

Question Paper

Exam Date & Time: 25-May-2023 (10:00 AM - 01:00 PM)



MANIPAL ACADEMY OF HIGHER EDUCATION

COMMUNITY PHARMACY and MANAGEMENT [PMA-ER20-22T-S2]

Marks: 80

Duration: 180 mins.

MCQs

Answer all the questions.

Section Duration: 30 mins

20 Q x 1 mark = 20 marks

- 1) The year of publication of International Pharmacopoeia is (1)
[1951](#)
[1820](#)
[1921](#)
[1937](#)
- 2) Degree program in pharmacy is started in Banaras Hindu University in which year (1)
[1945](#)
[1948](#)
[1932](#)
[1937](#)
- 3) Which of the following label is patient oriented? (1)
[Commercial label](#)
[Regulatory label](#)
[Display label](#)
[Dispensing label](#)
- 4) Images that convey proper ways of storing, taking medications and precautions while taking medications are called as (1)
[Auxiliary labels](#)
[Dispensing labels](#)
[Pictograms](#)
[Medication aids](#)
- 5) Which of the following is not a potential precaution for antihypertensive drug Telmesartan40 (1)
[Sinus infection](#)
[Hypoglycemia](#)
[Back pain](#)
[Diarrhea](#)
- 6) Which is the most important essential skill for counselling (1)
[Listening](#)

- [Arguing](#)
- [Good English](#)
- [Speaking](#)
- [Good voice modulation](#)

7) Body language is a part of which type of communication (1)

- [Verbal](#)
- [Non-verbal](#)
- [Written](#)
- [Telephonic](#)

8) Which among the following is the effect of no counselling (1)

- [Medication adherence](#)
- [Medication therapy management](#)
- [Medication compliance](#)
- [Drug interactions](#)

9) All of the following are true regarding over-the-counter medications, EXCEPT (1)

- [Self-selected from a store shelf](#)
- [May be used by more than one individual](#)
- [Tend to be stronger than prescription preparations](#)
- [May be used to treat more than one specific ailment](#)

10) What are the 2 main types of OTC pain relievers? (1)

- [Ibuprofen and decongestants](#)
- [Acetaminophen and NSAIDs](#)
- [Advil & Aleve](#)
- [Tylenol & phenytoin](#)

11) Which of the following is OTC product is contraindicated in pregnancy due to its teratogenicity? (1)

- [Folic acid](#)
- [Calcium](#)
- [Retinol](#)
- [Iron](#)

12) You should follow certain precautions when self-treating with OTCs. What should you do? (1)

- [Know what symptoms you're trying to treat](#)
- [Read the label carefully and follow dosage instructions](#)
- [Follow any label warnings](#)
- [All of the above](#)

13) Aspirin can cause problems with which of these conditions? (1)

- [Asthma](#)
- [Fever](#)
- [Sinusitis](#)
- [Low blood pressure](#)

14) People allergic to aspirin may also be allergic to which other OTC(s)? (1)

- [Naproxen](#)
- [Ketoprofen](#)

- [Ibuprofen](#)
[All of the above](#)
- 15) Which of the following is a formula to measure BMI? (1)
- [BMI= Kg/cm²](#)
[BMI = Kg/m²](#)
[BMI = gm/cm²](#)
[BMI = gm/m²](#)
- 16) Blood Pressure measurement should be taken in which position? (1)
- [Sleeping](#)
[Standing](#)
[Sitting](#)
[Sliding](#)
- 17) The full form of JIT in Inventory management refers to (1)
- [Just in Time](#)
[Just in Table](#)
[Just in Title](#)
[Just in Total](#)
- 18) A license to dispense medicines to a patient is referred to as what type of license? (1)
- [Retail license](#)
[Wholesale license](#)
[Retainer license](#)
[Bulk sale license](#)
- 19) Following are the types of pharmacy except (1)
- [Community Pharmacy](#)
[Cityship pharmacy](#)
[Hospital Pharmacy](#)
[Chain Pharmacy](#)
- 20) What does "m" in m-Health refer to? (1)
- [Modern](#)
[Management](#)
[Mobile](#)
[Medical](#)

Long Answers

Answer all the questions.

6 Q x 5 marks = 30 marks

- 1) What is the role of pharmacist in dispensing OTC medicines? (5)
- 2) Write about Standard Operating Procedure for a community pharmacy. (5)
- 3) Illustrate Customer relationship management in a community pharmacy. (5)
- 4) Describe Pharmacy Management Software. (5)
- 5) Discuss in detail the factors to be considered while interacting with Prescribers and Patients. (5)
- 6) Enlist and discuss four types of barriers to effective counselling. (5)

Short Answers

Answer all the questions.

10 Q x 3 mark = 30 marks

- 1) Mention the OTC medications to be given to a patient suffering from mild fever and body ache with appropriate reasons. (3)
- 2) Explain the counselling points while dispensing expectorant as an OTC medication. (3)
- 3) Enlist the reasons for a patient to opt for self- medications. (3)
- 4) Write a short note on online pharmacies. (3)
- 5) Explain Vendor Selection and Ordering. (3)
- 6) Enlist Objectives of Accounting. (3)
- 7) Enlist and briefly discuss dispensing errors. (3)
- 8) Discuss the responsibilities of a community pharmacist towards patient-centered care services. (3)
- 9) What are the strategies that can be used to overcome non-adherence to medication? (3)
- 10) What are five types of communications skills? Discuss any 2 in detail. (3)

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