

**Second Year Pharmacy**  
**COMMUNITY PHARMACY AND MANAGEMENT**  
**(ER20-22T)**

**Time : Three Hours**

**Maximum Marks : 80**

- Note :** i) Attempt any five questions.  
 ii) All questions contain sixteen marks.

1. a) Write a brief account of the following. 6
  - i) ABC analysis
  - ii) VED analysis
- b) Explain pharmacy operation software. 6
- c) Describe self-care management of contribution. 4
  
2. Discuss the following. 16
  - a) Good pharmacy practice
  - b) Stages of preparation of SOP
  - c) Parts of Prescription.
  - d) Write note on verbal communication.
  
3. a) Explain the written communication including its advantage and disadvantage. 16
- b) Explain various strategies for patient counselling and detail about handling of prescription. 16
  
4. Explain the following. 16
  - a) Explain the causes of dispensing errors.
  - b) One to one communication.
  - c) Explain patient counselling.
  - d) Discuss Medication adherence.

5. a) Write in brief about the development scenario of community pharmacy in India. 16
- b) How barriers of the effective counselling can be overcome? 16
  
6. a) Describe in detail about strategies which can use to overcome medication non adherence. 16
- b) Explain the routine monitoring of patient at community pharmacy. 16
  
7. Explain the following terms. 16
  - a) Health screening
  - b) OTC product in community pharmacy
  - c) Inventory management
  - d) Day books
  
8. a) Write detail note on financial planning and management including various steps of planning and financial resources. 16
- b) Describe the various SOPs of pharmacy management. 16

