



INSTRUCTIONS

- Answer **all** questions in the books given.
- No paper should be removed from the examination hall.
- Do not use any correction fluid.
- Use illustrations where necessary.

1.

- 1.1. Define the term “patient counselling”. (10 marks)
- 1.2. State **five** appropriate techniques to be followed by a pharmacist during a counseling session. (10 marks)
- 1.3. Giving examples, briefly describe **two** techniques mentioned above in 1.2. (30 marks)
- 1.4. Briefly explain the steps that should be followed when conducting a successful patient counseling session. (30 marks)
- 1.5. Assume that you are a counseling pharmacist. While you observing the patient prior to the counseling session you have noticed that the patient is wearing thick glasses and used to hold written materials very close to their eyes.
 - 1.5.1. Identify the functional barrier. (05 marks)
 - 1.5.2. Suggest appropriate techniques to be used to improve the counselling above patient. (15 marks)

2.

- 2.1. Define the term “community pharmacy”. (10 marks)
- 2.2. List **five** services rendered by a community pharmacy. (15 marks)
- 2.3. Briefly describe the professional responsibilities of community pharmacist. (30 marks)
- 2.4. Standard operating procedures (SOPs) include all the written protocols and procedures in place within a pharmacy.
 - 2.4.1. State **five** advantages of having SOPs in a community pharmacy. (15 marks)
 - 2.4.2. Assuming that you are a manager of a pharmacy, develop SOPs for reception of prescription during dispensing. (30 marks)

3.

- 3.1. State **two** differences between community pharmacists and hospital pharmacists. (10 marks)
- 3.2. List **four** qualities of community pharmacy practice. (10 marks)
- 3.3. Briefly describe the role of the community pharmacist in self-medication. (40 marks)
- 3.4. As a community pharmacist, discuss how you would contribute your service and knowledge to promote healthy lifestyle in a community. (40 marks)

4.

- 4.1. List **five** objectives of layout design of a community pharmacy. (10 marks)
- 4.2. Write **two** importance of maintaining patient records in a community pharmacy. (10 marks)
- 4.3. Write **five** advantages of codification of pharmaceuticals in a community pharmacy. (10 marks)
- 4.4. Assume that you are going to establish a new community pharmacy. Describe what factors to be considered during selection of a site for the pharmacy? (35 marks)
- 4.5. As a community pharmacy owner, describe how you would manage your pharmacy staff efficiently. (35 marks)

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