



ER20-PH-22T

3×10=30

PART—B

8102

BOARD DIPLOMA EXAMINATION, (ER-20)

JULY/AUGUST—2024

DPH – SECOND YEAR EXAMINATION

COMMUNITY PHARMACY AND MANAGEMENT

Time : 3 Hours]

[Total Marks : 80

PART—A

5×6=30

Instructions : (1) Answer *any six* out of seven questions.

- (2) Each question carries **five** marks.
- (3) Answers should be comprehensive and criterion for valuation is the content but not the length of the answer.

1. Define Prescription. Explain in detail about various parts of prescription.
2. Explain about diabetic patient counselling.
3. Explain the procedure for measuring capillary blood glucose using glucometer.
4. Define OTC medication and write the role of pharmacist in OTC medication dispensing.
5. Write the symptoms and self-care advice for diarrhoea and vomiting.
6. Write a detailed note on vendor selection and ordering.
7. Define the term 'Inventory Control'. Explain the EOQ method of inventory control.

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1

Instructions : (1) Answer *any ten* out of eleven questions.

- (2) Each question carries **three** marks.
- (3) Answers should be brief and straight to the point and shall not exceed five simple sentences.

8. Define Good Pharmacy Practice.
9. What is meant by legality of prescription?
10. Write about effective telephonic communication skills.
11. Define patient information leaflet. Give its importance.
12. What is COPD? Mention the counselling points for COPD patients.
13. Define medication adherence with examples.
14. Define the terms (i) self-care and (ii) self-medication.
15. Define OTC medication and write its importance.
16. Write a short note on Audits in pharmacies.
17. Write a brief note on online pharmacies.
18. Define Accountancy. What are its characteristics?

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[Contd...

PART—C

1×20=20

Instructions : (1) Answer **all** questions.

- (2) Each question carries **one** mark.
(3) Answer should be single word or single sentence.

- 19.** Which healthcare facility highlights providing pharmaceutical services to a community?
- (a) Hospital pharmacy
(b) Community pharmacy
(c) Clinical pharmacy
(d) Drug information
- 20.** For regulation of pharmacy profession, a committee was appointed under the chairmanship of
- (a) Prof. T. K. Gujjar
(b) Acharya P. C. Ray
(c) Late Col. R. N. Chopra
(d) Dr. M. Al-Hiti
- 21.** Which of the following is required for good pharmacy practice?
- (a) Premises
(b) Equipment
(c) Manpower
(d) All of the above
- 22.** The prescription is an order written by a registered medical practitioner to the
- (a) patient
(b) pharmacist
(c) compounder
(d) nurse
- 23.** In communication, the information received by the receiver is called as
- (a) input
(b) output
(c) source
(d) message
- 24.** Which of the following skills are important to communicate properly?
- (a) Reading
(b) Writing
(c) Speaking
(d) All of the above
- 25.** Which of the following is the heart of the patient counselling session?
- (a) Preparing for the session
(b) Opening the session
(c) Counselling content
(d) Closing the session
- 26.** Mammogram is used for the screening of
- (a) Bone disorder
(b) Breast cancer
(c) Anaemia
(d) None of the above
- 27.** Which among the following is/are function(s) of the pharmacist during OTC counselling process?
- (a) Evaluating the patient
(b) Understanding the condition of patient
(c) Providing adequate advice
(d) All of the above

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3

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[Contd...

28. Aspirin can cause problems with which of the following conditions?

- (a) Asthma
- (b) Bronchitis
- (c) Sinusitis
- (d) All of the above

29. Minimum area required for retail store is

- (a) 10 sq. feet
- (b) 100 sq. feet
- (c) 10 sq. meter
- (d) 20 sq. meter

30. Room temperature means the temperature should not exceed

- (a) 20 °C
- (b) 30 °C
- (c) 35 °C
- (d) 40 °C

31. A person who is interested to start a retail drug store must be a

- (a) Registered Medical Practitioner
- (b) Registered pharmacist
- (c) Chemist
- (d) Druggist

32. In relation to VED analysis, 'D' stands for

- (a) Data of receipt of item
- (b) Deviation of stock
- (c) Desirable items
- (d) Daily desired items

33. Who is the Licensing Authority for issuing retail sale license?

- (a) Central Drugs Control Authority
- (b) State Drugs Control Authority
- (c) District Collector
- (d) Chief Medical Officer of the District

34. Face to face communication falls under _____ type of communication.

35. The communication is a part of _____ skills.

36. Minimum practical training period required for registration as a pharmacist is _____.

37. CDSCO stands for _____.

38. ABC analysis refers to _____.

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BOARD DIPLOMA EXAMINATION, (ER-20)

JUNE—2024

DPH – SECOND YEAR EXAMINATION

COMMUNITY PHARMACY AND MANAGMENT

Time : 3 Hours]

[Total Marks : 80

PART—A

5×6=30

- Instructions :** (1) Answer *any six* questions out of seven.
(2) Each question carries **five** marks.
(3) Answers should be comprehensive and criterion for valuation is the content but not the length of the answer.
1. What are Dispensing errors? Describe the causes of dispensing errors.
 2. Explain the counseling points for patient suffering from Acquired Immune Deficiency Syndrome (AIDS).
 3. Explain the importance and procedure for measurement of blood pressure as a health screening service provided in community pharmacy
 4. Give a detail note on counseling process for the OTC products.
 5. Write the symptoms and self-care advice for diarrhoea and vomiting.
 6. Explain the need and benefits for pharmacy operation softwares.
 7. Discuss the legal requirements in establishing and maintaining retail pharmacy.

PART—B

3×10=30

- Instructions :** (1) Answer *any ten* questions.
(2) Each question carries **three** marks.
(3) Answers should be brief and straight to the point and shall not exceed five simple sentences.

8. Define community pharmacy.
9. Give different steps in dispensing process.
10. Explain the required skills of pharmacist while interacting with patients.
11. What is COPD? Mention the counseling points for COPD patients.
12. What are the Patient related barriers in Patient counseling?
13. List out various factors influencing for medication non adherence.
14. Write the symptoms of Constipation.
15. Give any three roles of Pharmacist in OTC medication dispensing.
16. What is Cash Book? List out different types of Cash books.
17. What is Customer Relationship Management? Give its importance.
18. Write a short note in SOP of pharmacy management.

PART—C

1×20=20

- Instructions :** (1) Answer **all** questions.
(2) The question carries **one** mark.
(3) Answer should be single word or single sentence.

- 19.** The P.C.I was constituted in
- (a) 1948
 - (b) 1968
 - (c) 1960
 - (d) 1911
- 20.** The Pharmacy Council of India (PCI) was established, under which Act?
- (a) Poisons Act, 1919
 - (b) Pharmacy Act, 1948
 - (c) Drugs and Cosmetic Act, 1940
 - (d) Drugs and Magic Remedies Act, 1954
- 21.** _____ should able to identify, manage and solve health related problems.
- (a) Pharmacist
 - (b) Patient
 - (c) Society
 - (d) All of the above
- 22.** The meaning of the Latin word Rx is
- (a) you take
 - (b) to make
 - (c) to sold
 - (d) to use

- 23.** Disadvantages of Informal communication is
- (a) authentic messages
 - (b) no responsibility
 - (c) reliable information
 - (d) None of the above
- 24.** Three things which are most important and essential in any communication process are
- (a) thoughts, information and emotion
 - (b) sender, receiver and the channel
 - (c) symbols, signs and expressions
 - (d) gesture, voice and symbols
- 25.** Patient counseling helps to
- (a) know chemical structure of drug
 - (b) develop business relations with pharmacist
 - (c) motivate the patient to take medicine for health improvement
 - (d) pass time at old age
- 26.** Which test is done for screening of hearing loss in 0-4 week old newborn baby?
- (a) Screen with umbilical cord
 - (b) Audiometry
 - (c) TMS test
 - (d) Thyroid function test

- 27.** Schedule H drugs includes
- (a) Prescription drugs
 - (b) Home remedies
 - (c) Narcotics drugs
 - (d) Psychotropic drugs
- 28.** OTC medicines are available for the treatment of
- (a) Cancer
 - (b) Hepatitis
 - (c) Diarrhoea
 - (d) Tuberculosis
- 29.** Which of the following is/are the functions of pharmacist?
- (a) Checking symptoms of minor ailment
 - (b) Counseling
 - (c) Health promoter
 - (d) All of the above
- 30.** In retail drug store, the medicines are arranged according to
- (a) Manufacturers
 - (b) Pharmacological actions
 - (c) Alphabetical order
 - (d) All of the above
- 31.** ABC analysis means
- (a) Always Better Control
 - (b) Almost Better Control
 - (c) Always Best Control
 - (d) None of the above

- 32.** The supply order is a
- (a) Legal document
 - (b) Personal document
 - (c) Account document
 - (d) All of the above
- 33.** Form 19C is used for seeking sale license for drugs listed in
- (a) Schedule C and C1
 - (b) Schedule G
 - (c) Schedule H1
 - (d) Schedule X
- 34.** Prescription is the example of
- (a) Verbal communication
 - (b) Non-Verbal communication
 - (c) Visual communication
 - (d) Written communication
- 35.** The communication is a part to _____ skills.
- 36.** mHealth stands for _____.
- 37.** The minimum space required to open a wholesale drug store is _____ square meters.
- 38.** VED analysis stands for _____.

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MARCH/APRIL—2024

DPH – SECOND YEAR EXAMINATION

COMMUNITY PHARMACY AND MANAGEMENT

Time : 3 Hours]

[Total Marks : 80

PART—A

5×6=30

Instructions : (1) Answer *any six* questions.

(2) Each question carries **five** marks.

(3) Answers should be comprehensive and criterion for valuation is the content but not the length of the answer.

1. Explain in detail about various steps involved in handling of a prescription. 5
2. Define communication skill and explain in detail about its types. 1+4
3. Describe various stages of patient counselling. 5
4. What are the symptoms and self-care advices for the following :
(a) Diarrhoea
(b) Sore throat 2½+2½
5. Write the legal requirements to set up a community pharmacy. 5
6. Explain the following methods of inventory control in detail.
(a) ABC analysis
(b) EOQ method 2½+2½
7. Explain in detail about pharmacy interiors and designs. 5

PART—B

3×10=30

- Instructions :** (1) Answer *any ten* questions.
(2) Each question carries **three** marks.
(3) Answers should be brief and straight to the point and shall not exceed five simple sentences.

8. What are the causes for dispensing errors? 3
9. Write a brief note on patient interview techniques. 3
10. Mention the barriers for effective patient counselling. 3
11. What are the strategies to overcome medication non-adherence? 3
12. Write the importance of health screening services in community pharmacy. 3
13. Define patient information leaflet and mention its uses. 1+2
14. What is the role of pharmacist in OTC medication dispensing? 3
15. What are the symptoms and self-care advices to manage constipation? 3
16. Mention the importance of financial management in pharmacy. 3
17. Write short notes on SOP for procurement of medicines. 3
18. Write the uses of pharmacy operation software. 3

PART—C

1×20=20

- Instructions :** (1) Answer **all** questions.
(2) Each question carries **one** mark.
(3) Answer should be single word or single sentence.

19. PCI was established under

- (a) Poison Act, 1919
- (b) Drugs and Cosmetics Act, 1940
- (c) Pharmacy Act, 1948
- (d) Drugs and Magic Remedies Act, 1954

20. Which of the following is required for good pharmacy practice?

- (a) Premises
- (b) Equipment
- (c) Man power
- (d) All of the above

21. Rx in prescription means

- (a) you make
- (b) you take
- (c) you sell
- (d) you read

22. Define patient counselling.

23. Prescription is an example for _____ communication.

24. Sphygmomanometer is used to measure
- (a) blood pressure
 - (b) blood cholesterol
 - (c) Both (a) and (b)
 - (d) None of the above
25. Narcotic and Psychotropic Substances Act was enacted in the year ____.
26. BMI is a screening test to check
- (a) cancer
 - (b) asthma
 - (c) hypertension
 - (d) obesity
27. Minimum practical training required for registration of pharmacist is **not** less than
- (a) 100 hours
 - (b) 200 hours
 - (c) 400 hours
 - (d) 500 hours
28. Preparation of SOP in community pharmacy is the responsibility of
- (a) physician
 - (b) staff nurse
 - (c) pharmacist
 - (d) patient
29. Pap smear test is used for the screening of ____ cancer.

- 30.** First Indian Pharmacopeia Committee was established in 1948 under the chairmanship of
- (a) B. N. Ghosh
 - (b) T. K. Gujjar
 - (c) P. C. Ray
 - (d) R. N. Chopra
- 31.** Antiretroviral therapy is used for the treatment of
- (a) diabetes
 - (b) AIDS
 - (c) asthma
 - (d) tuberculosis
- 32.** Define Over The Counter (OTC) drugs.
- 33.** Community pharmacy includes
- (a) stocking and dispensing of prescription
 - (b) OTC drug dispensing
 - (c) patient counselling
 - (d) All of the above
- 34.** OTC medication comes under _____ of Drugs and Cosmetics Act, 1940.
- (a) Schedule K
 - (b) Schedule G
 - (c) Schedule X
 - (d) Schedule H
- 35.** 'SOS' in a prescription means
- (a) subcutaneous
 - (b) without
 - (c) if necessary
 - (d) at once

36. What is digital health?
37. Which of the following drug is **not** used in pain management?
- (a) Aspirin
 - (b) Domperidone
 - (c) Ibuprofen
 - (d) Paracetamol
38. Type-II diabetes is also called as
- (a) insulin dependent diabetes
 - (b) non-insulin dependent diabetes
 - (c) gestational diabetes
 - (d) drug induced diabetes

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