

COMMUNITY PHARMACY AND MANAGEMENT – THEORY

Course Code: ER20-22T

75 Hours (3 Hours/week)

Scope: The course is designed to impart basic knowledge and skills to provide various pharmaceutical care services to patients and general practitioners in the community setup.

Course Objectives: This course will discuss the following:

1. Establishing and running a community pharmacy and its legal requirements
2. Professional aspects of handling and filling prescriptions
3. Patient counselling on diseases, prescription and or non-prescription medicines
4. Scope for performing basic health screening in community pharmacy settings

Course Outcomes: Upon successful completion of this course, the students will be able to

1. Describe the establishment, legal requirements, and effective administration of a community pharmacy
2. Professionally handle prescriptions and dispense medications
3. Counsel patients about the disease, prescription and or non-prescription medicines
4. Perform basic health screening on patients and interpret the reports in the community pharmacy settings

Chapter	Topic	Hours
1	Community Pharmacy Practice – Definition, history and development of community pharmacy - International and Indian scenarios	2
2	Professional responsibilities of community pharmacists Introduction to the concept of Good Pharmacy Practice and SOPs.	3
3	Prescription and prescription handling <ul style="list-style-type: none"> • 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 	7

4	Communication skills <ul style="list-style-type: none"> • 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 	6
5	Patient counselling <ul style="list-style-type: none"> • Definition and benefits of patient counselling • Stages of patient counselling - Introduction, counselling content, counselling process, and closing the counselling session • Barriers to effective counseling - 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 	10
6	Medication Adherence Definition, factors influencing non-adherence, strategies to overcome non-adherence	2
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	5
9	Over The Counter (OTC) Medications <ul style="list-style-type: none"> • Definition, need and role of Pharmacists in OTC medication dispensing • OTC medications in India, counseling 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, Diarrhea, Constipation, Vomiting, Fever, Sore throat, Skin disorders, Oral health (mouth ulcers, dental pain, gum swelling) 	15

10	<p>Community Pharmacy Management</p> <ul style="list-style-type: none"> • 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 – Day book, 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 	25
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COMMUNITY PHARMACY AND MANAGEMENT – PRACTICAL

Course Code: ER20-22P

75 Hours (3 Hours/week)

Scope: The course is designed to train the students and improve professional skills to provide various pharmaceutical care services in community pharmacy.

Course Objectives: This course will train the students in the following

1. Professional handling and filling prescriptions
2. Patient counselling on diseases and minor ailments
3. Patient counselling on prescription and / or non-prescription medicines
4. Preparation of counselling materials such as patient information leaflets
5. Performing basic health screening tests

Course Outcomes: Upon successful completion of this course, the students will be able to

1. Handle and fill prescriptions in a professional manner
2. Counsel patients on various diseases and minor ailments
3. Counsel patients on prescription and or non-prescription medicines
4. Design and prepare patient information leaflets
5. Perform basic health screening tests