



TEACHING PLAN: COMMUNITY PHARMACY & MANAGEMENT
Course: Diploma in Pharmacy

LESSON PLAN

Faculty Name: Mr. Ashwani Saini Subject: Community Pharmacy & Management

Class: D. Pharmacy 2nd Year

Subject Code: ER20-22T

Scope: The course is designed to impart basic knowledge and skills to provide various pharmaceutical care services to patients and general practitioners in the community setup.

Course Objectives: This course will discuss the following:

1. Establishing and running a community pharmacy and its legal requirements
2. Professional aspects of handling and filling prescriptions
3. Patient counselling on diseases, prescription and or non-prescription medicines
4. Scope for performing basic health screening in community pharmacy settings

Course Outcomes: Upon successful completion of this course, the students will be able to

1. Describe the establishment, legal requirements, and effective administration of a community pharmacy
2. Professionally handle prescriptions and dispense medications
3. Counsel patients about the disease, prescription and or non-prescription medicines
4. Perform basic health screening on patients and interpret the reports in the community pharmacy settings

Number of Lectures: 75

Each Lect. Time : 01 hour

Lecture	Topic	Remark/ Date
1	Community Pharmacy Practice	01hr
2	History and development of community pharmacy - International and Indian scenarios	01 hr
3	Professional responsibilities of community pharmacists	01hr
4	Introduction to the concept of Good Pharmacy Practice	01 hr
5	SOP's	01 hr
6	Properties Prescription and prescription handling	01 hr
7	Definition, parts of prescriptions	01 hr
8	legality of prescriptions	01 hr
9	prescription handling	01 hr

10	labelling of dispensed medications (Main label, ancillary label, pictograms)	01 hr
11	brief instructions on medication usage Dispensing process,	01 hr
12	Good Dispensing Practices, dispensing errors and strategies to minimize them	01 hr
13	Communication skills	01 hr
14	Definition, types of communication skills	01 hr
15	Interactions with professionals and patients	01 hr
16	Verbal communication skills (one-to-one, over the telephone)	01 hr
17	Written communication skills	01 hr
18	Body language, Patient interview techniques	01 hr
19	Patient counselling	01 hr
20	Definition and benefits of patient counselling	01 hr
21	Stages of patient counselling - Introduction	01hr
22	counselling content, counselling process, and closing the counselling session	01 hr
23	Barriers to effective counseling	01hr
24	Types and strategies to overcome the barriers	01 hr
25	Patient counselling points for chronic diseases/disorders Hypertension, Diabetes	01hr
26	Asthma, Tuberculosis, Chronic obstructive pulmonary disease, and AIDS	01 hr
27	Patient Package Inserts - Definition, importance and benefits, Scenarios of PPI use in India and other countries	01 hr
28	Patient Information leaflets - Definition and uses	01 hr
29	Medication Adherence Definition,	01 hr

30	factors influencing non- adherence, strategies to overcome non-adherence	01 hr
31	Health Screening Services in Community Pharmacy	01 hr
32	Introduction	01 hr
33	scope, and importance of various health screening services	01 hr
34	for routine monitoring of patients,	01 hr
35	early detection, and referral of undiagnosed cases	01 hr
CLASS TEST		
36	Over The Counter (OTC) Medications	01 hr
37	Definition, need and role of Pharmacists in OTC medication dispensing	01 hr
38	OTC medications in India, counseling for OTC products	01 hr
39	Self-medication and role of pharmacists in promoting the safe practices during self-medication	01 hr
40	Responding to symptoms, minor ailments, and advice for self-care in conditions	01 hr
41	Pain management	01 hr
42	Cough	01 hr
43	Cold	01 hr
44	Diarrhea	01 hr
45	Constipation	01 hr
46	Vomiting	01 hr
47	Fever	01 hr
48	Sore throat	01 hr
49	Skin disorders	01 hr
50	Oral Health (mouth ulcers, dental pain, Gum swelling)	01 hr
51	Community Pharmacy Management	01 hr
52	Community Pharmacy Management	01 hr
53	Legal requirements to set up a community pharmacy	01 hr

54	Legal requirements to set up a community pharmacy	01 hr
55	Site selection requirements	01 hr
56	Site selection requirements	01 hr
57	Pharmacy designs and interiors	01 hr
58	Pharmacy designs and interiors	01 hr
59	Vendor selection and ordering	01 hr
61	Vendor selection and ordering	01 hr
62	Procurement, inventory control methods, and inventory management	01 hr
63	Financial Planning and Management	01 hr
64	Financial Planning and Management	01 hr
65	Accountancy in community pharmacy – Day book, Cash book	01 hr
66	Accountancy in community pharmacy – Day book, Cash book	01 hr
67	Introduction to pharmacy operation softwares – usefulness and availability	01 hr
68	Introduction to pharmacy operation softwares – usefulness and availability	01 hr
69	Customer Relation Management (CRM)	01 hr
70	Customer Relation Management (CRM)	01 hr
71	Audits in Pharmacies	01 hr
72	Audits in Pharmacies	01 hr
73	SOP of Pharmacy Management	01 hr
74	SOP of Pharmacy Management	01 hr
75	Introduction to digital health, mHealth, Online pharmacies	01 hr

Assignments

The students shall be asked to submit written assignments on the following topics (One assignment per student per sessional period. i.e., a minimum of THREE assignments per student)

1. SOPs for various activities in Community Pharmacy (as discussed in Theory and Practical)
2. List out the various abbreviations, short forms used in prescriptions and their interpretation
3. Patient Information Leaflet for a given chronic disease / disorder
4. Patient Information Leaflet for prescription / non-prescription medicines
5. Preparation of window / shelf display materials for the model community pharmacy
6. Overview of Software available for retail pharmacy management including billing, inventory, etc.
7. Dosage / Medication Reminder Aids
8. Overview on the operations and marketing strategies of various online pharmacies
9. Overview on the common fixed dose combinations.