

Community Pharmacy and Management

Course Code: **ER20-22T**
for Second Year Diploma in Pharmacy

is strictly written according to the new syllabus framed by Pharmacy Council of India (PCI) as per ER-2020. This book is presented and published to meet the requirements of students of second year Diploma in Pharmacy (DPharm). The book, written in a simple and lucid language, attempts to demystify and simplify the basic concepts for the students of pharmacy for proper understanding of the subject and to get a sure success in the State Board Examinations.

Salient features of the book :

- All topics are described in an easy to understand language.
- Gives to-the-point answers.
- Covers all the requisite contents as per new syllabus.
- Shows success key in Board Examination.

This book, as well as **CBS Confident Pharmacy Series**, will be useful not only for the students and teachers but also for candidates desiring to attempt competitive examinations for job opportunities in pharmacy profession such as hospital pharmacists in PHCs, civil hospitals, etc.

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He is recipient of 'Best Participation Award' at national level IAPST conference held in 2011. Since 2008, he has been writing books in the field of pharmacy: So far he has published 11 popular titles, each title going to the third edition.

Now, as per PCI's new syllabus (ER-2020), he is in the process of completing fourth edition of 6 titles and bringing out fresh edition of 5 new titles according to the recent subjects introduced in the syllabus.



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Community Pharmacy and Management Raje

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for Second Year Diploma in Pharmacy

As per new syllabus prescribed by Pharmacy Council of India



VN Raje



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CBS Confident Pharmacy Series

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As per new syllabus prescribed by Pharmacy Council of India

Salient Features

- Lucid and easy language
- To the point answers
- Remembering the concepts in the simplest way
- Infusing confidence in the reader to appear in the board examinations

Other books by the same author under

CBS Confident Pharmacy Series

- *Social Pharmacy* for First Year Diploma in Pharmacy
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Preface

This book builds self-confidence in students which helps to get success in the examinations. The book has been written to meet the requirements of students of Diploma in Pharmacy (DPharm) in accordance with the new revised syllabus ER-2020 prescribed by Pharmacy Council of India.

This book is small and humble effort has been put in for compiling necessary information on the subject. An attempt has been made to demystify and simplify the basic concepts for the students of pharmacy and to enable them get an evergreen success in MSBTE examinations and all other qualifying examinations throughout India.

The salient features of the present book are:

- Lucid and easy language
- To the point answers
- Remembering facts in the simplest way
- Infusing confidence in the reader to appear in the board examinations.

Hence the series is named

CBS Confident Pharmacy Series

I am confident that this book will be useful to both the students and the teachers of Diploma in Pharmacy as well as the candidates desiring to succeed in competitive examinations for better job opportunities in pharmacy profession such as hospital pharmacists in PHCs, civil hospitals, etc.

Vijay N Raje

to
my beloved family

Acknowledgements

I express my heartfelt thanks to Prof Madan Jagtap, Chairman, Gourishankar Education Society, Satara, Maharashtra, for consistent encouragement and inspiration for writing this book.

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I am also thankful to Shri Satish Kumar Jain, Chairman and Managing Director, and Shri Shantanu Sarkar, Assistant General Manager, Mumbai Branch, CBS Publishers & Distributors Pvt Ltd, for their sustained efforts and keen interest in the publication of this book.

I wish all my beloved students to have a great success in the board examinations.

Vijay N Raje

Syllabus

(As per PCI New ER-2020)

Community Pharmacy and Management

Course Code: ER20-22T

1. **Community Pharmacy and Practice:** Definition, history and development of community pharmacy—International and Indian scenarios.
2. Professional responsibilities of community pharmacists. Introduction to the concept of Good Pharmacy Practice and SOPs.
3. **Prescription and Prescription Handling**
 - Definition, parts of prescriptions, legality of prescriptions, prescription handling, labelling of dispensed medications (main label, ancillary label, pictograms), brief instructions on medication usage.
 - Dispensing process, good dispensing practices, dispensing errors and strategies to minimize them
4. **Community Skills**
 - Definition, types of communication skills
 - Interactions with professionals and patients
 - Verbal communication skills (one-to-one, over the telephone)
 - Written communication skills
 - Body language
 - Patient interview techniques
5. **Patient Counselling**
 - Definition and benefits of patient counselling
 - **Stages of patient counselling:** Introduction, counselling content, counselling process, and closing the counselling session
 - **Barriers to effective counselling:** Types and strategies to overcome the barriers.
 - **Patient counselling points for chronic diseases/disorders:** Hypertension, Diabetes, Asthma, Tuberculosis, Chronic obstructive pulmonary disease, and AIDS
 - **Patient package inserts:** Definition, importance and benefits, scenarios of PPI use in India and other countries
 - **Patient information leaflets:** Definition and uses

6. Medication Adherence

Definition, factors influencing non-adherence, strategies to overcome non-adherence

7. Health Screening Services in Community Pharmacy

Introduction, scope, and importance of various health screening services – for routine monitoring of patients, early detection, and referral of undiagnosed cases.

8. Over the Counter (OTC) Medication

- Definition, need and role of pharmacists in OTC medication dispensing
- OTC medications in India, counselling for OTC products
- Self-medication and role of pharmacists in promoting the safe practices during self-medication
- Responding to symptoms, minor ailments, and advice for self-care in conditions such as – pain management, cough, cold, diarrhoea, constipation, vomiting, fever, sore throat, skin disorders, oral health (mouth ulcers, dental pain, gum swelling)

9. Community Pharmacy Management

- Legal requirements to set up a community pharmacy
- Site selection requirements
- Pharmacy designs and interiors
- Vendor selection and ordering
- Procurement, inventory control methods, and inventory management
- Financial planning and management
- Accountancy in community pharmacy – Daybook, Cash book
- Introduction to pharmacy operation softwares – usefulness and availability
- Customer Relation Management (CRM)
- Audits in Pharmacies
- SOP of Pharmacy Management
- Introduction to Digital Health, mHealth and Online pharmacies

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