

August, 2025

**Community Pharmacy and Management**

Time Allotted: 3 Hours

Full Marks: 80

Answer all Questions as directed

1×10

**1. A. Choose the correct alternative (any ten)**

- a) A common health screening service offered in community pharmacies is:  
(i) MRI scans (ii) Blood pressure monitoring  
(iii) Complex surgical consultations (iv) Organ transplants
- b) The main objective of patient counselling is to:  
(i) Increase medication sales (ii) Ensure effective and safe use of medication  
(iii) Diagnose patient conditions (iv) Replace the doctor's advice
- c) Prescription 'Signatura' means:  
(i) Instruction to the patient about intake of drug (ii) Signature of the prescriber  
(iii) Instructions to the pharmacist about compounding (iv) signature of the pharmacist
- d) Dispensing area should be equipped with:  
(i) Refrigerator (ii) Computer (iii) Weight and height scale (iv) All of the above
- e) To prevent drug interaction the following is most important:  
(i) Interaction checker software (ii) Pharmacopoeia and drug formulary  
(iii) Excellent pharmacological knowledge (iv) Patient history
- f) Over-the-counter (OTC) medicines are characterized by:  
(i) Being exclusively for chronic diseases (ii) Being available only in hospitals  
(iii) Being safe and effective for use without a prescription (iv) Requiring a doctor's prescription
- g) Worm infestation can be caused by:  
(i) Contaminated air (ii) Contaminated food  
(iii) Contaminated hands (iv) All of the above
- h) English meaning of cibos is:  
(i) Food (ii) Meals (iii) Both (iv) None
- i) Which of the following does not belong to auxiliary label?  
(i) Do not freeze (ii) Shake well before use (iii) Do not crush (iv) Name of dosage form
- j) What does CPR stand for:  
(i) Chest Pressure Response (ii) Chest Per Resuscitation  
(iii) Cardiopulmonary Resuscitation (iv) Cardio Press Resuscitation
- k) To prevent drug interaction the following is most important:  
(i) Interaction checker software (ii) Pharmacopoeia and drug formulary  
(iii) Excellent pharmacological knowledge (iv) patient history
- l) Which of the following is an OTC drug?  
(i) Metronidazole (ii) Morphine (iii) Insulin (iv) Diazepam

**B. Fill in the blanks (any ten)**

1×10

- a) Superscription part of a prescription includes \_\_\_\_.
- b) Dispensing errors are the leading cause of \_\_\_\_.
- c) In petty cash book \_\_\_\_ transaction are recorded.
- d) A wholesaler deals with all items manufactured by a company is called \_\_\_\_.
- e) A wholesaler deals with all items manufactured by a company is called \_\_\_\_.
- f) Pictogram is example of \_\_\_\_ label.
- g) Patient counseling helps to improve \_\_\_\_ adherence.

- h) The red line on a medicine strip indicates \_\_\_\_ drugs.
- i) A \_\_\_\_ register must be maintained for the sale of poisonous drugs.
- j) The primary role of a community pharmacist is to \_\_\_\_\_ patients with medications and advice.
- k) Effective inventory management in a community pharmacy involves managing \_\_\_\_\_ levels and minimizing waste.
- l) The Pharmacy Council of India has passed "Pharmacy Practice Regulations" in the year \_\_\_\_.

3×10

**2. Answer any 10 (Ten) questions from the following:**

- a) What are the contents of a typical patient medication record (PMR)?
- b) What are the reasons for Self-Medication?
- c) What is meant by rational use of medicines? Provide two examples.
- d) Explain the concept of patient counseling in brief.
- e) Mention three precautions to be taken while storing vaccines in a community pharmacy.
- f) Write a short note on the pharmacist's role in health promotion.
- g) Write a short note on the pharmacist's role in health promotion.
- h) What is prescription medicine and OTC medicine?
- i) Define constipation what are its causes.
- j) What are the factors responsible for COPD?
- k) What is customer relation management? What is its importance?
- l) What does a symbol R<sub>x</sub> means.
- m) Describe SOP for dispensing of medicine.
- n) How does a pharmacist's professional appearance contribute to patient trust?

**3. Answer any 6 (Six) questions from the following:**

5×6

- a) What are the professional responsibilities of community pharmacists?
- b) Elaborate upon one-to-one communication. What are its advantages and limitations?
- c) What are dispensing errors? Discuss various strategies to minimise dispensing errors.
- d) Write in short on various early detection test which are commonly conducted and recommended by pharmacist for early detection.
- e) What do you mean by mHealth? Define online pharmacy. Give advantage and disadvantage of online pharmacy.
- f) What are the roles of inventory control, discuss its various methods.
- g) What are Hypertension and AIDS. What are its causes, sign and symptoms?
- h) How to treat (any two) Fever, Dental pain, and Skin disorder by using OTC drugs.