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GOVERNMENT OF KARNATAKA
BOARD OF EXAMINING AUTHORITY
D. Pharm Part-II Examination (ER-2020) JANUARY 2024
COMMUNITY PHARMACY AND MANAGEMENT

Time: 3 Hours

Max marks: 80 M

- Note: i) Answer 6 questions from section A, 10 questions from section B and all questions from section C.
ii) Draw diagram wherever necessary.
iii) Answer to the point for objective type.

SECTION -A

Long Essay (Answer any six)

6X5=30 M

1. Define prescription with its parts and write a note on good dispensing practice.
2. Define patient counseling. Explain the type of barriers for effective counseling and mention strategies to overcome it
3. What are over the counter (OTC) medications? Explain the counseling for OTC products.
4. Define self-medication. Explain the role of Pharmacists in promoting the safe practices during self-medication for cough and cold.
5. Explain the legal requirements to set up a community pharmacy.
6. Discuss in detail the common inventory control methods used in community pharmacy.
7. Outline the key components of SOP for Pharmacy Management.

SECTION -B

Short Essay (Answer any ten)

10X3=30 M

8. Write a note on history and development of community pharmacy in India.
9. Explain the pharmaceutical standard operating procedure(SOPs)
10. Explain the steps involved in prescription dispensing process.
11. Write a note on various written communication skills.
12. Explain the scenarios of Patient package Inserts (PPI) use in India and other countries.
13. Highlight the importance of various health screening services.
14. Write the key points to be covered during counseling for over the counter (OTC) products
15. Discuss the role of Pharmacist in OTC medication dispensing.
16. Outline the key features of Pharmacy operation software.
17. Discuss the key area where accountancy is important in a community pharmacy.
18. Explain the key strategies for effective inventory management in a community pharmacy.

SECTION -C

Objective type (Answer all questions)

20X1= 20M

19. Define community pharmacy management
20. Mention any two pharmacy operation softwares.
21. Give some examples for OTC medications.
22. List the Pharmacists advices for fever management
23. Pharmacist advise for mouth ulcers
24. Mention one importance of early detection health screening service.
25. How medication review service is useful.
26. List the factors influencing medication non-adherence.
27. Mention any two patient counseling points for COPD patients
28. List the strategies to overcome medication non-adherence.
29. List the types of communication skills.
30. What information can be recorded from medication history interviews
31. Enlist the steps to be followed during handling of prescription
32. Define good dispensing practices.
33. What do you mean by good pharmacy practice?
34. What do you mean by medication adherence?
35. Match the following

A

B

- | | |
|--|---|
| 1) Cholesterol testing service | a) Taking medications correctly |
| 2) First Indian Pharmacopeia was published | b) 1811 |
| 3) COPD | c) Help to identify risk of developing heart diseases |
| 4) Dispensing medications | d) COPD |
| | e) 1868 |
| | f) Change of the prescription drugs |

D. PHARMA 2ND YEAR | PREVIOUS YEAR PAPER

2nd Year/ Pharmacy

Subject: Community Pharmacy & Management

Time: 3 Hrs.

M.M.: 80

SECTION-A

Note: Multiple choice questions. All questions are compulsory (20x1=20)

Q.1 ____ deals with varied area of patient care, drug dispensing & advising patient on safe & rational use of drug

- a) Clinical Pharmacy
- b) Community Pharmacy
- c) Industrial Pharmacy
- d) Regulatory Pharmacy

Q.2 EDC stands for

- a) Essential Drug Conjugate
- b) Emergency Drug Concept
- c) Essential Drug Concept
- d) Essential during Counseling

Q.3 Pharmacist has at least one year experience of providing pharmaceutical care to patients

- a) Registered
- b) Chief
- c) Clinical
- d) Qualified

Q.4 SOPs provide additional information for the

- a) Selling Process
- b) Audit Process.
- c) Pharmaceutical Practice
- d) Purchasing Process

Q.5 EPS stands for

- a) Electronics Practice system
- b) Electronics prescription support
- c) Electronics Problem Services
- d) Electronics Prescription Service

Q.6 ____ is a leaflet containing specific information regarding the drug product for the healthcare professional & is included in the pack of product

- a) Ancillary Label
- b) Patient Prescription
- c) Package Insert
- d) Dispensing Label

Q.7 Compounded prescription are also known as

- a) Remedium Cardinale
- b) Remedium Adjuvans
- c) Formula Magistralis
- d) Remedium Constituens

Q.8 Geographical distance between the sender & receiver communication is one of the most common ____ in communication

- a) Gender Barriers
- b) Physical Barrier
- c) Psychological Barriers
- d) Cultural Barriers

Q.9 The element of face-to-face communication is _____

- a) Word
- b) Body Language
- c) Tone of Voice of
- b) All of the above.

Q.10 Tachycardia means

- a) Decrease Heart Rate
- b) Increase Heart Rate.
- c) Increase Blood Pressure
- d) Decrease Blood Pressure

Q.11 DOT stands for

D. PHARMA 2ND YEAR | PREVIOUS YEAR PAPER

- a) Directly Observed Testing
c) Directly Observed Technique
- b) Directly Observed Therapy
d) Decrease Observed Therapy.

Q.12 _____ is not a disease but is an important risk factor for several complications that ultimately result in organ damage

- a) Cancer. b) Tuberculosis c) Lymphoma d) Hypertension

Q.13 The health belief model developed in _____

- a) 1954 b) 1964 c) 1974 d) 1984

Q.14 The quality of doctor-patient relationship is an important factor that influences _____

- a) Patient Medication Adherence b) Therapeutic Care
c) Patient Counselling d) Medication Information Service

Q.15 which one is a common malignancy among women?

- a) Cervical Cancer. b) Breast Cancer
c) Prostate Cancer d) Colorectal Cancer

Q.16 Patient having _____ is at a higher risk of Colectural Cancer

- a) GERD b) Tuberculosis
c) Paralysis d) Diabetes

Q.17 Bacteria, Viruses & Parasites are the most common causes of _____

- a) Diarrhea b) Dengue
c) Hypertension d) Angina

Q.18 _____ is a broad term that encompasses a wide range of unpleasant body sensation

- a) Grimacing. b) Depression
c) Pain d) Muscle Spasm

Q.19 RPF stand for

- a) Requirement for proposal b) Request for postponed
c) Request for Plan d) Request for Proposal

Q.20 Among the following which one is not a delivery factor

- a) Warranty b) Quantity
c) Time d) Documentation

SECTION-B

Note: Short answer type questions. Attempt any ten questions F out of eleven questions. (10x3=30)

Q.21 Describe in brief the community pharmacy practice in 1970s & 1980s

Q.22 Describe the Ideal Quality & advantages of SOP (Standard Operating Procedure)

Q.28 Write the components of Prescription

Q.24 Describe in brief the advantages of face-to-face communication

Q.25 Describe the barriers in Patients Counselling

Q.26 Write the effect of poor/ no Patient Counselling

D. PHARMA 2ND YEAR | PREVIOUS YEAR PAPER

- Q.27 Describe the factor related to doctor influencing non- adherence
- Q.28 Describe self-care during cough
- Q.29 Describe any three roles of Pharmacist in promoting safe practice during self-medication
- Q.30 Describe Independent Pharmacies
- Q.31 Write the factors considered while deciding the structure & design of community Pharmacy.

SECTION-C

Note: Long answer type questions. Attempt any six questions out of seven questions. (6x5=30)

- Q.32 Describe the responsibilities of community pharmacist related to drug product
- Q.33 Describe in brief any three steps involved in handling the prescription
- Q.34 Describe in brief the barriers to communication
- Q.35 Describe the counselling points for counselling patient with Hypertension
- Q.36 Write in brief the strategies to overcome non-Adherence
- Q.37 Describe in brief the measurement of Blood pressure by using sphygmomanometer.
- Q.38 Describe the Cash Book.



ER20-22T

8102

BOARD DIPLOMA VOCATIONAL EXAMINATION, (ER-20)

MAY—2023

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 brief and straight to the point and shall not exceed five simple sentences.

1. Explain in detail about the development of community pharmacy in India. 5
2. Describe the various steps involved in handling of a prescription. 5
3. Define communication skill and explain in detail about its types. 1+4=5
4. Write the patient counselling points for (a) Tuberculosis and (b) Diabetes. 2½+2½= 5
5. Explain the need and role of pharmacist in OTC medication dispensing. 5
6. Write the legal requirements to set up a community pharmacy. 5
7. Explain the vendor selection process in detail. 5

| Contd...

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PART—B

3×10=30

- Instructions :** (1) Answer *any ten* questions.
(2) Each question carries **three** marks.
(3) Answers should be comprehensive and criterion for valuation is the content but not the length of the answer.

8. Write about the good pharmacy practices. 3
9. Define prescription and write its parts. 1+2=3
10. Describe the various stages of patient counselling. 3
11. Write the strategies to overcome medication non-adherence. 3
12. What is meant by health screening service? Write its importance in community pharmacy. 1+2=3
13. Write the definition and uses of patient information leaflet. 1+2=3
14. Mention the counselling for chronic obstructive pulmonary disease. 3
15. Write about the self-care advice provided by pharmacist to cough. 3
16. Briefly write about the audits in pharmacy. 3
17. What is digital health? Write about the benefits of digital health. 1+2=3
18. What are the requirements for the site selection of community pharmacy? 3

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PART—C

1-20-20

Instructions : (1) Answer the following questions.

(2) The question carries **one** mark.

(3) Choose the correct answer or write the **correct** answer.

19. The minimum qualification required for a registered pharmacist in India is
- (a) Doctor in Pharmacy
 - (b) Masters in Pharmacy
 - (c) Bachelor in Pharmacy
 - (d) Diploma in Pharmacy
20. SOP is the abbreviation for _____.
21. Which of the following is **not** present on labelling of dispensed medications?
- (a) Name of the medicine
 - (b) Directions for use of medicine
 - (c) Name of the physician
 - (d) Expiry date of medicine
22. What is meant by verbal communication?
23. Define patient package insert.
24. Which of the following could be a barrier for communication in community pharmacy practice?
- (a) Lack of time for pharmacist
 - (b) Lack of patient's interest
 - (c) Incompetency of pharmacist
 - (d) All of the above

25. Low health literacy is a _____ factor.
- (a) Heredity
 - (b) Environmental
 - (c) Socioeconomic
 - (d) None of the above
26. Symptoms of sore throat includes all, **except**
- (a) Difficulty in swallowing
 - (b) Pain and irritation in throat
 - (c) Fever
 - (d) Diarrhoea
27. Write any two uses of pharmacy operation software.
28. Sphygmomanometer is used to measure _____.
- (a) Blood cholesterol
 - (b) Blood pressure
 - (c) Blood glucose level
 - (d) Fever
29. Which of the following is detected in comprehensive urine analysis?
- (a) Protein
 - (b) Blood
 - (c) Creatinine
 - (d) All of the above
30. Which of the following is a category of laxative?
- (a) Bulk forming
 - (b) Irritant
 - (c) Stool softeners
 - (d) All of the above

31. Identify anti-itching agent.
- (a) Calamine
 - (b) Aspirin
 - (c) Paracetamol
 - (d) Metformin
32. Drugs that are safe and effective for use by the general public without a prescription are called as
- (a) Schedule X drugs
 - (b) Over the counter drugs
 - (c) Schedule C, C1 drugs
 - (d) Narcotic drugs
33. In retail drug store, medicines are arranged according to
- (a) Alphabetical order
 - (b) Manufacturer
 - (c) Pharmacological category
 - (d) All of the above
34. Form 19C is the application for grant of licence for the retail sale of
- (a) Schedule C, C1 drugs
 - (b) Schedule X drugs
 - (c) Schedule G drugs
 - (d) Schedule H1 drugs

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[Contd..

35. According to IP 'Store in a place' means
- (a) Storage at 0°C
 - (b) Storage at room temperature
 - (c) Storage between 2-8°C
 - (d) Storage between 8-25°C
36. Licensing authority to issue a retail sale license from
- (a) Municipal Commissioner
 - (b) Drug control authority
 - (c) DM&HO
 - (d) District Collector
37. Which of the following is **not** a function of pharmacist?
- (a) Patient counselling
 - (b) Health promotion
 - (c) Prescribing medicines
 - (d) Dispensing medicines
38. Which one of the following is **not** an inventory control technique?
- (a) ABC analysis
 - (b) VED analysis
 - (c) EOQ method
 - (d) Profit and Loss account

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Code No. : 2607

COMMUNITY PHARMACY AND MANAGEMENT

Time : 3:00 Hours]

[Maximum Marks : 80

NOTES:

- i) Attempt all parts.
- 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 Questions)

Answer any six questions. Each question carries equal marks.

[6 × 5 = 30]

- Q1) Explain the role of community pharmacist.
- Q2) Describe different parts of the prescription.
- Q3) What do you mean by verbal communication? Give advantages and disadvantages of verbal communication.
- Q4) Describe various stages involved in patient counselling.
- Q5) Discuss various strategies to overcome medication non-adherence.
- Q6) How will you select a site for the establishment of new community pharmacy?
- Q7) What is procurement? Explain in short the process of procurement.

PART-B

(Short Questions)

Answer any ten questions. Each question carries equal marks.

[10 × 3 = 30]

- Q1) Write a note on handling of the prescription.
- Q2) Write a note on body language is a type of communication.
- Q3) Define patient information leaflet. Give importance of patient information leaflet.
- Q4) Write in brief patient counselling points for tuberculosis.
- Q5) Define health screening services. Give scope of health screening services.
- Q6) Write a brief note on OTC medication in India.

(हिन्दी अनुवाद)

- नोट : i) सभी भागों के उत्तर दीजिए।
ii) परीक्षार्थियों को सलाह दी जाती है कि वे प्रश्न-पत्र के दोनों अनुवादों में सांख्यिकीय अंकड़ों का विशेष रूप से मिलान कर लें। यदि हिन्दी अनुवाद के किसी प्रश्न में किसी प्रकार की भिन्नता है, तो परीक्षार्थी अंग्रेजी अनुवाद के अनुसार प्रश्न का उत्तर दें।
iii) परीक्षार्थियों द्वारा पेजर और मोबाइल फोन का प्रयोग अनुमत्त नहीं है।

भाग - अ

(दीर्घ प्रश्न)

किन्हीं छः प्रश्नों के उत्तर दीजिए। प्रत्येक प्रश्न के अंक समान हैं।

[6 × 5 = 30]

(Om)

प्र.1) सामुदायिक फार्मासिस्ट की भूमिका की व्याख्या कीजिए।

प्र.2) Describe diff part of the prescription
नुस्खे के विभिन्न भागों का वर्णन कीजिए।

प्र.3) Verbal communication advantage and Disadvantage
मौखिक संचार से आप क्या समझते हैं? मौखिक संचार के लाभ और हानियाँ बताइए।

प्र.4) रोगी परामर्श में शामिल विभिन्न चरणों का वर्णन कीजिए।

प्र.5) दवा के गैर-अनुपालन को दूर करने के लिए विभिन्न रणनीतियों पर चर्चा कीजिए।

प्र.6) आप नये सामुदायिक फार्मसी की स्थापना के लिए साइट (स्थल) का चयन कैसे करेंगे?

प्र.7) खरीद क्या है? खरीद की प्रक्रिया संक्षेप में समझाइए।

भाग - ब

(लघु प्रश्न)

किन्हीं दस प्रश्नों के उत्तर दीजिए। प्रत्येक प्रश्न के अंक समान हैं।

[10 × 3 = 30]

प्र.1) नुस्खे को संभालने (संचालन) पर एक नोट लिखिए।

प्र.2) शारीरिक भाषा संचार का एक प्रकार है, इस पर टिप्पणी लिखिए।

प्र.3) रोगी सूचना पत्रक को परिभाषित कीजिए। रोगी सूचना पत्रक का महत्व दीजिए।

प्र.4) तपेदिक के लिए रोगी परामर्श बिन्दुओं को संक्षेप में लिखिए।

प्र.5) स्वास्थ्य जाँच सेवाओं को परिभाषित कीजिए। स्वास्थ्य जाँच सेवाओं का दायरा (स्कोप) दीजिए।

प्र.6) भारत में ओ टी सी औषधि प्रयोग पर एक संक्षिप्त टिप्पणी लिखिए।

प्र.7) चर्म विकारों में स्वयं की देखभाल के लिए लक्षण और सलाह दीजिए।

प्र.8) सामुदायिक फार्मसी के विभिन्न प्रकार क्या हैं?

प्र.9) फार्मसी के डिजाइन एवं इंटीरियर के बारे में संक्षेप में लिखिए।

प्र.10) वित्तीय नियोजन को परिभाषित कीजिए। वित्तीय नियोजन का महत्व बताइए।

प्र.11) दवाओं के वितरण के लिए मानक संचालन प्रक्रिया दीजिए।

भाग - स

(यस्तुनिष्ठ प्रकार के प्रश्न)

सभी प्रश्नों के उत्तर दीजिए। प्रत्येक प्रश्न के अंक समान हैं।

प्र.1) भारत में सामुदायिक फार्मसी का इतिहास वर्ष में केमिस्ट की दुकान खोलने के साथ शुरू होता है।

अ) 1811

ब) 1812

स) 1813

द) 1814

प्र.2) फार्मसी में एस ओ पी तैयार करने की जिम्मेदारी की होती है।

अ) स्टाफ नर्स

ब) चिकित्सक

स) फार्मासिस्ट

द) कोई नहीं

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प्र.3) पचने के हिस्से को रासायनिक नष्टा जाता है, जिसमें के लिए दिना होती है।

- अ) चिकित्सक फार्मासिट
 स) स्टाफ नर्स कोई नहीं

प्र.4) संप्रेषण जीवाणु का एक भाग है।

- अ) मुश्किल योग्य
 स) सुखद छोट

प्र.5) इमेल्स और वेबसाइट्स संचार के प्रकार है।
 (मौखिक/लिखित)

प्र.6) रोगी परामर्श एक प्रक्रिया है।
 (एकदिशात्मक/द्विदिशात्मक)

प्र.7) प्रिस्क्राइबर के निर्देशों का रोगी द्वारा इमान्दारी से पालन करना कहलाता है।
 (रोगी अनुपालन/रोगी गैर-अनुपालन)

प्र.8) स्फिग्मोमैनोमीटर का उपयोग मापने के लिए किया जाता है।
 (रक्त चाप/रक्त शर्करा स्तर)

प्र.9) मेमोग्राम के शुरुआती लक्षणों की तलाश है।
 (स्तन कैंसर/रक्त चाप)

प्र.10) एक विकार है जिसमें मल कठोर, शुष्क और मल त्याग करने में मुश्किल हो जाता है।
 (कब्ज/दस्त)

प्र.11) का अर्थ है रोग के कारणों और विकास का अध्ययन।
 (एटियोलॉजी/एटियोपैथोजेनेसिस)

प्र.12) का अर्थ है उल्टी की प्रक्रिया।
 (एमोसिस/मतली)

प्र.13) ओ टी सी दवाएँ है।
 (प्रिस्क्रिप्शन/नान प्रिस्क्रिप्शन)

प्र.14) व्यवसाय में ग्राहक या भागीदार द्वारा योगदान की गई राशि को के रूप में जाना जाता है। (पूँजी/संपत्ति)

प्र.15) सी इ सी विश्लेषण पद्धति में इ वन अर्थ है

(आवश्यक/आर्थिक)

प्र.16) खुदरा दवा दुकान के लिए आवश्यक न्यूनतम स्थान

- | | |
|------------------------|-----------------------|
| अ) 100 मी ² | ब) 50 मी ² |
| स) 10 मी ² | द) 20 मी ² |

प्र.17) फार्मासिस्ट के पंजीकरण के लिए आवश्यक न्यूनतम व्यावहारिक प्रशिक्षण से कम नहीं है।

- | | |
|--------------|--------------|
| अ) 100 घण्टे | ब) 200 घण्टे |
| स) 500 घण्टे | द) कोई नहीं |

प्र.18) आरोग्य सेतु एम को भारत सरकार द्वारा लड़ाई के दौरान स्थापित किया गया है।

- | | |
|-------------|---------------|
| अ) टी.सी. | ब) फोलियो |
| स) कोविड-19 | द) सुष्ठु रोग |

प्र.19) ऑनलाइन फार्मैसी (ई-फार्मैसी) को के रूप में भी जाना जाता है।

(दवा की दुकान/वेब दवा की दुकान)

प्र.20) पेटी वेंचर युक्त खाते की एक विज्ञापन है जो रिकार्ड करती है

(मंजूर/मादुर)



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STATE BOARD OF TECHNICAL EDUCATION AND TRAINING
TELANGANA
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ER2020-APR-2023
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ER20-22T
COMMUNITY PHARMACY & MANAGEMENT

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Exam Date: 26-04-2023

Duration: 3 Hours [10:00 AM To 01:00 PM]

Session: FN
[Total Marks: 80]

PCODE
10202

PART-A

Instructions:

1. Answer the following questions.
2. Each question carries **ONE** mark.

20 X 1 = 20

1. Expand GPP.
2. Inhaler and Nebulizer are used in
A) Kidney problem B) Respiratory problem
C) Liver problem D) Nerve problem
3. Define communication skills.
4. Define Osmotic laxative.
5. What is the minimum space required for community pharmacy.
6. _____ is example of online pharmacy.
7. PIL stands for.
8. EHR stands for-----
A) Electronic Health Room B) Electronic Health Record
C) Elective Health Record D) None
9. Write the full form of W.H.O.
10. Define self medication.
11. Define purchasing.
12. Following advice regarding use of drugs is given to the patients by pharmacist, except.....
13. Pharmacists working in India must have a pharmacist registration certificate issued by the state it comes under which Act
14. Define body language.

15. Enlist any two requirements of pharmacy design.
16. Define the patient information leaflets.
17. OTC stands for ____
18. Following are the pharmacy operation software, except.
19. Expand MTM.
20. Laxatives are used in the treatment of ____

PART-B

Instructions:

1. Answer any TEN questions.
2. Each question carries THREE marks.

10 X 3 = 30

21. List out various recommendations to reduce medication errors.
22. Write about types of barriers in Patient counselling.
23. What is written communication and give examples.
24. Write a short notes on OTC Medicines in India.
25. What are the factors required in choosing a location for a new pharmacy.
26. What is SOP in pharmacy. What are objectives of SOP's in pharmacy.
27. Write the role of community pharmacist in community health.
28. Define OTC drugs and give some examples.
29. Write the objectives of community pharmacy medicine management.
30. Write about closing session of patient counselling.
31. What are the risks associated with OTC drugs.

PART-C

Instructions:

1. Answer any SIX questions.
2. Each question carries FIVE marks.

6 X 5 = 30

32. Explain the strategies to minimize the dispensing errors.
33. What strategies can be adopted to overcome the barriers in patient counselling.
34. Discuss about early detection of diseases by health screening.
35. Explain the role of pharmacist in OTC Medication dispensing.
36. Explain various process in vendor selection.
37. Write short notes on.

- a. Objectives of Accounting in pharmacy.

b. SOP for procurement of medicines.

3. Write in detail about handling of prescription.

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D. PHARMA 2ND YEAR | PREVIOUS YEAR PAPER

2nd Year/ Pharmacy

Subject: Community Pharmacy & Management

Time: 3 Hrs.

M.M.: 80

SECTION-A

Note: Multiple choice questions. All questions are compulsory (20x1=20)

Q.1 ____ deals with varied area of patient care, drug dispensing & advising patient on safe & rational use of drug

- a) Clinical Pharmacy
- b) Community Pharmacy
- c) Industrial Pharmacy
- d) Regulatory Pharmacy

Q.2 EDC stands for

- a) Essential Drug Conjugate
- b) Emergency Drug Concept
- c) Essential Drug Concept
- d) Essential during Counseling

Q.3 Pharmacist has at least one year experience of providing pharmaceutical care to patients

- a) Registered
- b) Chief
- c) Clinical
- d) Qualified

Q.4 SOPs provide additional information for the

- a) Selling Process
- b) Audit Process.
- c) Pharmaceutical Practice
- d) Purchasing Process

Q.5 EPS stands for

- a) Electronics Practice system
- b) Electronics prescription support
- c) Electronics Problem Services
- d) Electronics Prescription Service

Q.6 ____ is a leaflet containing specific information regarding the drug product for the healthcare professional & is included in the pack of product

- a) Ancillary Label
- b) Patient Prescription
- c) Package Insert
- d) Dispensing Label

Q.7 Compounded prescription are also known as

- a) Remedium Cardinale
- b) Remedium Adjuvans
- c) Formula Magistralis
- d) Remedium Constituens

Q.8 Geographical distance between the sender & receiver communication is one of the most common ____ in communication

- a) Gender Barriers
- b) Physical Barrier
- c) Psychological Barriers
- d) Cultural Barriers

Q.9 The element of face-to-face communication is _____

- a) Word
- b) Body Language
- c) Tone of Voice of
- b) All of the above.

Q.10 Tachycardia means

- a) Decrease Heart Rate
- b) Increase Heart Rate.
- c) Increase Blood Pressure
- d) Decrease Blood Pressure

Q.11 DOT stands for

D. PHARMA 2ND YEAR | PREVIOUS YEAR PAPER

- a) Directly Observed Testing
c) Directly Observed Technique
- b) Directly Observed Therapy
d) Decrease Observed Therapy.

Q.12 _____ is not a disease but is an important risk factor for several complications that ultimately result in organ damage

- a) Cancer. b) Tuberculosis c) Lymphoma d) Hypertension

Q.13 The health belief model developed in _____

- a) 1954 b) 1964 c) 1974 d) 1984

Q.14 The quality of doctor-patient relationship is an important factor that influences _____

- a) Patient Medication Adherence b) Therapeutic Care
c) Patient Counselling d) Medication Information Service

Q.15 which one is a common malignancy among women?

- a) Cervical Cancer. b) Breast Cancer
c) Prostate Cancer d) Colorectal Cancer

Q.16 Patient having _____ is at a higher risk of Colectural Cancer

- a) GERD b) Tuberculosis
c) Paralysis d) Diabetes

Q.17 Bacteria, Viruses & Parasites are the most common causes of _____

- a) Diarrhea b) Dengue
c) Hypertension d) Angina

Q.18 _____ is a broad term that encompasses a wide range of unpleasant body sensation

- a) Grimacing. b) Depression
c) Pain d) Muscle Spasm

Q.19 RPF stand for

- a) Requirement for proposal b) Request for postponed
c) Request for Plan d) Request for Proposal

Q.20 Among the following which one is not a delivery factor

- a) Warranty b) Quantity
c) Time d) Documentation

SECTION-B

Note: Short answer type questions. Attempt any ten questions F out of eleven questions. (10x3=30)

Q.21 Describe in brief the community pharmacy practice in 1970s & 1980s

Q.22 Describe the Ideal Quality & advantages of SOP (Standard Operating Procedure)

Q.28 Write the components of Prescription

Q.24 Describe in brief the advantages of face-to-face communication

Q.25 Describe the barriers in Patients Counselling

Q.26 Write the effect of poor/ no Patient Counselling

D. PHARMA 2ND YEAR | PREVIOUS YEAR PAPER

- Q.27 Describe the factor related to doctor influencing non- adherence
- Q.28 Describe self-care during cough
- Q.29 Describe any three roles of Pharmacist in promoting safe practice during self-medication
- Q.30 Describe Independent Pharmacies
- Q.31 Write the factors considered while deciding the structure & design of community Pharmacy.

SECTION-C

Note: Long answer type questions. Attempt any six questions out of seven questions. (6x5=30)

- Q.32 Describe the responsibilities of community pharmacist related to drug product
- Q.33 Describe in brief any three steps involved in handling the prescription
- Q.34 Describe in brief the barriers to communication
- Q.35 Describe the counselling points for counselling patient with Hypertension
- Q.36 Write in brief the strategies to overcome non-Adherence
- Q.37 Describe in brief the measurement of Blood pressure by using sphygmomanometer.
- Q.38 Describe the Cash Book.



ER20-22T

8102

BOARD DIPLOMA VOCATIONAL EXAMINATION, (ER-20)

MAY—2023

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 brief and straight to the point and shall not exceed five simple sentences.

1. Explain in detail about the development of community pharmacy in India. 5
2. Describe the various steps involved in handling of a prescription. 5
3. Define communication skill and explain in detail about its types. 1+4=5
4. Write the patient counselling points for (a) Tuberculosis and (b) Diabetes. 2½+2½= 5
5. Explain the need and role of pharmacist in OTC medication dispensing. 5
6. Write the legal requirements to set up a community pharmacy. 5
7. Explain the vendor selection process in detail. 5

| Contd...

/8102

1



PART—B

3×10=30

- Instructions :** (1) Answer *any ten* questions.
(2) Each question carries **three** marks.
(3) Answers should be comprehensive and criterion for valuation is the content but not the length of the answer.

8. Write about the good pharmacy practices. 3
9. Define prescription and write its parts. 1+2=3
10. Describe the various stages of patient counselling. 3
11. Write the strategies to overcome medication non-adherence. 3
12. What is meant by health screening service? Write its importance in community pharmacy. 1+2=3
13. Write the definition and uses of patient information leaflet. 1+2=3
14. Mention the counselling for chronic obstructive pulmonary disease. 3
15. Write about the self-care advice provided by pharmacist to cough. 3
16. Briefly write about the audits in pharmacy. 3
17. What is digital health? Write about the benefits of digital health. 1+2=3
18. What are the requirements for the site selection of community pharmacy? 3

/8102

2

PART—C

1-20-20

Instructions : (1) Answer the following questions.

(2) The question carries **one** mark.

(3) Choose the correct answer or write the **correct** answer.

19. The minimum qualification required for a registered pharmacist in India is
- (a) Doctor in Pharmacy
 - (b) Masters in Pharmacy
 - (c) Bachelor in Pharmacy
 - (d) Diploma in Pharmacy
20. SOP is the abbreviation for _____.
21. Which of the following is **not** present on labelling of dispensed medications?
- (a) Name of the medicine
 - (b) Directions for use of medicine
 - (c) Name of the physician
 - (d) Expiry date of medicine
22. What is meant by verbal communication?
23. Define patient package insert.
24. Which of the following could be a barrier for communication in community pharmacy practice?
- (a) Lack of time for pharmacist
 - (b) Lack of patient's interest
 - (c) Incompetency of pharmacist
 - (d) All of the above

25. Low health literacy is a _____ factor.
- (a) Heredity
 - (b) Environmental
 - (c) Socioeconomic
 - (d) None of the above
26. Symptoms of sore throat includes all, **except**
- (a) Difficulty in swallowing
 - (b) Pain and irritation in throat
 - (c) Fever
 - (d) Diarrhoea
27. Write any two uses of pharmacy operation software.
28. Sphygmomanometer is used to measure _____.
- (a) Blood cholesterol
 - (b) Blood pressure
 - (c) Blood glucose level
 - (d) Fever
29. Which of the following is detected in comprehensive urine analysis?
- (a) Protein
 - (b) Blood
 - (c) Creatinine
 - (d) All of the above
30. Which of the following is a category of laxative?
- (a) Bulk forming
 - (b) Irritant
 - (c) Stool softeners
 - (d) All of the above

31. Identify anti-itching agent.
- (a) Calamine
 - (b) Aspirin
 - (c) Paracetamol
 - (d) Metformin
32. Drugs that are safe and effective for use by the general public without a prescription are called as
- (a) Schedule X drugs
 - (b) Over the counter drugs
 - (c) Schedule C, C1 drugs
 - (d) Narcotic drugs
33. In retail drug store, medicines are arranged according to
- (a) Alphabetical order
 - (b) Manufacturer
 - (c) Pharmacological category
 - (d) All of the above
34. Form 19C is the application for grant of licence for the retail sale of
- (a) Schedule C, C1 drugs
 - (b) Schedule X drugs
 - (c) Schedule G drugs
 - (d) Schedule H1 drugs

/8102

5

[Contd..

35. According to IP 'Store in a place' means
- (a) Storage at 0°C
 - (b) Storage at room temperature
 - (c) Storage between 2-8°C
 - (d) Storage between 8-25°C
36. Licensing authority to issue a retail sale license from
- (a) Municipal Commissioner
 - (b) Drug control authority
 - (c) DM&HO
 - (d) District Collector
37. Which of the following is **not** a function of pharmacist?
- (a) Patient counselling
 - (b) Health promotion
 - (c) Prescribing medicines
 - (d) Dispensing medicines
38. Which one of the following is **not** an inventory control technique?
- (a) ABC analysis
 - (b) VED analysis
 - (c) EOQ method
 - (d) Profit and Loss account

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COMMUNITY PHARMACY AND MANAGEMENT

Time : 3:00 Hours]

[Maximum Marks : 80

NOTES:

- i) Attempt all parts.
- 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 Questions)

Answer any six questions. Each question carries equal marks.

[6 × 5 = 30]

- Q1) Explain the role of community pharmacist.
- Q2) Describe different parts of the prescription.
- Q3) What do you mean by verbal communication? Give advantages and disadvantages of verbal communication.
- Q4) Describe various stages involved in patient counselling.
- Q5) Discuss various strategies to overcome medication non-adherence.
- Q6) How will you select a site for the establishment of new community pharmacy?
- Q7) What is procurement? Explain in short the process of procurement.

PART-B

(Short Questions)

Answer any ten questions. Each question carries equal marks.

[10 × 3 = 30]

- Q1) Write a note on handling of the prescription.
- Q2) Write a note on body language is a type of communication.
- Q3) Define patient information leaflet. Give importance of patient information leaflet.
- Q4) Write in brief patient counselling points for tuberculosis.
- Q5) Define health screening services. Give scope of health screening services.
- Q6) Write a brief note on OTC medication in India.

(हिन्दी अनुवाद)

- नोट : i) सभी भागों के उत्तर दीजिए।
ii) परीक्षार्थियों को सलाह दी जाती है कि वे प्रश्न-पत्र के दोनों अनुवादों में सांख्यिकीय अंकड़ों का विशेष रूप से मिलान कर लें। यदि हिन्दी अनुवाद के किसी प्रश्न में किसी प्रकार की भिन्नता है, तो परीक्षार्थी अंग्रेजी अनुवाद के अनुसार प्रश्न का उत्तर दें।
iii) परीक्षार्थियों द्वारा पेजर और मोबाइल फोन का प्रयोग अनुमत्त नहीं है।

भाग - अ

(दीर्घ प्रश्न)

किन्हीं छः प्रश्नों के उत्तर दीजिए। प्रत्येक प्रश्न के अंक समान हैं।

[6 × 5 = 30]

(Om)

प्र.1) सामुदायिक फार्मासिस्ट की भूमिका की व्याख्या कीजिए।

प्र.2) Describe diff part of the prescription
नुस्खे के विभिन्न भागों का वर्णन कीजिए।

प्र.3) Verbal communication advantage and Disadvantage
मौखिक संचार से आप क्या समझते हैं? मौखिक संचार के लाभ और हानियाँ बताइए।

प्र.4) रोगी परामर्श में शामिल विभिन्न चरणों का वर्णन कीजिए।

प्र.5) दवा के गैर-अनुपालन को दूर करने के लिए विभिन्न रणनीतियों पर चर्चा कीजिए।

प्र.6) आप नये सामुदायिक फार्मसी की स्थापना के लिए साइट (स्थल) का चयन कैसे करेंगे?

प्र.7) खरीद क्या है? खरीद की प्रक्रिया संक्षेप में समझाइए।

भाग - ब

(लघु प्रश्न)

किन्हीं दस प्रश्नों के उत्तर दीजिए। प्रत्येक प्रश्न के अंक समान हैं।

[10 × 3 = 30]

प्र.1) नुस्खे को संभालने (संचालन) पर एक नोट लिखिए।

प्र.2) शारीरिक भाषा संचार का एक प्रकार है, इस पर टिप्पणी लिखिए।

प्र.3) रोगी सूचना पत्रक को परिभाषित कीजिए। रोगी सूचना पत्रक का महत्व दीजिए।

प्र.4) तपेदिक के लिए रोगी परामर्श बिन्दुओं को संक्षेप में लिखिए।

प्र.5) स्वास्थ्य जाँच सेवाओं को परिभाषित कीजिए। स्वास्थ्य जाँच सेवाओं का दायरा (स्कोप) दीजिए।

प्र.6) भारत में ओ टी सी औषधि प्रयोग पर एक संक्षिप्त टिप्पणी लिखिए।

प्र.7) चर्म विकारों में स्वयं की देखभाल के लिए लक्षण और सलाह दीजिए।

प्र.8) सामुदायिक फार्मसी के विभिन्न प्रकार क्या हैं?

प्र.9) फार्मसी के डिजाइन एवं इंटीरियर के बारे में संक्षेप में लिखिए।

प्र.10) वित्तीय नियोजन को परिभाषित कीजिए। वित्तीय नियोजन का महत्व बताइए।

प्र.11) दवाओं के वितरण के लिए मानक संचालन प्रक्रिया दीजिए।

भाग - स

(यस्तुनिष्ठ प्रकार के प्रश्न)

सभी प्रश्नों के उत्तर दीजिए। प्रत्येक प्रश्न के अंक समान हैं।

प्र.1) भारत में सामुदायिक फार्मसी का इतिहास वर्ष में केमिस्ट की दुकान खोलने के साथ शुरू होता है।

अ) 1811

ब) 1812

स) 1813

द) 1814

प्र.2) फार्मसी में एस ओ पी तैयार करने की जिम्मेदारी की होती है।

अ) स्टाफ नर्स

ब) चिकित्सक

स) फार्मासिस्ट

द) कोई नहीं

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प्र.3) पचने के हिस्से को रासायनिक नष्टा जाता है, जिसमें के लिए दिना होती है।

- अ) चिकित्सक फार्मासिट
 स) स्टाफ नर्स कोई नहीं

प्र.4) संप्रेषण जीवाणु का एक भाग है।

- अ) मुश्किल योग्य
 स) सुखदुःख छोट

प्र.5) इमेल्स और ग्रेवसाइट्स संचार के प्रकार है।
 (मौखिक/लिखित)

प्र.6) रोगी परामर्श एक प्रक्रिया है।
 (एकदिशात्मक/द्विदिशात्मक)

प्र.7) प्रिस्क्रीप्टर के निर्देशों का रोगी द्वारा इमान्दारी से पालन करना कहलाता है।
 (रोगी अनुपालन/रोगी गैर-अनुपालन)

प्र.8) स्फिग्मोमैनोमीटर का उपयोग मापने के लिए किया जाता है।
 (रक्त चाप/रक्त शर्करा स्तर)

प्र.9) मेमोग्राम के शुरुआती लक्षणों की तलाश है।
 (स्तन कैंसर/रक्त चाप)

प्र.10) एक विकार है जिसमें मल कठोर, शुष्क और मल त्याग करने में मुश्किल हो जाता है।
 (कब्ज/दस्त)

प्र.11) का अर्थ है रोग के कारणों और विकास का अध्ययन।
 (एटियोलॉजी/एटियोपैथोजेनेसिस)

प्र.12) का अर्थ है उल्टी की प्रक्रिया।
 (एमोसिस/मतली)

प्र.13) ओ टी सी दवाएँ है।
 (प्रिस्क्रीप्टन/नान प्रिस्क्रीप्टन)

प्र.14) व्यवसाय में ग्राहक या भागीदार द्वारा योगदान की गई राशि को के रूप में जाना जाता है। (पूँजी/संपत्ति)

प्र.15) सी इ सी विश्लेषण पद्धति में इ वन अर्थ है

(आवश्यक/आर्थिक)

प्र.16) खुदरा दवा दुकान के लिए आवश्यक न्यूनतम स्थान

अ) 100 मी²

ब) 50 मी²

स) 10 मी²

द) 20 मी²

प्र.17) फार्मासिस्ट के पंजीकरण के लिए आवश्यक न्यूनतम व्यावहारिक प्रशिक्षण से कम नहीं है।

अ) 100 घण्टे

ब) 200 घण्टे

स) 500 घण्टे

द) कोई नहीं

प्र.18) आरोग्य सेतु एम को भारत सरकार द्वारा लड़ाई के दौरान स्थापित किया गया है।

अ) टी.सी.

ब) फोलियो

स) कोविड-19

द) सुष्ठु रोग

प्र.19) ऑनलाइन फार्मैसी (ई-फार्मैसी) को के रूप में भी जाना जाता है।

(दवा की दुकान/वेब दवा की दुकान)

प्र.20) पेटी वेंचर युक्त खाते की एक विज्ञापन है जो रिकार्ड करती है

(मंजूर/मादुर)



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Duration: 3 Hours [10:00 AM To 01:00 PM]

Session: FN
[Total Marks: 80]

PCODE
10202

PART-A

Instructions:

1. Answer the following questions.
2. Each question carries **ONE** mark.

20 X 1 = 20

1. Expand GPP.
2. Inhaler and Nebulizer are used in
A) Kidney problem B) Respiratory problem
C) Liver problem D) Nerve problem
3. Define communication skills.
4. Define Osmotic laxative.
5. What is the minimum space required for community pharmacy.
6. _____ is example of online pharmacy.
7. PIL stands for.
8. EHR stands for-----
A) Electronic Health Room B) Electronic Health Record
C) Elective Health Record D) None
9. Write the full form of W.H.O.
10. Define self medication.
11. Define purchasing.
12. Following advice regarding use of drugs is given to the patients by pharmacist, except.....
13. Pharmacists working in India must have a pharmacist registration certificate issued by the state it comes under which Act
14. Define body language.

15. Enlist any two requirements of pharmacy design.
16. Define the patient information leaflets.
17. OTC stands for ____
18. Following are the pharmacy operation software, except.
19. Expand MTM.
20. Laxatives are used in the treatment of ____

PART-B

Instructions:

1. Answer any **TEN** questions.
2. Each question carries **THREE** marks.

10 X 3 = 30

21. List out various recommendations to reduce medication errors.
22. Write about types of barriers in Patient counselling.
23. What is written communication and give examples.
24. Write a short notes on OTC Medicines in India.
25. What are the factors required in choosing a location for a new pharmacy.
26. What is SOP in pharmacy. What are objectives of SOP's in pharmacy.
27. Write the role of community pharmacist in community health.
28. Define OTC drugs and give some examples.
29. Write the objectives of community pharmacy medicine management.
30. Write about closing session of patient counselling.
31. What are the risks associated with OTC drugs.

PART-C

Instructions:

1. Answer any **SIX** questions.
2. Each question carries **FIVE** marks.

6 X 5 = 30

32. Explain the strategies to minimize the dispensing errors.
33. What strategies can be adopted to overcome the barriers in patient counselling.
34. Discuss about early detection of diseases by health screening.
35. Explain the role of pharmacist in OTC Medication dispensing.
36. Explain various process in vendor selection.
37. Write short notes on.

- a. Objectives of Accounting in pharmacy.

b. SOP for procurement of medicines.

3. Write in detail about handling of prescription.

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