

DIPLOMA IN PHARMACY – 2nd YEAR
LESSON PLAN
COMMUNITY PHARMACY & MANAGEMENT – THEORY

Course Code: ER20-22T

75 Hours (3 Hours/week)

Name of Tutor/Teacher: Dr. Shiv Kumar, Lecturer in Pharmacy

Schedule of Classes: Theory: Tuesday: 11.00 – 12.00 PM, Thursday: 03.00 – 04.00 PM,
Friday: 10.00 – 11.00 AM, Monday: 03.00 – 04.00 PM (Tutorial)

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

CO2.2T.1: Describe the establishment, Legal requirements, and effective administration of a Community Pharmacy.

CO2.2T.2: Professionally handle prescriptions and dispense medications.

CO2.2T.3: Counsel patients about the disease, prescription and or non-prescription medicines.

CO2.2T.4: Perform basic health screening on patients and interpret the reports in the community pharmacy settings.

Chapter	Topic	Date	Hour	CO	PO	Coverage	Reason for discrepancy	Plans for compensation in backlog	Taught by	Verified by
1 Community Pharmacy Practice	Definition, history and development of Community Pharmacy - International Scenario		1							
	Definition, history and development of Community Pharmacy - Indian Scenario		2							
2 GMP & SOPs	Professional responsibilities of Community Pharmacists		1							
	Introduction to the concept of Good Pharmacy Practice and SOPs.		2							
	Introduction to the concept of SOPs.		3							
3 Prescription and Prescription handling	Definition, parts of Prescriptions		1							
	Legality of Prescriptions		2							
	Prescription handling		3							
	Labelling of dispensed medications (Main Label, Ancillary Label, Pictograms), brief instructions on medication usage		4							
	Dispensing process		5							
	Good Dispensing Practices		6							
	Dispensing Errors and strategies to minimize them		7							
4 Communication skills	Definition, types of Communication Skills		1							
	Interactions with Professionals and Patients		2							
	Verbal Communication Skills (one-to-one, over the telephone)		3							
	Written Communication Skills		4							
	Body Language		5							
	Patient Interview Techniques		6							
5 Patient Counselling	Definition and benefits of Patient Counselling		1							
	Stages of Patient Counselling - Introduction, Counselling Content		2							
	Stages of Patient Counselling - Counselling Process, and closing the Counselling Session		3							

Chapter	Topic	Date	Hour	CO	PO	Coverage	Reason for discrepancy	Plans for compensation in backlog	Taught by	Verified by
5 Patient Counselling	Barriers to Effective Counseling - Types and strategies to overcome the barriers		4							
	Patient Counselling Points for chronic diseases/disorders - Hypertension, Diabetes		5							
	Patient Counselling Points for chronic diseases/disorders - Asthma, Tuberculosis		6							
	Patient Counselling Points for chronic diseases/disorders - Chronic Obstructive Pulmonary Disease (COPD) and AIDS		7							
	Patient Package Inserts - Definition, importance and benefits		8							
	Patient Package Inserts - Scenarios of PPI use in India and other countries		9							
	Patient Information leaflets -Definition and uses		10							
6 Medication Adherence	Definition, factors influencing non-adherence		1							
	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-1		1							
	Introduction, scope, and importance of various health screening services - for routine monitoring of patients-2		2							
	Early detection-1		3							
	Early detection-2		4							
	Referral of undiagnosed cases		5							
8 Over The Counter (OTC) Medications	Definition, need and role of Pharmacists in OTC medication dispensing		1							
	OTC medications in India, counselling for OTC products		2							
	Self-medication and role of Pharmacists in promoting the safe practices during self-medication-1		3							

Chapter	Topic	Date	Hour	CO	PO	Coverage	Reason for discrepancy	Plans for compensation in backlog	Taught by	Verified by
8 Over The Counter (OTC) Medications	Self-medication and role of Pharmacists in promoting the safe practices during self-medication-2		4							
	Responding to symptoms, minor ailments, and advice for self-care in conditions such as - Pain management		5							
	Responding to symptoms, minor ailments, and advice for self-care in conditions such as - Cough		6							
	Responding to symptoms, minor ailments, and advice for self-care in conditions such as - Cold		7							
	Responding to symptoms, minor ailments, and advice for self-care in conditions such as - Diarrhea		8							
	Responding to symptoms, minor ailments, and advice for self-care in conditions such as - Constipation		9							
	Responding to symptoms, minor ailments, and advice for self-care in conditions such as - Vomiting, Fever		10							
	Responding to symptoms, minor ailments, and advice for self-care in conditions such as - Sore throat		11							
	Responding to symptoms, minor ailments, and advice for self-care in conditions such as - Skin disorders		12							
	Responding to symptoms, minor ailments, and advice for self-care in conditions such as - Oral health - Mouth Ulcers		13							
	Responding to symptoms, minor ailments, and advice for self-care in conditions such as - Oral health - Dental Pain		14							
	Responding to symptoms, minor ailments, and advice for self-care in conditions such as - Oral health - Gum Swelling		15							
9 Community Pharmacy Management	Legal requirements to set up a Community Pharmacy		1							
	Site selection requirements		2							

Chapter	Topic	Date	Hour	CO	PO	Coverage	Reason for discrepancy	Plans for compensation in backlog	Taught by	Verified by
9 Community Pharmacy Management	Pharmacy Designs and Interiors		3							
	Vendor selection and ordering		4							
	Procurement		5							
	Inventory Control Methods -1		6							
	Inventory Control Methods -2		7							
	Inventory Management -1		8							
	Inventory Management -2		9							
	Financial Planning and Management-1		10							
	Financial Planning and Management-2		11							
	Financial Planning and Management-3		12							
	Accountancy in Community Pharmacy – Day Book		13							
	Accountancy in Community Pharmacy – Cash book		14							
	Introduction to Pharmacy Operation Software – usefulness and availability-1		15							
	Introduction to Pharmacy Operation Software – usefulness and availability-2		16							
	Customer Relation Management (CRM)-1		17							
	Customer Relation Management (CRM)-2		18							
	Audits in Pharmacies-1		19							
	Audits in Pharmacies-2		20							
	SOP of Pharmacy Management-1		21							
	SOP of Pharmacy Management-2		22							
Introduction to Digital Health		23								
Introduction to mHealth		24								
Introduction to Online Pharmacies		25								

COMMUNITY PHARMACY AND MANAGEMENT – PRACTICAL

Course Code: ER20-22P

75 Hours (3 Hours/week/Batch)

Name of Tutor/Teacher: Dr. Shiv Kumar, Lecturer in Pharmacy

Schedule of Classes: Practical: Monday: 09.00 – 12.00 PM, Wednesday: 09.00 – 12.00 PM,

Thursday: 09.00 – 12.00 PM

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

CO2.2P.1: Handle and fill prescriptions in a professional manner.

CO2.2P.2: Counsel Patients on various diseases and minor ailments.

CO2.2P.3: Counsel Patients on prescription and or non-prescription medicines.

CO2.2P.4: Design and prepare patient information leaflets.

CO2.2P.5: Perform Basic Health Screening Tests

Practical

Note: The following practical shall be carried out in the model Community Pharmacy with appropriate simulated scenarios and materials. Students shall be trained through role plays wherever necessary. The activities of the students shall be assessed/evaluated using a structured objective assessment form.

Exp. No.	Experiment	Batch	Date	CO	PO	Coverage	Reason for discrepancy	Plans for compensation in backlog	Taught by	Verified by
1	Handling of prescriptions with professional standards, reviewing prescriptions, checking for legal compliance and completeness (minimum 5)	A								
		B								
		C								
2	Identification of drug-drug interactions in the prescription and follow-up actions (minimum 2)	A								
		B								
		C								
3	Preparation of dispensing labels and auxiliary labels for the prescribed medications (minimum 5)	A								
		B								
		C								
4	Providing the following health screening services for monitoring patients/detecting new patients (one experiment for each activity)- Blood Pressure Recording, Capillary Blood Glucose Monitoring	A								
		B								
		C								
5	Providing the following health screening services for monitoring patients/detecting new patients (one experiment)- Lung function assessment using Peak Flow Meter and incentive spirometer	A								
		B								
		C								
6	Providing the following health screening services for monitoring patients/detecting new patients (one experiment for each activity)- recording capillary oxygen level using Pulse Oximeter, BMI measurement	A								
		B								
		C								
7	Providing counselling to simulated patients for the following chronic diseases/disorders including education on the use of devices such as insulin pen, inhalers, spacers, nebulizers, etc. where appropriate (one experiment for each disease)- Type 2 Diabetes Mellitus	A								
		B								
		C								
8	Providing counselling to simulated patients for the following chronic diseases / disorders - Primary Hypertension	A								
		B								
		C								
9	Providing counselling to simulated patients for the following chronic diseases / disorders - Asthma	A								
		B								
		C								
10	Providing counselling to simulated patients for the following chronic diseases / disorders - Hyperlipidaemia, Rheumatoid Arthritis	A								
		B								
		C								

Exp. No.	Experiment	Batch	Date	CO	PO	Coverage	Reason for discrepancy	Plans for compensation in backlog	Taught by	Verified by
11	Providing counselling to simulated patients for the following minor ailments - Headache	A								
		B								
		C								
12	Providing counselling to simulated patients for the following minor ailments- GI disturbances (Nausea, Vomiting, Dyspepsia, diarrhoea, constipation)	A								
		B								
		C								
13	Providing counselling to simulated patients for the following minor ailments - Worm infestations	A								
		B								
		C								
14	Providing counselling to simulated patients for the following minor ailments - Pyrexia	A								
		B								
		C								
15	Providing counselling to simulated patients for the following minor ailments - Upper Respiratory Tract infections	A								
		B								
		C								
16	Providing counselling to simulated patients for the following minor ailments - Skin infections	A								
		B								
		C								
17	Providing counselling to simulated patients for the following minor ailments - Oral and dental disorders	A								
		B								
		C								
18	Appropriate handling of dummy dosage forms with correct administration techniques - Oral Liquids with measuring cup/cap/dropper	A								
		B								
		C								
19	Appropriate handling of dummy dosage forms with correct administration techniques - Eye Drops	A								
		B								
		C								
20	Appropriate handling of dummy dosage forms with correct administration techniques - Inhalers,Nasal drops	A								
		B								
		C								
21	Appropriate handling of dummy dosage forms with correct administration techniques - Insulin pen, nebulizers	A								
		B								
		C								
22	Appropriate handling of dummy dosage forms with correct administration techniques - Different types of tablets, patches	A								
		B								
		C								

Exp. No.	Experiment	Batch	Date	CO	PO	Coverage	Reason for discrepancy	Plans for compensation in backlog	Taught by	Verified by
23	Appropriate handling of dummy dosage forms with correct administration techniques - Enemas, Suppositories	A								
		B								
		C								
24	Use of Community Pharmacy Software and digital health tools-1	A								
		B								
		C								
25	Use of Community Pharmacy Software and digital health tools-2	A								
		B								
		C								

Assignments

The students shall be asked to submit written assignments on the following topics (One assignment per student per sessional period. i.e., a minimum of THREE assignments per student)

1. SOPs for various activities in Community Pharmacy (as discussed in Theory and Practical)
2. List out the various abbreviations, short forms used in prescriptions and their interpretation.
3. Patient Information Leaflet for a given Chronic disease/disorder.
4. Patient Information Leaflet for Prescription/Non-prescription medicines.
5. Preparation of window/shelf display materials for the model Community Pharmacy.
6. Overview of Software available for Retail Pharmacy Management including Billing, Inventory, etc.
7. Dosage/Medication Reminder Aids
8. Overview on the Operations and marketing strategies of various Online Pharmacies.
9. Overview on the common fixed dose combinations
10. Overview on the medications requiring special storage conditions
11. Role of Community Pharmacists in preventing Antimicrobial Resistance
12. Jan Aushadhi and other Generic Medicine Initiatives in India
13. Global Overview of Online Pharmacies
14. Community Pharmacy Practice Standards: Global Vs. Indian Scenario
15. Overview of Pharmacy Associations in India

Field Visit

The students shall be taken in groups to visit community pharmacies and medicine distributors to understand and witness the professional activities of the Community Pharmacists, and supply chain logistics. Individual reports from each student on their learning experience from the field visit shall be submitted.

SUGGESTED READINGS

1. Health Education and Community Pharmacy by N.S. Parmar.
2. WHO Consultative Group Report.
3. Drug Store and Business Management by Mohammed Ali and Jyoti.
4. Handbook of Pharmacy – Health Care. Edt. Robin J Harman. The Pharmaceutical Press.
5. Comprehensive Pharmacy Review – Edt. Leon Shargel. Lippincott Williams andWilkins.
6. Good Pharmacy Practices Training Manual by IPA/CDSCO/WHO India
7. Training Module for Community Pharmacists in TB Care and Control/byMoH/IPA
8. Hand Book of Pharma SoS, Drugs in Special population- Pregnancy and Lactation, Tobacco free future- Choice is yours: KSPC Publications.
9. Responsible Use of Medicines: A Layman’s Handbook, www.ipapharma.org/publications
10. Community Pharmacy Practice around the Globe: Part One: www.ipapharma.org/publication
