖ Health screening services
- ❖ Professional relationship
- ❖ Continuing Education

### Ques.7 Write a short note on pharmacy practice and SOPs.

#### Ans- Pharmacy Practice and SOPS

- ❑ The happiness and welfare of all people is dependent on the public's health. Poor access to quality medical items, a lack of skilled health experts and treatment, an insufficient health workforce, unaffordable health-care costs, and low health-care professional education requirements are all barriers to good health.
- ❑ The practice of pharmacy within the hospital under the supervision of a professional pharmacist is known as pharmacy practice in hospital.
- ❑ In many cultures and societies, medicines are an essential and critical aspect of health-care services. Medicines are an important part of many illnesses' prevention programs and practically all disease treatment regimens when they are available.
- ❑ Aside from the clinical issues that come with medicine-related issues, there are also consequences. The cost of issues with the use of medicines is considered to be equivalent to or larger than the cost of the drugs themselves.
- ❑ Medicines are also becoming more expensive, putting health care out of reach for many people. Managing the prices of medicines is crucial to making the best use of limited resources and ensuring that as many people as possible receive quality health care.
- ❑ Substandard, adulterated, unlicensed, and spurious/false-labelled/falsified/counterfeit pharmaceuticals are an increasing concern that threatens people's health. To ensure the value of medicines used for disease prevention and treatment, there is a need for a system that ensures the integrity of the pharmaceutical supply chain.

### Ques.8 What are the objectives of SOPs.

#### Ans- Objective of SOPs

- ❑ Ensuring business continuity: SOPs help ensure that crucial tasks will still be completed even if key members are away on vacation or sick leave.
- ❑ Consistent quality and reduction of errors: happen because we either do not have the information to perform a task or, if we do have the information, we fail to apply that information consistently and correctly. An SOP is there to safeguard against both.
- ❑ Faster employee on boardings: SOPs can be a great starting point for new members during their training.

**Knowledge management and retention:** When experienced members change roles or leave for new opportunities, their knowledge can be retained within the team if they leave behind through SOPs.

**Legal protection:** Ensuring that critical processes are documented and reviewed by employees can provide a layer of protection for a company.

## COMMUNITY PHARMACY AND MANAGEMENT

### Ques.9 Give the types of standard operating procedures (SOP).

#### Ans- Types of Standard Operating Procedures (SOP)

While you can write your standard operating procedures according to your organizational needs, a conventional SOP follows one of the following methods:

- 1. Checklists:** A checklist or the to-do list is one of the simplest methods of writing a standard operating procedures (SOP) document. A checklist can be created on an online note-taking app like Bit or can be printed out and handed over to employees.
- 2. Step-by-step list:** Similar to checklists, a step-by-step bullet list works in the same where you describe a procedure in relevant, easy-to-follow steps. If the task you are creating SOP for a pretty straightforward, these lists can be more than enough to get the job done efficiently.

### Ques.10 What are the general requirements in good pharmacy practice.

#### Ans- Good Pharmacy Practice Requirements

- Good Pharmacy Practice requires that a pharmacist's first concern must be the welfare of the patients in all settings.
- Good Pharmacy Practice requires that the core of the pharmacy activity is the supply of medication and other health care products, of assured quality, appropriate information, and advice for the patient, and monitoring the effects of their use.
- Good Pharmacy Practice requires that an integral part of the pharmacist's contribution is the promotion of rational and economic prescribing and appropriate medicine use.
- Good Pharmacy Practice requires that the objective of each element of pharmacy service is relevant to the individual, is clearly defined and is effectively communicated to all those involved.

#### In satisfying these requirements

- professional factors should be the main philosophy underlying practice, although it is accepted that economic factors are important
- there must be pharmacist input to decisions on medicine use - the ongoing relationship with other health professionals, particularly physicians, should be seen as a therapeutic partnership involving mutual trust and confidence in all matters relating to pharmacotherapeutics
- the relationship with other pharmacists should be as colleagues, each seeking to improve pharmacy service, rather than as competitors
- in practice organizations and group practices, pharmacy managers should accept a share of responsibility for the definition, evaluation, and improvement of quality
- the pharmacist should be aware of the essential medical and pharmaceutical information about each patient. Obtaining such information is simplified if the patient chooses to use only one pharmacy or if the patient's medication profile is available

DOWNLOAD PHARMACY INDIA APP FROM PLAYSTORE & SUBSCRIBE PHARMACY INDIA

LIVE  CHANNEL

## COMMUNITY PHARMACY AND MANAGEMENT

- the pharmacist needs independent, comprehensive, objective, and current information about therapeutics and medicines in use

### Ques.11 Write a short note on seven-star pharmacists.

#### Ans- Seven Star Pharmacists:

WHO in the report of its consultative group on "preparing future pharmacist (1997)" identified seven-star pharmacist' concept that explains essential, minimum of common roles of pharmacist, which are follows:

- i. Care-giver to provide high quality care to a person or a group of people.
- ii. Communicator to build an appropriate link between the physician and the patient, to provide better assistance for prescribers, and to manage medications.
- iii. Manager to properly manage health resources and information.
- iv. Decision maker for the efficient, effective, and cost-effective utilization of health resources.
- v. Leader to lead a multidisciplinary team that includes other medical professionals.
- vi. Lifelong learner to do his job, he should continue his education and stay updated with latest innovations in health care, as well as 'participate in research and developments in pharmacy practice.
- vii. Teacher to educate the future generation of pharmacists, as well as provide training to other professionals.

### Ques.12 What are the roles of community pharmacist.

#### Ans- Role of a Community Pharmacist

1. Ensure that established policies and procedures are followed.
2. Checks for the accuracy of doses prepared
  - Intravenous admixtures
  - Unit dose
3. Provides for proper drug control
  - Ensures that drugs are stored and dispensed properly (e.g. Investigational drugs).
  - Ensure that all state and federal drug laws are followed.
4. Ensure that good techniques are used in compounding intravenous admixtures and extemporaneous preparations.
5. Provides for proper record keeping and billing
  - Patient-medication records
  - Extemporaneous compounding records
  - Intravenous admixture records billing
  - Investigational-drug records
  - Reports (e.g., Monthly workload report)
6. Maintains professional competence, particularly in knowledge of drug stability and incompatibilities.

DOWNLOAD PHARMACY INDIA APP FROM PLAYSTORE & SUBSCRIBE PHARMACY INDIA

LIVE  CHANNEL

## COMMUNITY PHARMACY AND MANAGEMENT

**Ques.13 Define community pharmacy. Mention the roles of community pharmacy practice.**

**Ans- Community Pharmacy**

- A community pharmacy is a pharmacy that deals directly with people in the local area. It has responsibilities including compounding, counselling, checking, and dispensing of prescription: drugs to the patients with care, accuracy and legality.
- A community pharmacy has appropriate procurement, storage, dispensing and documentation of medicines.
- It is an important branch of the pharmacy profession and involves a registered pharmacist with the education, skills, and competence to deliver the professional service to the community.

### Community Pharmacy Practices

- Dispensing of medication
- Establishment of professional pharmacy
- Nutrition counseling
- Rational use of drugs
- Treating common ailments
- Patient counselling
- Clinical services
- Continuing education
- Health screening services
- Health promotion

## COMMUNITY PHARMACY AND MANAGEMENT

### Very Short Answers

1. Full form of WHO is **World Health Organization**.
2. Full form of AIDS is **Acquired Immuno Deficiency Syndrome**.
3. Community pharmacy is also known as **retail pharmacy**.
4. Full form of B.A.B.E testing is **Bioavailability bioequivalence**.
5. Pharmacy act was introduced on 4th March, **1948**.
6. **D. Pharm** course was developed to satisfy the requirement of hospitals and medical store.
7. **B. Pharm** course was designed in such a way to satisfy the requirement of pharmaceutical industry and laboratories.
8. The World Pharmacy Council (WPC) was established in the year **1987**
9. The minimum qualification for **D. Pharm** is to obtain a registration certificate of a -pharmacist.
10. The nuclear pharmacy focuses on the manufacturing and management of **radioactive** materials used in the diagnosis or treatment of specific disorders.
11. Other name of vitamin B, is **thiamin (vitamin B1) riboflavin (vitamin B2) niacin (vitamin B3)**
12. Malaria is caused by **Plasmodium parasite**.
13. Vitamin B, is **water** soluble.
14. Vitamin A is **fat** soluble.
15. Community pharmacy is **legally established premises**.
16. **80%** of pharmacy qualified person serves community by dispensing quality medicines.
17. Full form of EDC is **Essential Drug Concept**
18. Full form of RDU is a **Rational Drug Use**
19. Full form of GPP is **Good Pharmacy Practice**.
20. **Standard Operating Procedures (SOPs)** are a collection of all written protocols and procedure in place in pharmacy.
21. Screening services include estimating **blood glucose, blood pressure, cholesterol, and body mass index** 8. data management based on **clinical guidelines**
22. **Community pharmacist** is a practitioner who has direct contact with public.
23. A prescription is a written communication from a **physician or doctor**
24. A typical prescription consists of following parts **date, name, age, sex, and address**.
25. Regulation aims to **minimize** the induction of drug dependence.
26. A person is drug dependent if he or she **acquired** administration of prescription drugs.
27. Steps involved in the prescription handling **receiving, reading, and checking**
28. The prescription should be **received** by the pharmacist.
29. Prescription is legal when it is written by **an R.M.P.**
30. A label is used to **identify** and **interact** on the use of a medicine.
31. Dispensing refers to the **preparing** and **supplying** medicines to a named person.
32. Pictograms are **graphic** representation of objects.