



Instructions –

- (1) All Questions are *Compulsory*.
- (2) Answer each next main Question on a new page.
- (3) Figures to the right indicate full marks.
- (4) Mobile Phone, Pager and any other Electronic Communication devices are not permissible in Examination Hall.
- (5) In case student has attempted sub-question of question no. 3 more than once, only first attempt should be considered for assessment.

Marks

1. Attempt any <u>SIX</u> of the following:	30
a) Enumerate the techniques of inventory control. Explain methods for determination of EOQ.	
b) Define OTC medications. Discuss the OTC medications in India and need for counselling for OTC products.	
c) Define prescription. Explain the different parts of prescription.	
d) Brief on steps involved in procurement process.	
e) What advice should a pharmacist give for self care for constipation and vomiting.	
f) Discuss the commonly used day books in detail.	
g) Explain the stages of patient counselling.	
2. Attempt any <u>TEN</u> of the following :	30
a) Illustrate the factors influencing medication non-adherence.	
b) Explain the benefits of pharmacy operation softwares.	
c) Compare and contrast between formal and informal communication.	
d) Describe the development of community pharmacy in India.	
e) Summarize different approaches to the health screening with it's significance.	
f) Classify communication. Describe verbal communication skills.	
g) Discuss the role of pharmacists in promoting the safe practices during self medication.	
h) Define customer relation management. Why there is need for customer relation management ?	
i) Enlist the patient counselling tips for Asthma.	
j) Enumerate the causes of dispensing errors. Discuss the strategies to minimise the dispensing errors.	
k) State the contents of SOP.	



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3. Attempt ALL questions of the following :

- a) Define community pharmacy.
- b) Good pharmacy practice for community pharmacy setting is developed by
 - i) WHO and FIP
 - ii) WHO
 - iii) FIP
 - iv) UNICEF
- c) Name the categories into which pharmaceutical pictograms are classified.
- d) How is hypertension different from normal blood pressure.
- e) Classify health screening services.
- f) State any two differences in dispensing prescription medications and OTC medications.
- g) List any two online pharmacies in India.
- h) Following are different types of MHealth Apps except.
 - i) Remote monitoring apps
 - ii) Productivity apps
 - iii) PharmEasy
 - iv) Clinical and diagnostic apps
- i) Define good pharmacy practice.
- j) Give any two advantages of selecting a rural location for opening a pharmacy.
- k) State the meaning of “Store in a cool place.”
- l) Enlist any two factors to be considered while selection of site for opening a pharmacy.
- m) Name any two OTC products used for diarrhoea.
- n) Which of the following is likely to improve medication adherence ?
 - i) Patient counselling
 - ii) Offering discounts on medicines.
 - iii) Telling the ADRs associated with medications.
 - iv) Avoiding talking about ADRs associated with medications.
- o) What is the normal value of fasting blood glucose level ?
- p) Define self medication
- q) Classify audits in a pharmacy.
- r) Define patient package inserts.
- s) Under which of the following scheme a customer is allowed to draw cheques even if there is no balance amount standing to the credit.
 - i) Over draft
 - ii) Cash credit
 - iii) Loans
 - iv) Discounting of bills
- t) Enlist the benefits of patient counselling.