

Pharma Unit



Community Pharmacy & Management 1 Marks Important Questions and Answers

According To New Syllabus ER 2020-2021

2nd Year D. Pharmacy

1) Define community pharmacy?

Ans. Community pharmacy means any place under the supervision of a pharmacist where the practice of pharmacy occurs or where prescription orders are compounded and dispensed other than a hospital pharmacy or a limited-service pharmacy.

2) Define good pharmacy practice (GPP)?

Ans. Good pharmacy practice ensures pharmacists provide quality service to every patient. GPP is the practice of pharmacy that responds to the need of patient needs for optimal, evidence-based care Based on pharmaceutical care by pharmacists.

3) Define prescription?

Ans. Prescription is an order written by physician, dentist, or any other Registered Medical Practitioner to the pharmacists to compound and dispense a specific medication for the individual patient.

4) Enlist parts of prescription?

Ans. Prescriber Information, Date of Prescription, Patient Details, Superscription, Inscription, Subscription, Signatura, Renewal Instructions, Registration Number and Seal.

5) What is good dispensing practice?

Ans. Good dispensing practice ensures that the right medicines of the desired quality are delivered to the right patient at the right time, with the correct dose, strength, frequency, dosage form and quantity as well as clear written and verbal instructions and appropriate packaging to maintain the medicine's quality and efficacy.

6) Define dispensing?

Ans. The process of preparing and supplying of medicines to a person, along with clear instructions, advice, and counselling on how to use those medicines, is referred to as dispensing.

7) Enlist dispensing errors?

Ans. Dispensing for the wrong patient, dispensing wrong medicine, dispensing wrong drug strength (dose), dispensing the wrong quantity, dispensing wrong dosage form, dispensing with wrong information on label, dispensing at wrong time, failure to dispense, dispensing medicines of inferior quality, dispensing expired or almost expired drugs.

8) Define communication skills?

Ans. Communication skills are the abilities used while giving and receiving different kinds of information.

Communication skill is the ability to use language and express information. Communication skill involves listening, speaking, observing, and empathizing.

9) Enlist types of communication skills?

Ans.

- A) Verbal Communication: One-to-one verbal communication, Communication over the Telephone
- B) Non-verbal communication: Emails, Letters, Contracts, Briefs, Memos, Meeting agendas, Bulletins, Announcements.

10) What is verbal and written communication skills?

Ans.

- A) Verbal Communication: Verbal communication is the most common type of communication. Verbal communication occurs when we speak with others. It involves face-to-face, via mobile phones, radio, and video conferencing. Verbal communication use words to convey message.
- B) Written communication: Written communication skills are those skills that use written words for conveying a message to another person.

11) Define patient counselling?

Ans. Patient counselling is defined as providing medication information orally or in written form to the patients or their representative on direction of use, advice or side effects, precautions, storage, diet, and lifestyle modification to give maximum benefits to the patients.

12) Enlist different stages of patient counselling?

Ans. Introduction, Preparation, Opening Session, Counselling Contents, Closing Session.

13) Define patient package inserts?

Ans. Patient package insert is defined as an officially technical document and prescription of OTC medications containing information about that medication and its use, written in plain language intended for the end-user, the person who will take the drug or give the drug to another person such as a minor.

14) Define patient information leaflets?

Ans. Patient information leaflets are defined as written or printed document in simple language that provide the essential information which patient need to enable them to use medicines safely and gain the most benefit.

15) Define medication adherence?

Ans. Medication adherence is defined as the extent to which patient take medication as prescribed by their doctors. WHO defines medication adherence as "the degree to which the person behaviour corresponds with the agreed recommendation from a healthcare provider.

16) Define Over the counter (OTC) medications?

Ans. Over-the-counter medicines are defined as the drugs which can be purchased without a prescription of registered medical practitioner from healthcare professionals (pharmacist).

17) Define customer relation management?

Ans. Customer relationship management (CRM) in community pharmacy is the process of identifying the customers, understanding their needs, and building relationship with them to improve their health, gain their trust and increase the professional and financial rewards.

18) What are abbreviation OD and BID means on a prescription?

Ans. BID is bis in die which means twice a day. OD is once daily.

19) How much Minimum area is required for a medical store?

Ans. New retail drugstore: 10 square meters. Wholesale and retail combined: 15 square meters.

20) Which category of medicine can be dispensed without prescription?

Ans. Over the counter (OTC) medication can be dispensed without prescription.

21) What is the meaning of Latin word Rx is?

Ans. The Latin Word Rx means "recipe" meaning "to take".

22) Define community pharmacist?

Ans. Community pharmacist (drug specialist) is the professional who is in direct access to the public and whose duties are widely required for the public and patients.

23) Define community pharmacy management?

Ans. Community pharmacy management represents all activities involved in the organization, management, and direction of its entire staff to accomplish desired goals and objectives of pharmacy owner.

24) Define inventory?

Ans. Inventory refers to all the goods, merchandise and materials held by the business for selling in the market to earn profit.

25) Define inventory control?

Ans. Inventory control is an effective way to keep a watch over losses from misappropriation, damage, deterioration and carelessness and proper control over maintenance and stock.

26) Define inventory management?

Ans. Inventory management is defined as a continuous process that involves planning, organizing, and controlling inventory to minimize the investment in inventory while maintaining an effective stock of the items to satisfy customer and prescriber demands.

27) Define ABC analysis?

Ans. ABC means always better control system.

ABC analysis is a method of inventory control in which materials are divided into three categories as A-category, B-category, and C-category, on the basis of cost and number of items.

A-category: A few items which are very costly. B-category: The items which are moderately costly. C-category: The large number of items which are very cheap.

28) Define VED analysis?

Ans. VED analysis is a method of controlling and maintaining the stock of various types of materials of a specific group. The word VED means: V - Vital items E - Essential items D - Desirable items.

29) Define health screening services?

Ans. Health screening services are the services provided by healthcare professionals to screen the health status of individual with or without positive signs or symptoms.

30) Define digital health?

Ans. Digital health refers to the use of information and communication technologies in medicine and other health professions to manage illnesses and health risks and to promote wellness.

31) Define online pharmacy(e-pharmacy)?

Ans. Online pharmacy is a pharmacy that works over the web that facilitates the availability of medicines and other healthcare items without the need for people to visit the pharmacies.

Notes:

- 1) Please Read All the Topics & All the Chapters of Community pharmacy & management Very Carefully.
- 2) This Pdf Notes/Questions & Answers Are Only for Reference Purpose.