



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

**DEPARTMENT OF PHARMACY**

**THIRD BPHARM PART I EXAMINATION – DECEMBER 2023**

**PH 3142 COMMUNITY PHARMACY I – SEQ PAPER**

**TIME: TWO HOURS**

**INSTRUCTIONS**

- There are **four** questions in **part A and B** of this SEQ paper.
- Answer **all** questions.
- No paper should be removed from the examination hall.
- Do not use any correction fluid.

**PART A**

1.

- 1.1. Define “community pharmacy management”. (10 marks)
- 1.2. Briefly explain, why human resource management is important to community pharmacy management. (15 marks)
- 1.3. List four basic staff members that we need to recruit for a community pharmacy. (10 marks)
- 1.4. Purchasing of all medicinal products and related materials is a responsibility of the pharmacist. State why it is important to purchase medicinal products from approved companies or dealers. (15 marks)
- 1.5. List the illegal drugs that should not be purchased, displayed and sold at community pharmacy. (20 marks)
- 1.6. Briefly explain three important factors that you should consider when starting a new community pharmacy. (30 marks)

2.

- 2.1. Define the term “community pharmacy”. (15 marks)
- 2.2. Design the basic layout of a community pharmacy. (15 marks)
- 2.3. List the five basic legislation requirements to run a community pharmacy. (20 marks)
- 2.4.
  - 2.4.1. Name four types of community pharmacies. (20 marks)
  - 2.4.2. Briefly explain the types of community pharmacies mentioned in 2.4.1. (30 marks)

## PART B

3. The community pharmacist plays an immense role in public health being an important member of the healthcare team and society.
- 3.1.
- 3.1.1. State four methods that can be used to educate patients on medicines. (04 marks)
  - 3.1.2. List five effects of proper patient education. (10 marks)
  - 3.1.3. State three roles of the community pharmacist in each of the following scenarios. (36 marks)
    - a. In smoking cessation
    - b. In diabetes and disease state management
    - c. In oral health
    - d. In mental health care
- 3.2.
- 3.2.1. State three qualities of a good counsellor. (06 marks)
  - 3.2.2. Briefly explain three different types of barriers which prevent proper patient counselling process. (20 marks)
  - 3.2.3. As a community pharmacist, you are going to counsel a patient who is on inhaler for an asthmatic condition. Briefly explain the pathway that should be followed to conduct an effective counselling session. (24 marks)
4. Patient information leaflets are used to provide information for patients and caregivers regarding the effective use of medicines.
- 4.1. Mention two differences between a patient information leaflet and a product information leaflet. (10 marks)
  - 4.2. Mention the essential information that you need to include when you are designing a patient information leaflet. (35 marks)
  - 4.3. State five factors that you need to consider when designing a patient information leaflet. (20 marks)
  - 4.4. State two advantages of patient information leaflets. (10 marks)
  - 4.5. Briefly explain about the verbal communication skills that should be followed by a pharmacist in effective patient communication (25 marks)

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