

COMMUNITY PHARMACY AND MANAGEMENT**Time Allowed : 3 Hours****Maximum Marks : 80**

- Notes:** (i) Attempt the questions as per given instructions in each part.
(ii) Students are advised to specially check the numerical data of question paper in both versions. If there is any difference in Hindi translation of any question, the students should answer the question according to the English version.
(iii) Use of Pager and Mobile Phone by the students is not allowed.

Part-A**(Long Answer Type Questions)****Note :** Answer any six questions. Each question carries 5 marks. [6×5=30]

- Q.1. Define Community pharmacy. Write in detail about the role and responsibilities of pharmacist.
Q.2. Discuss about standard requirements for labelling of dispensed medicine.
Q.3. What is Communication? Discuss various barriers to effective communication.
Q.4. Define the term leaflets and discuss design and layouts of leaflets in detail.
Q.5. What is the importance of health screening services? Explain about the testing of blood pressure.
Q.6. Define the term accounting. Discuss the functions of accounting.
Q.7. Define patient medication adherence. Explain the role of pharmacist in improving the adherence.

Part-B**(Short Answer Type Questions)****Note :** Answer any ten questions. Each question carries 3 marks. [10×3=30]

- Q.1. Define self-medication.
Q.2. Write a short note on Dispensing error.
Q.3. Explain counselling points of Tuberculosis.
Q.4. Define OTC medications.
Q.5. Importance of Digital health
Q.6. Discuss about SOP of pharmacy management.
Q.7. Discuss Body language in short.
Q.8. What are good dispensing practices?
Q.9. Write a short note on benefits of patient counselling.
Q.10. Write a short note on Customer Relationship Management. (CRM)
Q.11. What documents are needed while submitting application for retail sale license.

Part-C**(Multiple Choice Questions / Fill in the blanks / True-False questions)****Note :** Answer all questions. Each question carries 1 mark. [20×1=20]**Multiple Choice Questions :**

- Q.1. Factors affecting non - adherence are :
- | | |
|--|-----------------------------|
| (a) Social and economic factors | (b) Patient-related factors |
| (c) Lack of understanding of the disease | (d) All of the above |

- Q.2. What causes Obesity?
 (a) Genetics (b) Poor eating habits
 (c) Lack of physical activity (d) All of the above
- Q.3. Which of the following is not a controlled substance?
 (a) Cocaine (b) Heroin
 (c) Atropine (d) Pethidine
- Q.4. The key financial - control indicating the business financial health include the following except :
 (a) Budget (b) Profit and Loss statement
 (c) Cash flow statement (d) Balance sheet
- Q.5. The counselling area should be equipped with :
 (a) Refrigerator (b) Weight and height scale
 (c) Computer (d) All of the above
- Q.6. All India Organization of Chemists and Druggists (AIOCD) was formed in :
 (a) 1977 (b) 1979
 (c) 1978 (d) 1980
- Q.7. What is FIP?
 (a) International Federation of Police (b) Federation of Indian Police
 (c) International Pharmaceutical Federation (d) None of the above
- Q.8. Inscription is :
 (a) The prescriber gives the instructions to pharmacist :
 (b) Direction for patient
 (c) It lists the names and dosages of the medications prescribed
 (d) None of the above
- Q.9. 'Keep in a Refrigerator' is a :
 (a) Instruction (b) Precaution
 (c) Indication (d) None of the above
- Q.10. Preventive healthcare service is :
 (a) Health promotion campaigns (b) Health screening services
 (c) Monitoring of drug utilization (d) All of the above

Fill in the Blanks :

- Q.11. Communication is a part of _____ skill.
 Q.12. Environment barriers are the same as _____ noise.
 Q.13. SOP stands for _____. <https://www.bteuonline.com>
 Q.14. Superscription is represented by symbol _____.
 Q.15. _____ acts as a vital link between patient and prescriber.

True / False :

- Q.16. Doctor of Pharmacy was introduced in year 2011. (True / False)
 Q.17. Over the counter medicines are included in community pharmacy. (True / False)
 Q.18. Standard operating procedures are the set of oral instructions. (True / False)
 Q.19. Non-adherencations are those who don't take at least 80% of their medication as prescribed. (True / False)
 Q.20. Prof. Mahadev Lal Schroff is known as the 'Father of Pharmacy Education in India. (True./ False)