**Q. What is Community Pharmacy? Explain its development and scenario.**
Ans. Community pharmacy is a pharmacy practice that provides medicines and pharmaceutical care directly to people in the community.

**Development:**

- Earlier, pharmacists mainly prepared and supplied medicines.
- With modern medicines, their role expanded to dispensing, counselling and health promotion.
- Today, pharmacists act as an important link between patients and healthcare professionals.

**International scenario:**

- Well developed in countries such as USA, UK, Canada and Australia.
- Services include dispensing, counselling, medication review and health screening.
- Vaccination and minor-ailment services are also provided in many countries.

**Indian scenario:**

- Mainly provides medicines, dispensing and basic health advice.
- Registered pharmacists are responsible for proper dispensing and counselling.
- Health screening, awareness programmes and digital/online pharmacy services are developing.

**Q. What is Good Pharmacy Practice (GPP)? State its structural guidelines.**
Ans. Good Pharmacy Practice (GPP) means providing safe, quality and ethical pharmacy services.

**Structural guidelines:**

- Adequate space for storage, dispensing and counselling.
- Pharmacy should be clean, well-lit and ventilated.
- Proper temperature and humidity-controlled storage.
- Special storage for vaccines/cold chain, narcotics and expired medicines.
- A registered pharmacist should supervise dispensing and be present during working hours.
- Written Standard Operating Procedures (SOPs) should be followed.
- Proper records of prescriptions, controlled medicines and expired medicines should be maintained.
- Private/semi-private counselling areas should be available.
- Proper records help in audit and traceability.

**Q. What is SOP? Discuss its objectives in community pharmacy.**
Ans. SOP means Standard Operating Procedure. It is a written set of steps for performing a pharmacy activity correctly, safely and uniformly.

**Objectives:**

- Ensures correct dispensing and reduces errors.
- Guides proper medicine storage and handling.
- Ensures proper counselling and labelling.
- Helps train new staff.
- Supports legal and ethical pharmacy practice.

**Q. What is a prescription? State its legality.**
Ans. A prescription is a written order by a registered medical practitioner for treatment of a patient.

It should contain:

- Patient details and date.
- Medicine name, strength and dosage form.

- Dose and directions.
- Prescriber's details, signature and registration number.
- The pharmacist should check completeness, validity and possible errors.
- Controlled/restricted medicines must be handled according to applicable laws.

**Q. Enlist and explain the parts of a prescription.**
Ans.

1. **Date** – Date on which prescription is written.
2. **Patient information** – Name, age, gender and address.
3. **Superscription (Rx)** – Symbol written at the beginning.
4. **Inscription** – Drug name, strength and dosage form.
5. **Subscription** – Instructions to pharmacist, e.g. quantity to dispense.
6. **Signa/Sig** – Directions to patient regarding dose, time and route.
7. **Prescriber's signature and registration number** – Confirms authenticity and legality.

**Q. Enlist the steps of the dispensing process.**
Ans.

1. Receive the prescription.
2. Check drug name, dose, strength, quantity and directions.
3. Select, count or measure the medicine.
4. Label and pack the medicine properly.
5. Perform final checking.
6. Hand over the medicine.
7. Counsel the patient about use, precautions and possible adverse effects.

**Q. What are Good Dispensing Practices?**
Ans. Good Dispensing Practices are procedures that ensure safe and accurate supply of medicines.

- Check the prescription carefully.
- Select the correct medicine, strength, dose and quantity.
- Prepare, label and pack properly.
- Perform final checking.
- Give clear instructions and counselling to the patient.

**Q. What are the causes of dispensing errors?**
Ans.

- Look-Alike Sound-Alike (LASA) medicines.
- Poor or unclear prescription handwriting.
- Lack of attention, workload or distraction.
- Wrong labelling or packaging.
- Inadequate knowledge or poor communication.
- Failure to clarify doubtful prescriptions with the prescriber.

**Q. How can dispensing errors be minimized?**
Ans.

- Read and check the prescription carefully.
- Confirm patient, medicine, strength, dose and quantity.
- Take special care with LASA medicines.
- Use proper labelling and systematic storage.
- Avoid interruptions during dispensing.
- Recheck before handing over the medicine.
- Clarify doubtful prescriptions with the prescriber.

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**Q. What are pharmaceutical pictograms? Give examples and benefits.**
Ans. Pharmaceutical pictograms are simple symbols used on medicine labels to explain important instructions.

**Examples:**

- Sun → Take in the morning.
- Moon → Take at night.
- Glass of water → Take with water.
- Crossed-out car → Do not drive.

**Benefits:**

- Easy to understand.
- Useful for people with low literacy.
- Reduces confusion and medication errors.
- Improves safe medicine use and compliance.

**Q. What is communication? Name its types.**
Ans. Communication is the exchange of information, ideas or feelings between people.

**Types:**

1. Verbal – speaking and listening.
2. Non-verbal – body language, gestures and facial expressions.
3. Written – prescriptions, reports, messages and instructions.
4. Visual – charts, posters, pictograms and videos.

**Q. What are important communication skills of a pharmacist?**
Ans.

- Clear speaking and active listening.
- Simple and understandable language.
- Positive body language and eye contact.
- Clear written instructions.
- Polite and respectful behaviour.
- Ability to understand and respond to patient needs.

**Q. What is one-to-one verbal communication?**
Ans. It is direct communication between two persons, such as pharmacist and patient.

- Use simple and clear language.
- Listen carefully.
- Allow the patient to ask questions.
- Clarify doubts.
- It improves understanding and cooperation.

**Q. What is telephone communication in pharmacy?**
Ans. Telephone communication is the exchange of information through telephone.

- Used with patients, doctors, suppliers and healthcare professionals.
- Speak clearly, politely and briefly.
- Maintain patient identity and confidentiality.
- Repeat or record important information to avoid misunderstanding.

**Q. What is written communication?**
Ans. Written communication means exchanging information through written words.

Examples:

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- Prescription
- Medicine label
- Patient information leaflet
- Notice
- Written instructions

It should be clear, accurate and simple, especially for dose, frequency and precautions.

**Q. What is body language?**
Ans. Body language is non-verbal communication through facial expressions, gestures, posture and eye contact.

- Positive body language creates trust and comfort.
- Negative body language may make patients uncomfortable.
- A pharmacist should maintain suitable eye contact and friendly posture.

**Q. How should a pharmacist communicate with patients and healthcare professionals?**
Ans.

**With healthcare professionals:**

- Communicate accurately and professionally.
- Provide relevant patient information.

**With patients:**

- Use simple language.
- Listen carefully.
- Answer politely.
- Maintain confidentiality.

Good communication improves medication safety and patient care.

**Q. What are patient interview techniques?**
Ans.

1. Introduce yourself and make the patient comfortable.
2. Use open-ended questions.
3. Listen without unnecessary interruption.
4. Ask about symptoms, medicines, allergies and medical history.
5. Clarify doubtful information.
6. Summarise important information before ending.

**Q. What are the stages of patient counselling?**
Ans.

1. **Introduction** – Introduce yourself and establish rapport.
2. **Counselling content** – Explain medicine, dose, route, frequency, duration and precautions.
3. **Counselling process** – Give information clearly and check understanding.
4. **Closing** – Allow questions and summarise important instructions.

**Q. What are the objectives and benefits of patient counselling?**
Ans.

- Improves correct medicine use.
- Increases patient knowledge.
- Prevents wrong use, overdose and missed doses.
- Reduces side effects and medication-related risks.
- Improves treatment success.

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- Builds patient confidence and trust.
- Encourages healthy lifestyle.

**Q. What are the barriers to effective patient counselling?**
Ans.

- Poor communication skills.
- Lack of time or privacy.
- Language and literacy problems.
- Fear, anxiety or lack of interest.
- Cultural differences.
- Complex medical information.
- Poor hearing or other communication difficulties.

**Q. How can barriers to patient counselling be overcome?**
Ans.

- Use simple/local language.
- Give information in small points.
- Use pictograms or written instructions.
- Provide a quiet, private area.
- Encourage questions.
- Ask the patient to repeat important instructions.
- Be polite, patient and respectful.

**Q. How should a pharmacist counsel a patient with asthma?**
Ans.

- Explain correct use of inhaler and prescribed medicines.
- Demonstrate inhaler technique.
- Take medicines regularly as prescribed.
- Avoid triggers such as smoke, dust and allergens.
- Explain controller and reliever medicines.
- Seek medical help if symptoms become severe or uncontrolled.

**Q. How should a pharmacist counsel a patient with COPD?**
Ans.

- Stop smoking and avoid tobacco exposure.
- Use inhalers correctly.
- Follow treatment regularly.
- Do suitable physical activity as advised.
- Avoid dust, smoke and air pollution.
- Seek medical attention for severe breathing difficulty.

**Q. What are the factors responsible for COPD?**
Ans.

- Smoking.
- Air pollution.
- Indoor smoke from wood, coal, chulha or cow dung.
- Occupational exposure to dust, smoke, fumes and chemicals.

**Q. How should a pharmacist counsel a patient with HIV/AIDS?**
Ans.

- Take antiretroviral medicines regularly.
- Do not stop treatment without medical advice.
- Explain adverse effects and importance of follow-up.

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- Follow safe practices to reduce transmission.
- Maintain confidentiality and avoid stigma.
- Encourage regular medical monitoring.

**Q. What is Patient Package Insert (PPI)?**
Ans. PPI is written information supplied with a medicine for the patient.

It provides:

- Medicine information.
- Uses and dose.
- Precautions.
- Possible adverse effects.

It helps patients use medicines safely and correctly.

**Q. What is Patient Information Leaflet (PIL)?**
Ans. PIL is written information provided to patients about a medicine or health condition.

It contains:

- Uses and instructions.
- Precautions.
- Possible adverse effects.

It improves understanding, safe medicine use and adherence.

**Q. What is medication non-adherence? State its causes.**
Ans. Medication non-adherence means not taking medicines as advised.

**Factors:**

- Forgetfulness.
- Complex dosing schedule.
- High medicine cost.
- Adverse effects.
- Lack of knowledge.
- Long treatment duration.
- Lack of improvement.
- Poor patient–healthcare professional communication.

**Q. What are the strategies to overcome medication non-adherence?**
Ans.

- Patient counselling.
- Use alarms, apps or medicine calendars.
- Simplify dosing schedules where possible.
- Involve family members.
- Regular follow-up.
- Explain the importance of completing treatment.

**Q. What is health screening? Explain its scope and importance.**
Ans. Health screening means checking apparently healthy people to detect disease or risk factors at an early stage.

**Services:** BP, blood glucose, weight, BMI and other suitable measurements.

**Importance:**

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- Early diagnosis.
- Prevention of complications.
- Cost-effective healthcare.
- May improve life expectancy.
- Provides public-health benefits.
- Helps identify patients needing medical referral.

**Q. What routine health-monitoring services can be provided in a community pharmacy?**
Ans.

- Blood pressure measurement.
- Blood glucose monitoring.
- Weight and Body Mass Index (BMI).
- Other suitable health measurements.
- Record and explain results.
- Refer abnormal cases to a doctor.

**Q. How do health-screening services help in early detection and referral?**
Ans.

- Detect abnormal parameters before serious symptoms develop.
- Allow timely medical evaluation and treatment.
- The pharmacist explains the result.
- Abnormal/suspicious cases are referred to a doctor or healthcare facility.
- Helps prevent complications.

**Q. What is OTC medicine? Give examples.**
Ans. OTC means Over-The-Counter medicine. These are medicines available without a prescription for suitable common/minor health problems.

**Examples:**

- Paracetamol – fever and mild pain.
- Ibuprofen – pain/fever, with caution.
- Antacids – acidity.
- ORS – dehydration due to diarrhoea.
- Suitable cough preparations.
- Cetirizine – allergy.
- Some appropriate topical preparations and other minor-ailment products.

**Q. What are the advantages of OTC medicines?**
Ans.

- Easily available.
- Saves time and consultation cost for minor problems.
- Provides quick symptomatic relief.
- Increases awareness about common health problems and medicines.

**Q. What is the role of a pharmacist in OTC medication?**
Ans.

- Assess symptoms and severity.
- Identify cases requiring referral.
- Select suitable medicine, dose and duration.
- Check contraindications, interactions and adverse effects.
- Counsel about correct use and precautions.
- Prevent unsafe self-medication.

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**Q. How should a pharmacist counsel a patient for an OTC product?**
Ans.

1. Ask symptoms, duration and severity.
2. Check age, diseases, allergies and current medicines.
3. Explain medicine, dose, frequency and duration.
4. Explain adverse effects and precautions.
5. Tell when to stop self-treatment and consult a doctor.
6. Avoid unnecessary or inappropriate medicines.

**Q. What is self-medication? State its causes and risks.**
Ans. Self-medication means using medicines on one's own without consulting a doctor.

**Why people do it:**

- Easy availability.
- Saves time and money.
- Advice from friends/relatives.
- Belief that the problem is minor.

**Risks:**

- Wrong medicine or dose.
- Side effects.
- Delayed proper treatment.
- Drug resistance.

**Q. What are safe self-medication practices?**
Ans.

- Use only for minor and familiar symptoms.
- Read the label and instructions.
- Do not exceed the recommended dose.
- Check expiry date and storage.
- Avoid unnecessary drug combinations.
- Ask a pharmacist/doctor when in doubt.
- Seek medical advice if symptoms are severe, persistent or worsening.

**Q. How should cough and cold be managed in community pharmacy?**
Ans.

- Take adequate fluids and rest.
- Use suitable symptomatic treatment when required.
- Check age, symptoms and other medicines.
- Avoid routine antibiotics for common viral colds.
- Refer severe, prolonged or breathing-difficulty cases.

**Q. How should diarrhoea be managed in community pharmacy?**
Ans.

- The main aim is to prevent dehydration.
- Give adequate fluids and ORS.
- Continue suitable food/feeding.
- Ask about duration, frequency and blood in stool.
- Refer severe cases, dehydration, blood in stool and vulnerable patients.

**Q. How should constipation be managed in community pharmacy?**
Ans.

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- Adequate water and dietary fibre.
- Regular physical activity.
- Maintain a regular bowel habit.
- Suitable OTC laxative may be considered after assessment.
- Refer persistent, severe or unexplained constipation.

**Q. How should vomiting be managed in community pharmacy?**
Ans.

- Give fluids in small, frequent amounts.
- ORS may be useful when fluid loss occurs.
- Ask about cause, duration and associated symptoms.
- Avoid inappropriate self-medication.
- Refer persistent vomiting, severe dehydration, blood in vomit or serious symptoms.

**Q. How should fever be managed in community pharmacy?**
Ans.

- Assess temperature, duration and associated symptoms.
- Give adequate fluids and rest.
- Suitable antipyretic may be used when appropriate.
- Explain correct dose and frequency.
- Refer to very high/persistent fever or serious symptoms.

**Q. How should sore throat be managed in community pharmacy?**
Ans.

- Adequate fluids and rest.
- Warm saline gargling may provide relief.
- Suitable OTC products may be used after assessment.
- Avoid antibiotics without appropriate medical evaluation.
- Refer to severe swallowing/breathing difficulty or persistent symptoms.

**Q. How should minor skin disorders be managed?**
Ans.

- Assess type, site and severity.
- Maintain skin hygiene.
- Suitable topical OTC preparation may be used.
- Avoid inappropriate/unknown steroid preparations.
- Refer severe, spreading, infected or persistent conditions.

**Q. How should mouth ulcers be managed?**
Ans.

- Maintain oral hygiene.
- Avoid spicy, very hot and irritating foods.
- Take adequate fluids.
- Suitable topical preparations may provide symptomatic relief.
- Refer recurrent, severe or non-healing ulcers for medical/dental evaluation.

**Q. How should dental pain be managed?**
Ans.

- Assess severity and duration.
- Suitable analgesic may provide temporary relief.
- Maintain oral hygiene.
- Advise dental consultation to identify the cause.
- Refer promptly if severe swelling, fever or difficulty swallowing occurs.

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**Q. How should gum swelling be managed?**
Ans.

- Maintain oral hygiene and regular brushing.
- Warm saline rinsing may help.
- Avoid tobacco and irritants.
- Suitable analgesic may be used for pain.
- Refer persistent/severe swelling, bleeding or fever to a dentist.

**Q. What is pain management? Explain its possible treatment.**
Ans. Pain management means reducing or controlling pain to improve comfort and quality of life.

**Treatment:**

- **Mild pain:** Paracetamol or ibuprofen.
- **Moderate/severe pain:** Opioids such as tramadol or morphine under medical advice.
- **Non-drug methods:** Hot/cold packs, massage, rest, yoga and physiotherapy.
- **Counselling/support:** Identify cause, lifestyle changes, stress management and mental-health support.
- Pharmacists guide safe medicine use.

**Q. Explain the role of pharmacists in pain management.**
Ans.

- Help select suitable pain medicine.
- Guide correct dose and frequency.
- Educate about use and adverse effects.
- Check drug interactions.
- Monitor treatment progress and communicate problems to the doctor.

**Q. What is diabetes? State its causes, symptoms and complications.**
Ans. Diabetes is a condition in which the body cannot properly make or use insulin, causing high blood glucose.

**Causes/risk factors:**

- Family history.
- Overweight.
- Lack of exercise.
- Unhealthy diet.
- Stress/hormonal problems.

**Symptoms:**

- Frequent urination.
- Excessive thirst/hunger.
- Unintentional weight loss.
- Tiredness.
- Blurred vision.
- Slow wound healing.

**Complications:**

- Kidney damage.
- Eye damage.
- Nerve damage.
- Heart disease/stroke.
- Foot ulcers/infections.
- Sexual problems.

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**Q. What are the important patient-counselling points for diabetes?**
Ans.

- Explain medicine name, dose and timing, e.g. metformin/insulin.
- Explain correct timing with food and proper insulin injection technique.
- Do not skip doses.
- Explain hypoglycaemia, stomach upset and weight gain as possible problems.
- For low sugar: take sugar, glucose tablets or a sweet drink immediately.
- Store insulin in the refrigerator as directed; protect tablets from heat and sunlight.
- Discuss alcohol/other medicines with a healthcare professional because they may affect glucose control.

**Q. What is tuberculosis? State its causes, symptoms and non-pharmacological counselling points.**
Ans. Tuberculosis (TB) is an infectious disease caused by *Mycobacterium tuberculosis*, mainly affecting the lungs.

**Causes/risk factors:**

- Airborne spread through coughing, sneezing or talking.
- Increased risk with weak immunity, HIV, diabetes or poor nutrition.
- Crowded and poorly ventilated places favour spread.

**Symptoms:**

- Cough for more than 2 weeks, sometimes with blood.
- Chest pain/breathing difficulty.
- Fever and night sweats.
- Weight loss, tiredness and loss of appetite.

**Counselling:**

- Complete treatment and do not skip doses.
- Cover mouth while coughing/sneezing.
- Take nutritious food.
- Avoid smoking and alcohol.
- Take adequate rest.
- Attend follow-ups.
- Encourage family members to undergo appropriate testing.

**Q. What is hypertension? State its causes, symptoms and non-pharmacological counselling points.**
Ans. Hypertension is persistently high blood pressure and is often called the “silent killer”.

**Causes/risk factors:**

- High-salt/unhealthy diet.
- Lack of exercise.
- Stress.
- Smoking/alcohol.
- Overweight.
- Family history.

**Symptoms:** Often none; severe cases may have headache, dizziness/blurred vision, chest pain, breathlessness or nosebleed.

**Counselling:**

- Take a low-salt balanced diet.
- Exercise regularly.
- Reduce stress.

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- Avoid smoking and alcohol.
- Maintain healthy weight.
- Monitor BP regularly and attend medical follow-up.
- Maintain adequate sleep.

**Q. What factors should be considered while selecting a site for a community pharmacy?**
Ans.

- Population and potential customers.
- Accessibility and visibility.
- Nearby hospitals, clinics and healthcare facilities.
- Competition.
- Parking and transportation.
- Local legal and commercial requirements.
- Future growth potential.

**Q. What are the important features of pharmacy design and interior?**
Ans.

- Clean, well-lit and ventilated premises.
- Adequate space for dispensing and patient movement.
- Systematic medicine arrangement.
- Proper storage facilities.
- Private/semi-private counselling area.
- Proper arrangement of shelves, refrigerator and equipment.

**Q. Enlist the documents required to open a retail drug store.**
Ans.

- Pharmacist Registration Certificate.
- Retail Drug Licence.
- Shop and Establishment Registration.
- GST registration, if applicable.
- Proof of premises such as rent/ownership document.
- Appropriate refrigerator.
- Commercial electricity connection.

**Q. What is vendor selection and ordering?**
Ans. Vendor selection means choosing a suitable and reliable medicine supplier.

**Important factors:**

- Product quality.
- Price.
- Availability.
- Delivery time.
- Reliability.
- Authorisation of supplier.

Orders should be based on stock requirements. Received medicines should be checked for quantity, batch number, expiry and physical condition.

**Q. What is inventory control? State its objectives and importance.**
Ans. Inventory control means managing medicines and supplies to maintain the right quantity at the right time.

**Objectives:**

- Prevent medicine shortage.

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- Prevent overstocking, expiry and wastage.
- Reduce unnecessary expenditure.
- Improve patient care.
- Maintain records for audit and inspection.

**Q. What is the Perpetual Inventory System?**
Ans. It is an inventory system in which stock records are updated continuously after every receipt or issue.

**Advantages:**

- Shows current stock.
- Helps detect shortage or theft quickly.
- Improves stock control.

**Example:** If 10 tablets are issued, the recorded stock is immediately reduced.

**Q. What is ABC analysis?**
Ans. ABC analysis divides inventory according to cost/value and control required.

- **A-items:** High-cost items → strict control.
- **B-items:** Medium-cost items → moderate control.
- **C-items:** Low-cost items → less control.

It helps control expenditure and focus attention on high-value stock.

**Q. What is Economic Order Quantity (EOQ)? Give its formula.**
Ans. Economic Order Quantity (EOQ) is the ideal quantity ordered at one time to minimise ordering and holding costs.

**Formula:**

**EOQ = √(2DS/H)**

Where:

- D = Annual demand
- S = Ordering cost/order
- H = Holding cost/unit/year

**Importance:**

- Prevents overstocking and understocking.
- Reduces storage and ordering costs.
- Supports continuous medicine availability.
- Improves financial management.

**Q. What is financial planning and management in community pharmacy?**
Ans. It means planning and controlling the income and expenses of the pharmacy.

It includes:

- Medicine purchasing.
- Salaries, rent and electricity.
- Cash-flow management.
- Controlling money invested in stock.
- Maintaining records and regularly reviewing finances.

**Q. Name a book of original entry and explain the three-column Cash Book.**
Ans. **Cash Book** is a book of original entry.

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A three-column Cash Book contains:

- Date
- Particulars
- Ledger Folio (L.F.)
- Discount
- Cash
- Bank

**Debit side:** Receipts
**Credit side:** Payments

**Q. What is Pharmacy Operation Software?**
Ans. Pharmacy operation software is computer software used to manage routine pharmacy activities.

It helps in:

- Billing.
- Inventory.
- Purchase and sales records.
- Batch and expiry tracking.
- Customer/supplier records.
- Report generation.

It reduces manual work and improves accuracy and efficiency.

**Q. What is Customer Relationship Management (CRM)?**
Ans. CRM means managing and improving the relationship between a pharmacy and its customers.

It includes:

- Maintaining customer information.
- Understanding customer needs.
- Good communication and follow-up.
- Improving satisfaction and trust.
- Customer retention.

**Q. What is a pharmacy audit?**
Ans. Pharmacy audit is a systematic examination of pharmacy activities, records and procedures.

It may check:

- Stock and expiry dates.
- Purchases and sales.
- Prescriptions.
- Financial records.

It identifies errors, wastage and non-compliance and helps improve efficiency, accountability and quality. Corrective action should follow identified problems.

**Q. What is Digital Health?**
Ans. Digital Health means using digital technologies to support healthcare.

**Examples:**

- Electronic Health Records (EHR).
- Mobile health applications.
- Telemedicine.
- Digital monitoring.

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**Uses:**

- Communication and health education.
- Patient monitoring and records.
- Inventory and reminders.
- Online services.
- Improves accessibility and efficiency of healthcare.

**Q. What is mHealth? Give three examples.**
Ans. mHealth means Mobile Health—the use of mobile phones, apps, SMS and wireless tools for healthcare.

**Examples:**

1. SMS medicine reminders.
2. Mobile teleconsultation.
3. Health-tracking apps for BP, glucose, weight or activity.

**Q. What is an online pharmacy? How is it useful to consumers?**
Ans. An online pharmacy is a website/app through which consumers can order medicines online.

**Uses:**

- Home delivery.
- Saves time.
- Useful for elderly, sick and busy people.
- May provide discounts.
- Provides medicine-related information.
- Prescription medicines should be supplied according to applicable requirements, including a valid prescription where required.

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