Contents

Preface ..... (v)

CHAPTER 1

Community Pharmacy Practice

1.1 Introduction 1

1.2 History and Development of Community Pharmacy 2

1.2.1 International Scenario 2

1.2.2 Indian Scenario 3

Exercise Questions 4

Multiple Choice Questions 4

Answer Key 5

Short Answer Questions 5

Long Answer Questions 5

CHAPTER 2

Responsibilities of Community Pharmacist and Good Pharmacy Practice

2.1 Introduction 6

2.2 Roles and Responsibilities of Community Pharmacist 7

2.2.1 Prescription Processing 7

2.2.2 Dispensing 7

2.2.3 Patient Counselling 7

2.2.4 Drug Information Services 8

2.2.5 Health Promotion 8

2.2.6 Health Screening Services 8

2.2.7 Responding to Symptoms of Minor Ailments 8

2.2.8 Consultation to General Physician 8

2.3 Good Pharmacy Practices 9

2.3.1 Requirements of Good Pharmacy Practice 9

2.4 Standard Operating Procedures 10
2.4.1 Pharmacy Premises 10
2.4.1.1 Requirements of Ideal Pharmacy Premises 10
2.4.2 Furniture and Fixtures 11
2.4.3 Equipment 11
2.4.4 Personnel 12
2.4.5 Systems 12
2.4.5.1 Quality Policy 12
2.4.5.2 Service Policy 13
2.4.5.3 Staff Training Policy 13
2.4.5.4 Complaint Policy 14
2.4.5.5 Drug Recall Policy 14
2.4.5.6 Audit Policy 14
2.4.5.7 Documentation System 15
2.4.6 Process Guidelines 15
2.4.6.1 Procurement and Inventory Management 16
2.4.6.2 Storage 16
2.4.7 Prescription Handling 17
2.4.7.1 Dispensing 17
2.4.8 Counselling and Information for Patient 18
2.4.8.1 Patient's Follow-up 19
2.4.8.2 Self-care 19
2.4.9 Medication Record 19
2.4.10 Health Promotion and Ill Health Prevention 20
2.4.11 Pharmacovigilance 20
2.4.12 Enhancement of Professional Role and Interaction 21
Exercise Questions 21
Multiple Choice Questions 21
Short Answer Questions 22
Long Answer Questions 22

CHAPTER 3

Prescription and Prescription Handling

3.1 Introduction 23

3.1.1 Functions of Prescription 24

3.2 Types of Prescription 24

3.2.1 Prescription for Extemporaneous Preparations (Compounded Prescription) 24

3.2.2 Prescription for Official Preparations (Non-compounding Prescription) 24

3.2.3 Prescription for Patent Preparations 24

3.3 Parts of Prescription 25

3.4 Legality of Prescriptions 28

3.5 Prescription Handling 28

3.5.1 Receiving the Prescription 29

3.5.2 Reading and Legal Checking of Prescription 29

3.5.3 Collecting and Weighing the Materials 29

3.5.4 Compounding 30

3.5.5 Assembling, Labelling, and Packaging 30

3.6 Labelling of Dispensed Medications (Main Label, Ancillary Label, Pictograms), Brief Instructions on Medication Usage 30

3.7 Dispensing Process 33

3.7.1 Good Dispensing Practices 34

3.7.1.1 Step 1. Receive and validate the prescription 34

3.7.1.2 Step 2. Understand and interpret the prescription 34

3.7.1.3 Step 3. Prepare and label items for issue 34

3.7.1.4 Step 4: Make a final check 35

3.7.1.5 Step 5: Record action taken 35

3.7.1.6 Step 6: Issue medicine to the patient with clear instructions and advice 36

3.8 Sources of Error in Prescription 36

3.8.1 Prescribing Error 36

3.8.2 Monitoring Errors 37
3.8.3 Omission Error 37
3.8.4 Improper Dose Error 37
3.8.5 Unauthorized Drug Error 37
3.8.6 Deteriorated Drug Error 37
3.8.7 Wrong Time Error 38
3.8.8 Wrong Dosage Form Error 38
3.8.9 Wrong Drug Preparation Error 38
3.8.10 Wrong Administration Technique Error 38
3.8.11 Compliance Error 38
3.8.12 Other Error 38
Exercise Questions 39
Multiple Choice Questions 39
Answers 40
Very Short Answer Type Questions 40
Short Answer Type Questions 41
Long Answer Type Questions 41

CHAPTER 4

Communications Skills

4.1 Introduction 42
4.2 Types of Communication Skills 43
4.2.1 Verbal Communication Skill 43
4.2.2 Written Communication 45
4.2.3 Non-Verbal Communication 47
4.2.4 Body Language 48
4.3 Communicating with the Health Professionals and Patients 49
4.3.1 Communication with Medical and Health Professionals 49
4.3.2 Communication with the Patient 50
4.4 Patient Interview Techniques 52
4.4.1 Medication History Interview 52

Exercise Questions.....53
Multiple Choice Questions.....53
Answers.....54
Short Answer Questions.....55
Long Answer Questions.....55

CHAPTER 5

Patient Counselling

5.1 Introduction.....56
5.1.1 Objective of Patient Counselling.....57
5.1.2 Benefits of Patient Counselling.....57
5.2 Stages of Patient Counselling.....57
5.2.1 Step1: Introduction (Opening the Session).....58
5.2.2 Step 2: Counselling Content.....58
5.2.3 Step 3: Counselling Process.....58
5.2.4 Step 4: Closing the Session.....59
5.3 Barriers to Patient Counselling.....59
5.3.1 Patient Based Barriers.....60
5.3.2 Provider Based Barriers.....60
5.3.3 System Based Barriers.....60
5.4 Strategies to Overcome Barriers.....60
5.5 Patient Counselling Points for Chronic Diseases/Disorders.....61
5.5.1 Hypertension.....61
5.5.1.1 Counselling Points for Hypertension.....62
5.5.2 Diabetes.....65
5.3.3 Asthma.....66
5.5.4 Tuberculosis.....67
5.5.5 Chronic Obstructive Pulmonary Disease (COPD).....69
5.5.6 Acquired Immunodeficiency Syndrome (AIDS).....72
5.6 Patient Package Insert.....74
5.6.1 Concept of the Package Insert.....74
5.6.2 The Patient Package Inserts (PPI).....74

5.6.3 Importance of PPI 74
5.6.4 Benefits of Patient Package Insert 75
5.6.5 Scenario of PPI use in India 76
5.6.6 Scenarios of PPI in Other Countries 77
5.7 Patient Information Leaflets 78
5.7.1 Uses of PILs 79
Exercise Questions 80
Multiple Choice Questions 80
Answers 81
Short Answer Questions 82
Long Answer Questions 82

CHAPTER 6

Medication Adherence

6.1 Introduction 83
6.2 Factors Influencing Non-adherence 84
6.2.1 Socioeconomic Related 84
6.2.2 Health System-related 84
6.2.3 Condition Related 84
6.2.4 Therapy-related 84
6.2.5 Patient-related 85
6.3 Strategies to Overcome Non-adherence 85
6.3.1 Educate Patient about What to Expect 85
6.3.2 Nurture the Relationship with Patients 85
6.3.3 Team-up with Prescribers 85
6.3.4 Engage the Staff 86
6.3.5 Implementation of the Latest Technology 86
6.3.6 Provide a Support Tool 86
6.3.7 Patient Compliance 86
Exercise Questions 86
Multiple Choice Questions 86
Answers 87

Short Answer Questions 87
Long Answer Questions 87

CHAPTER 7

Health Screening Services in Community Pharmacy

7.1 Introduction 88
7.2 Health Screening Services and Its Scope 89
7.2.1 Types of Health Screening Services 89
7.2.1.1 Primary Health Screening 89
7.2.1.2 Secondary Health Screening 89
7.2.2 Importance of Health Screening Services 90
7.2.2.1 Identifies Underlying Issue 90
7.2.2.2 Helps in Early Detection 90
7.2.2.3 Allow Focus on Crucial Area 90
7.2.2.4 Catches Sign and Symptoms Before Complications 90
7.2.2.5 Ensures Early Intervention and Less Invasive Treatment 90
7.3 Health Screening Services in Routine Monitoring of Patients 91
7.4 Health Screening Services in Early Detection of Disease 91
7.5 Referral of Undiagnosed Cases 92
Exercise Questions 94
Multiple Choice Questions 94
Answers 95
Short Answer Questions 95
Long Answer Questions 95

CHAPTER 8

Over The Counter (OTC) Medications

8.1 Introduction 96
8.2 Need and Role of the Pharmacist in OTC Medication Dispensing 96
8.3 OTC Medication in India 97

8.4 Self-Medication and the Role of Pharmacists in Promoting Safe Practices During Self-Medication 99
8.5 Responding to Symptoms, Minor Ailments, and Advice for Self-care in Conditions such as 100
8.5.1 Stages of Pharmacist Response 101
8.5.2 Minor Ailments, Conditions, and Advice to Self-care 102
8.5.2.1 Pain Management 102
8.5.2.2 Cough and Cold 102
8.5.2.3 Diarrhoea 102
8.5.2.4 Constipation 103
8.5.2.5 Nausea and Vomiting 103
8.5.2.6 Fever 104
8.5.2.7 Sore Throat 105
References 105
Exercise Questions 106
Multiple Choice Questions 106
Answers 106
Short Answer Questions 106
Long Answer Questions 107

CHAPTER 9

Community Pharmacy Management

9.1 Legal Requirements to Set up a Community Pharmacy 108
9.1.1 General License 109
9.1.2 Restricted License 109
9.1.3 Site Selection Requirement 109
9.1.4 Pharmacy Design and its Interior 110
9.1.5 Vendor Selection and Ordering 111
9.1.6 Procurement, Inventory Control Methods, and Inventory Management 111
9.1.6.1 Procurement 111
9.1.6.2 Inventory Control 112

9.1.7 Financial Planning and Management 113
9.1.8 Accountancy in Community Pharmacy – Day Book, Cash Book 115
9.1.8.1 Day Book 115
9.1.8.2 Cash Book 115
9.1.9 Introduction to Pharmacy Operation Software – Usefulness and Availability 116
9.1.10 Customer Relation Management (CRM) 117
9.1.11 Audit in Pharmacy 118
9.1.12 SOP of Pharmacy Management 119
9.1.13 Introduction to Digital Health, mhealth, and Online Pharmacies 121
Exercise Questions 122
Multiple Choice Questions 122
Answers 123
Short Answer Questions 123
Long Answer Questions 123