



**UNIVERSITY OF RUHUNA – FACULTY OF ALLIED HEALTH SCIENCES**

**DEPARTMENT OF PHARMACY**

**FOURTH BPHARM PART I EXAMINATION – DECEMBER 2017**

**PH 4143 COMMUNITY PHARMACY II (SEQ)**

**TIME: TWO HOURS**

**INSTRUCTIONS**

- There are **four (04)** questions in part A and B in the SEQ paper.
- Answer **each** part in a separate booklet.
- No paper should be removed from the examination hall.
- Do not use any correction fluid.
- Use illustrations where necessary.

**PART A**

1. Answer **all** parts.

- 1.1. List **three** possible non-verbal communication methods that pharmacists would probably use when dealing with their clients. *(10 marks)*
- 1.2. Explain briefly **one** method listed in 1.1. *(30 marks)*
- 1.3. Explain **three** communication barriers. *(60 marks)*

2. Answer **all** parts.

- 2.1. Pharmacy environment should encourage patients and other clients to communicate well with the pharmacists. Discuss. *(50 marks)*
- 2.2. Illegal drug users who seek services from a pharmacist may pose troubles to the pharmacists.
  - 2.2.1. What sort of problems a pharmacist may face when dealing with an illegal drug user? *(20 marks)*
  - 2.2.2. How should the pharmacist deal with illegal drug users? *(30 marks)*

**PART B**

3. Answer **all** parts.

- 3.1. Define patient adherence. *(10 marks)*
- 3.2. State the difference between patient adherence and patient compliance. *(10 marks)*
- 3.3. Briefly describe the patient factors associated with non-adherence. *(25 marks)*
- 3.4.
  - 3.4.1. List **three** indirect methods used to measure patient adherence to therapy. *(10 marks)*
  - 3.4.2. Briefly describe **one** method listed in 3.4.1 with its limitations. *(20 marks)*
- 3.5. Briefly describe the role of community pharmacist in the process of improving patient adherence to therapy. *(25 marks)*

4. Answer **all** parts.

4.1. Define the term “substance abuse”. (10 marks)

4.2. Assuming that you are a community pharmacist, briefly describe how you would address an alcoholic patient visited your pharmacy. (40 marks)

4.3. Write a short account on “The rise of alternative medicines”. (25 marks)

4.4. Briefly describe the professional practice of community pharmacist with regard to complementary/ alternative medicines. (25 marks)

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