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Library
Pharmaceutical Technology
Brainware University
Barasat, Kolkata-700125

BRAINWARE UNIVERSITY

Term End Examination 2025-2026

Programme – D.Pharm-2024

Course Name – Community Pharmacy & Management - Theory

Course Code - ER20-22T

(Year II)

Full Marks : 80

Time : 3:0 Hours

[The figure in the margin indicates full marks. Candidates are required to give their answers in their own words as far as practicable.]

Group-A

(Multiple Choice Type Question)

1 x 20=20

1. Choose the correct alternative from the following :

- (i) What does the term BID mean?
 - a) Thrice daily
 - b) Four times daily
 - c) Once daily
 - d) Twice daily
- (ii) What does the term PO means?
 - a) You take
 - b) Per Oral
 - c) Intraperitoneal
 - d) Topical
- (iii) What is the role of a community pharmacist?
 - a) Dispensing medications
 - b) Performing surgeries
 - c) Conducting laboratory tests
 - d) Diagnosing medical conditions
- (iv) Which of the following is not a common duty of a community pharmacist?
 - a) Administering vaccinations
 - b) Filling out insurance forms
 - c) Monitoring blood pressure
 - d) Providing medication counseling
- (v) Which organization regulates the practice of pharmacy in the United States?
 - a) State Boards of Pharmacy
 - b) American Pharmacists Association (APhA)
 - c) Food and Drug Administration (FDA)
 - d) American Medical Association (AMA)
- (vi) What is the primary goal of medication therapy management (MTM) services?
 - a) Maximize medication adherence
 - b) Reduce medication errors
 - c) Increase prescription volume
 - d) Minimize medication costs
- (vii) What is the purpose of a drug utilization review (DUR)?
 - a) Prevent medication errors
 - b) Ensure patients receive appropriate medications
 - c) Monitor drug interactions
 - d) All of these
- (viii) Which of the following is not a recommended step when counseling a patient on a new medication?

- a) Advise the patient to discontinue the medication if side effects occur
b) Instruct the patient on how to take the medication
c) Discuss potential side effects
d) Explain the purpose of the medication
- (ix) Observe the correct communication skills that is particularly important when providing medication counseling in a community pharmacy setting while OTC medication dispensing.
a) Active listening
b) Empathy
c) Assertiveness
d) All of the these
- (x) Interpret the crucial point when communicating with patients about their medication regimen from the following options.
a) Use medical jargon to demonstrate expertise
b) Avoid asking open-ended questions
c) Provide information in a clear and understandable manner
d) Rush through the conversation to save time
- (xi) Trace the approach that should be taken by a pharmacist when communicating with a patient who is confused about their medication instructions.
a) Provide the instructions and quickly move on to the next patient
b) Ask closed-ended questions to confirm understanding
c) Use simple language and ask open-ended questions to assess comprehension
d) Refer the patient to another healthcare professional
- (xii) Predict the body language of the pharmacist when dealing with an angry or upset patient in a community pharmacy.
a) Argue with the patient to assert authority
b) Remain calm, listen actively, and empathize with the patient's concerns
c) Ignore the patient's emotions and focus on the task at hand
d) Ask the patient to leave the pharmacy
- (xiii) Interpret the extent to which an effective communication with patients in a community pharmacy setting can help.
a) Improve medication adherence
b) Decrease medication errors
c) Increase patient satisfaction
d) All of the these
- (xiv) Indicate the type of communication skill involved in acknowledging and understanding the emotions of others.
a) Empathy
b) Active listening
c) Assertiveness
d) Clarity
- (xv) Choose the most suitable communication channel for discussing sensitive or private matters with patients in a community pharmacy.
a) Face-to-face communication
b) Phone communication
c) Email communication
d) Text message communication
- (xvi) Report the correct example from the following options for assertive communication in a community pharmacy.
a) Apologizing excessively for a medication error
b) Blaming others for mistakes
c) Expressing concerns respectfully and directly
d) Ignoring patient feedback
- (xvii) Choose the correct meaning for the word "OTC" from the context of pharmacy.
a) Over the Counter
b) On the Clock
c) Out of Treatment Centre
d) Outpatient Treatment Clinic
- (xviii) Discover the OTC medication category that is commonly used to treat symptoms of motion sickness.
a) Antihistamines
b) Decongestants
c) Antacids
d) Laxatives
- (xix) Choose which of the following option is a potential consequence of medication non-adherence.

- (xx) Choose from the following option through which medication adherence can be affected.

(Short Answer Type Questions)

2. Define CRM. (3)
3. Define the term inventory control. (3)
4. Describe in detail the history of community pharmacy. (3)
5. Illustrate the importance of medical adherence. (3)
6. Explain in detail about interaction with professionals and patients. (3)

7. Define the terms cash book and day book. (3)
8. Write the importance of health screening services in community pharmacy. (3)
9. Write in detail about patient counseling. (3)
10. Explain any four factors affecting medication adherence. (3)
11. Conclude about the various strategies to overcome non-adherence. (3)

Illustrate the different methods for measuring the medication adherence. (3)

(Long Answer Type Questions)

12. Describe the benefits of health screening services in community pharmacy. (5)
13. Illustrate the role of pharmacists in rational drug use. (5)
14. Explain the various inventory control method in community pharmacy. (5)
15. Explain the role of pharmacist to increase medical adherence. (5)
16. Explain non-verbal communication. (5)
17. Illustrate the following terms as a key component of prescription: Superscription, Inscription, Subscription, Signatura, Renewal instructions. (5)

Analyze the following terms with respect to key components of a prescription: prescriber's information, date of prescription, patient data, registration number and seal. (5)