

24225

03 Hours / 80 Marks



20222

Seat No.

--	--	--	--	--	--	--

- 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 SIX 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 TEN 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.



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.