

# RAJASTHAN UNIVERSITY OF HEALTH SCIENCE

## D. Pharm II<sup>nd</sup> Year Syllabus

### COMMUNITY PHARMACY AND MANAGEMENT – THEORY (ER20-22T)

Chapter No.	TOPICS
<b>1</b>	<b>Community Pharmacy Practice</b> - Definition, history and development of community pharmacy - International and Indian scenarios
<b>2</b>	Professional responsibilities of community pharmacists Introduction to the concept of Good Pharmacy Practice and SOPs.
<b>3</b>	<b>Prescription and prescription handling</b> <ul style="list-style-type: none"> <li>• Definition, parts of prescriptions, legality of prescriptions, prescription handling, labelling of dispensed medications (Main label, ancillary label, pictograms), brief instructions on medication usage</li> <li>• Dispensing process, Good Dispensing Practices, dispensing errors and strategies to minimize them</li> </ul>
<b>4</b>	<b>Communication skills</b> <ul style="list-style-type: none"> <li>• Definition, types of communication skills</li> <li>• Interactions with professionals and patients</li> <li>• Verbal communication skills (one-to-one, over the telephone)</li> <li>• Written communication skills</li> <li>• Body language</li> <li>• Patient interview techniques</li> </ul>
<b>5</b>	<b>Patient counselling</b> <ul style="list-style-type: none"> <li>• Definition and benefits of patient counseling</li> <li>• Stages of patient counselling - Introduction, counseling content, counselling process, and closing the counseling session</li> <li>• Barriers to effective counseling - Types and strategies to overcome the barriers</li> <li>• Patient counselling points for chronic diseases/disorders - Hypertension, Diabetes, Asthma, Tuberculosis, Chronic obstructive pulmonary disease, and AIDS</li> <li>• Patient Package Inserts - Definition, importance and benefits, Scenarios of PPI use in India and other countries</li> <li>• Patient Information leaflets - Definition and uses</li> </ul>
<b>6</b>	<b>Medication Adherence :</b> Definition, factors influencing non- adherence, strategies to overcome non-adherence
<b>7</b>	<b>Health Screening Services in Community Pharmacy</b> Introduction, scope, and importance of various health screening services - for routine monitoring of patients, early detection, and referral of undiagnosed cases
<b>8</b>	<b>Over The Counter (OTC) Medications</b> <ul style="list-style-type: none"> <li>• Definition, need and role of Pharmacists in OTC medication dispensing</li> <li>• OTC medications in India, counseling for OTC products</li> <li>• Self-medication and role of pharmacists in promoting the safe practices during self-</li> </ul>

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	<p>medication</p> <ul style="list-style-type: none"> <li>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)</li> </ul>
<b>9</b>	<p><b>Community Pharmacy Management</b></p> <ul style="list-style-type: none"> <li>Legal requirements to set up a community pharmacy</li> <li>Site selection requirements</li> <li>Pharmacy designs and interiors</li> <li>Vendor selection and ordering</li> <li>Procurement, inventory control methods, and inventory management</li> <li>Financial planning and management</li> <li>Accountancy in community pharmacy - Day book, Cash book</li> <li>Introduction to pharmacy operation softwares - usefulness and availability</li> <li>Customer Relation Management (CRM)</li> <li>Audits in Pharmacies</li> <li>SOP of Pharmacy Management</li> <li>Introduction to Digital Health, mHealth and Online pharmacies</li> </ul>