

Pharma Unit



Community Pharmacy and Management

Top 10 Most Repeated Questions with Answers

According to New Syllabus ER 2020-21

2nd Year D. Pharmacy

1) Define prescription? Discuss the parts of prescription in detail?

Ans.

Definition: 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.

Parts of Prescription:

- A. Prescriber Information: Includes doctor's name, address, and contact number for identification and communication.
- B. Date of Prescription: Placed at the top to track issuance and prevent misuse, especially for drugs like narcotics.
- C. Patient Details: Includes patient's full name, age, weight, and address to ensure accurate dispensing and avoid errors.
- D. Superscription: Symbol "Rx" represents a historical prayer for healing and is understood as an abbreviation of "recipe," meaning "take thou" or "you take."
- E. Inscription: Lists medication composition, dosage, and quantities of prescribed ingredients, including active medicament, adjuvants, and vehicles.
- F. Subscription: Provides directions to the pharmacist on dosage form and quantity, such as "tab paracetamol-10" for ten paracetamol tablets.
- G. Signatura: Contains instructions for the patient on how and when to take the medication, often abbreviated in Latin, such as "TDS" for three times a day.
- H. Renewal Instructions: Specifies if the prescription can be renewed and how many times, particularly crucial for habit-forming drugs to prevent misuse.
- I. Registration Number and Seal: Includes the medical practitioner's registration number, signature, and stamp for authentication and accountability.

2) Describe in detail about OTC Medication?

Ans.

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

Advantages

- OTC medicines are highly convenient for patients, allowing easy access to treatment.
- These medicines are generally considered safe and effective for treating minor ailments.
- Patients can save time and money by avoiding visits to physicians for minor health issues.
- OTC medicines are typically more affordable compared to prescription drugs.
- Pharmacists can dispense these medicines without requiring prescriptions, taking on greater responsibility for therapy outcomes, and fostering better patient-pharmacist relationships.

Disadvantages

- Self-medication using OTC medicines can be risky, potentially leading to serious health issues like gastrointestinal bleeding with excessive use of painkillers (NSAIDs).
- Community pharmacists may dispense OTC drugs on demand without adequate knowledge or effort to educate patients about necessary precautions.
- Unregulated advertising of OTC medicines can encourage irrational use, such as frequent use of Disprin for headaches or over-reliance on Dulcolax for constipation, leading to harmful consequences.

Role of Pharmacist in OTC medication:

1. Pharmacists assist in proper selection of OTC medication, which should be the best resource for patients.
2. Pharmacists encourage self-medication among consumers and ensure appropriate OTC drug selection.
3. Pharmacies control the dispensing of OTC drugs and provide counselling to consumers.
4. Pharmacists should educate the patient on Self-medication which will reduce burden on healthcare system,
5. Pharmacists should advise patient on possible contraindications, interactions, and guide patients before OTC use.
6. They assess symptoms to determine if self-treatment or medical intervention is necessary.
7. Pharmacists listen to patient complaints, counsel on OTC drug use, and advise on consumption.
8. Counselling by pharmacists helps understand patient complaints and seriousness of issues.
9. Pharmacists educate themselves on OTC dispensing practices and refer patients to doctors when necessary.
10. Dispensing non-OTC drugs without prescription is prohibited; pharmacists identify when to refer patients to doctors.
11. Regulated OTC drug advertising ensures consumers receive accurate information.

3) Define patient counselling and explain different stages of patient counselling?

Ans.

Patient Counselling Definition: 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.

Stages of Patient Counselling:

- a) Introduction: Pharmacist introduces themselves to the patient, establishing trust.
- b) Preparation: Pharmacist gathers relevant information about the patient and their treatment, consulting drug information references for unfamiliar medications.
- c) Opening Session: Pharmacist introduces themselves, obtains patient consent, and avoids asking uncomfortable questions.
- d) Counselling Contents: Pharmacist provides essential information including medication name, strength, purpose, administration instructions, treatment duration, benefits, side effects, interactions, storage instructions, time for therapeutic effect, what to do if a dose is missed, and special monitoring needs.
- e) Closing Session: Pharmacist addresses patient doubts, offers contact information if needed, marking the end of the session.

4) Define medication adherence and factors influencing nonadherence?

Ans.

Definition: 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.

Factors Affecting Non-adherence:

Patient-related: Age, education, and physical abilities influence adherence. Cultural beliefs and economic factors are contributing factors.

Disease-related: Overprescription of medications can confuse patients. Ineffective communication about medication instructions contributes to non-adherence.

Doctor-related: Overprescribing medications overwhelms patients. Lack of effective communication and rapport with patients leads to non-adherence.

Prescription-related: Illegible or inaccurate prescriptions cause confusion. Forgetting to refill prescriptions or complex medication regimens result in non-adherence.

Pharmacist-related: Pharmacist counselling and professionalism play a role in improving adherence. Patient counselling before dispensing medications is crucial for understanding and adherence.

Health System-related: Long waiting times and uncaring staff contribute to non-adherence. Accessibility issues hinder patients' ability to adhere to treatment plans.

5) Describe the professional responsibilities of community pharmacist?

Ans.

Professional responsibilities of community pharmacist:

1. Prescription Management: Community pharmacists verify and fulfill prescriptions accurately.
2. Drug Interaction Checks: They ensure medication compatibility and safety by checking for potential interactions.
3. Medication Dispensing: Pharmacists label and dispense medications, including over-the-counter drugs.
4. Medication Disposal: They collect and safely dispose of unused medications according to guidelines.
5. Patient Counselling: Pharmacists provide guidance on medication use and address patient health concerns.
6. Personalized Counselling: They offer individualized support and advice tailored to each patient's needs.
7. Women's Health: Pharmacists educate on hygiene, breastfeeding, and infant care for the welfare of women and infants.
8. Health Education: They inform about HIV/AIDS prevention, transmission, and risk reduction strategies.
9. Substance Abuse Support: Pharmacists actively assist individuals dependent on alcohol, drugs, and smoking, helping them in cessation efforts.
10. Family Planning: They educate individuals about proper family planning methods and the benefits of maintaining smaller families.

6) Explain Dispensing errors?

Ans.

Definition: Dispensing error is defined as any preventable event that may cause or lead to inappropriate medication use or patient harm while the medication is in the control of the healthcare professional, patient, or consumer.

Types of Dispensing Errors:

- a) Dispensing for the wrong patient
- b) Dispensing wrong medicine
- c) Dispensing wrong drug strength (dose)
- d) Dispensing the wrong quantity
- e) Dispensing wrong dosage form
- f) Dispensing with wrong information on label
- g) Dispensing at wrong time
- h) Failure to dispense.
- i) Dispensing medicines of inferior quality
- j) Dispensing expired or almost expired drugs

Reasons of Dispensing Errors:

- a) Wrong prescription evaluation
- b) Dispensing the wrong medicine
- c) Poor handwriting and communication among healthcare professionals
- d) Ambiguities in product names, directions, or abbreviations
- e) Poor dispensing procedures or techniques
- f) Inadequate knowledge of drug usage and treatment
- g) Lack of understanding of medication directions and adverse effects
- h) Unsafe working environment and lack of communication
- i) Incorrect abbreviation use
- j) Incorrect dosage and dosage form
- k) Similar packaging and labelling
- l) Wrong labelling

- m) Providing wrong quantity or strength of medication
- n) Dispensing expired medicines

Common Dispensing Errors:

- Look-alike and sound-alike (LASA) drug names causing unintended interchange.
- Incorrect selection of similar drug names in electronic order entry systems.

7) Explain in detail about inventory control method?

Ans.

Definition: 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. Modern inventory control systems help your business to maintain profitability.

Objectives of Inventory Control:

1. Ensure maximum customer satisfaction by meeting demand promptly.
2. Lower operating costs by maintaining stable production through sufficient inventory.
3. Minimize inventory investment to reduce storage and production costs.

Functions of Inventory Control:

1. Keep the right amount of inventory based on market needs.
2. Prevent running out of stock to avoid expensive last-minute purchases.
3. Make sure there's enough product to meet customer demand.
4. Keep accurate records for smart decision-making.
5. Predict market trends to plan inventory accordingly.
6. Keep track of purchases and supplies effectively.
7. Avoid buying the same things twice.
8. Determine prices correctly.
9. Manage working funds efficiently.
10. Use storage space wisely.
11. Manage cash flow by keeping inventory levels low.
12. Maintain the right amount of inventory to keep operations running smoothly.

Methods of Inventory Control:

ABC analysis, VED analysis, Economic Order Quantity (EOQ), Setting various inventory levels, Perpetual inventory control system, Review of slow-moving and fast-moving items, Input-output ratio analysis, Want book, Effective purchase procedures.

8) Write in detail about patient information leaflets (PIL)?

Ans.

Definition: 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.

Contents of Patient information leaflets:

- 1) Identity of the medicine.
- 2) Therapeutic indications.
- 3) Dosage instructions.
- 4) Description of side effects.
- 5) Additional information.

Uses of patient information leaflets:

- 1) Widely used as reliable sources of medication and health information.
- 2) Provide patients with crucial details on medication administration, precautions, and potential side effects.
- 3) Enable immediate patient involvement in their own healthcare.
- 4) Enhance patient understanding of diagnosis, treatment, and prognosis, facilitating informed decision-making.
- 5) Encourage patient participation in managing long-term conditions and promoting well-being.
- 6) Support disease prevention, medication treatment, and compliance objectives as part of patient education or health promotion.
- 7) Facilitate pharmacist-patient dialogue and empower patients through informed decision-making.

9) Explain about patient package insert (PPI)?

Ans.

Definition: 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.

Contents of patient package insert:

1. Description of drug/dosage
2. Clinical pharmacology
3. Indications and use
4. Contraindications, Warnings, Precautions, Adverse reactions, non-clinical toxicity, Drug abuse and dependence
5. Overdosage
6. Dosage and administration, Dosage form and strength
7. Storage and handling
8. Manufacturer's name and address, References

Importance and Benefits of patient package insert:

1. Helps doctors prescribe the right medicine and advise patients properly.
2. Organized information makes it easy for doctors to find what they need.
3. Guides patients in using their medicine correctly.
4. Gives important details for over-the-counter medicines too.
5. Easy-to-understand language makes drug information clear.
6. Simple enough for most people to understand.
7. Includes pictures to help explain.
8. Clear layout helps patients find what they need quickly.
9. Helps patients learn more about their medication.
10. Gives a balanced view of the benefits and risks of the medication.

10) Explain Verbal and Written communication skills in detail?

Ans.

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. When pharmacist communicates with patients it is best example of verbal communication.

Advantages:

- Time-efficient communication
- Quick feedback acquisition
- Offers complete understanding and clarity.
- Reliability in conveying messages
- Flexibility and effectiveness
- Cost-effective communication method

Disadvantages:

- Emotional cues can lead to misunderstandings.
- Lack of legal validity in certain situations
- Absence of permanent record without modern recording methods
- Challenges in communication with distant individuals
- Difficulty in understanding due to varied speech tones.
- Not suitable for lengthy messages
- Risk of information leakage through modern devices like polygraphs

Types of Verbal Communication:

A. One-to-one verbal communication:

- Occurs between two individuals.
- Effective when both parties are relaxed and take turns speaking and listening.
- Common in healthcare settings for professionals interacting with patients, partners, relatives, or friends.
- Key aspects include friendly greetings, focus on objectives, and positive closure.

B. Communication over the Telephone:

- Integral part of individuals' lives.
- Vital in community pharmacies.
- Involves transmitting information over distances using phones.
- Used to communicate with patients, their families, physicians, nurses, and other healthcare professionals.

Written Communication

Written communication skills are those skills that use written words for conveying a message to another person. Written communication is the best channel for communicating with a large group of people, transmitting a large amount of data or keeping a record of the communication.

Advantages:

- Written communication allows for the retention of important information, unlike oral or non-verbal methods.
- It provides a clear and structured way to convey intricate ideas and data.

Disadvantages:

- Written communication involves costs such as paper, ink, and labour, making it comparatively costly.
- Both composing and reading written messages consume valuable time.
- Secrecy can be challenging to uphold through written means.
- Altering written documents is not as easy as modifying oral communications, limiting adaptability.
- Replies to written messages often take longer, lacking the immediacy of oral exchanges.
- Maintaining written records can be both cumbersome and expensive.
- The use of complex language may hinder understanding for some recipients.

Types of Written Communications:

Emails, Letters, Contracts, Briefs, Memos, Meeting agendas, Bulletins, Announcements.



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All The Best For Your Exam

Very Imp Note:

- Please Read All the chapters very carefully before Community Pharmacy and Management Exam.
- These questions are only for the reference purpose.