

# Question Paper

Exam Date & Time: 08-May-2024 (10:00 AM - 01:00 PM)



## MANIPAL ACADEMY OF HIGHER EDUCATION

COMMUNITY PHARMACY and MANAGEMENT [PMA-ER20-22T-S1]

Marks: 80

Duration: 180 mins.

### MCQs

Answer all the questions.

Section Duration: 30 mins

20 Q x 1 mark = 20 marks

- 1) 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](#)
- 2) Following are the types of pharmacy EXCEPT (1)  
[Community Pharmacy](#)  
[Cityship pharmacy](#)  
[Hospital Pharmacy](#)  
[Chain Pharmacy](#)
- 3) What does "m" in m-Health refer to? (1)  
[Modern](#)  
[Management](#)  
[Mobile](#)  
[Market](#)
- 4) Full form of SOP is (1)  
[Statement Operating Procedure](#)  
[Standard Organizing Procedure](#)  
[Statement Organizing Procedure](#)  
[Standard Operating Procedure](#)
- 5) The Full form of FIFO in inventory control is (1)  
[First In Fast Out](#)  
[Fast In Follow Out](#)  
[First In First Out](#)  
[Forward In Fast Out](#)
- 6) While measuring blood sugar at home, the feet should (1)  
[Be Cross legged](#)

[Rest on the floor](#)  
[Be stretched on another chair](#)  
[Be stretched and cross legged](#)

7) What is NOT considered one of the elements of communication channel? (1)

[Sender](#)  
[Receiver](#)  
[Medium](#)  
[Envelope](#)

8) \_\_\_\_\_ is NOT a form of non-verbal communication? (1)

[Kinesics](#)  
[Haptics](#)  
[Speech](#)  
[Chronemics](#)

9) \_\_\_\_\_ in Inventory management is also referred to as Safety Stock. (1)

[Buffer stock](#)  
[Lower stock](#)  
[Cyclical stock](#)  
[Promotional stock](#)

10) "Where did the money come from" and "Where did the money go" can be answered through (1)

[Balance Sheet](#)  
[Ledger](#)  
[Cash flow statement](#)  
[Journal](#)

11) 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](#)

12) Which of the following label is patient oriented? (1)

[Commercial label](#)  
[Regulatory label](#)  
[Display label](#)  
[Dispensing label](#)

13) FIP adopted GPP guidelines in which of the following date? (1)

[2nd September 1993](#)  
[5th September 1993](#)  
[15th September 1993](#)  
[25th September 1993](#)

14) Which year first Indian Pharmacopoeia was published? (1)

[1945](#)

- 1950  
1952  
1955
- 15) Etiology of psoriasis is (1)
- [Occupational irritants](#)  
[Affected Immune system](#)  
[Lack of nutrition](#)  
[Lack of exercise](#)
- 16) Which among the following is the effect of no counselling? (1)
- [Medication adherence](#)  
[Medication therapy management](#)  
[Medication compliance](#)  
[Drug interactions](#)
- 17) Which is the most important essential skill for counselling (1)
- [Listening](#)  
[Arguing](#)  
[Good English](#)  
[Speaking](#)  
[Good voice modulation](#)
- 18) OTC medication for mouth ulcers is (1)
- [Acetaminophen](#)  
[Hydrogen peroxide](#)  
[Salt water gargling](#)  
[Aspirin](#)
- 19) OTC Medication for Psoriasis is (1)
- [Oxymetazoline](#)  
[Aspirin](#)  
[Hydrocortisone cream](#)  
[Vitamin D](#)
- 20) The study of cause or causes of a disease, is called as (1)
- [Pathophysiology](#)  
[Physiology](#)  
[Pathology](#)  
[Etiology](#)

### Long Answers

**Answer all the questions.**

6 Q x 5 marks = 30 marks

- 1) Explain scope and importance of community health screening services by pharmacists. (5)
- 2) Illustrate measures to improve pharmacist- patient communication skills. Mention 4 benefits for patients through improved communication. (5)
- 3) Describe Pharmacy Management Software. (5)
- 4) Enlist and discuss all the five steps involved in the handling of prescriptions. (5)
- 5) List the skills required in dispensing OTC medications. Explain the sequential steps involved in (5)

dispensing OTC medications. (1+4)

- 6) What are the legal provisions of OTC medications in Developed nations? Add a note on Indian scenario. (3+2) (5)

### Short Answers

**Answer all the questions.**

10 Q x 3 mark = 30 marks

- 1) Briefly describe verbal and non-verbal communication with examples. (3)
- 2) Discuss briefly about digital health. (3)
- 3) Outline ABC and EOQ methods of inventory control. (3)
- 4) Write a short note on fixed and working capital requirements for a community pharmacy. (3)
- 5) What are the requirements and conditions of Good Pharmacy Practice? (3)
- 6) Write summary of strategies to overcome barriers to effective counselling. (3)
- 7) Write a detailed note on dispensing labels. (3)
- 8) Briefly discuss the factors influencing patient's non-adherence to medication. (3)
- 9) Enlist and diagrammatically present all the five steps involved in the dispensing process. (3)
- 10) Narrate minor ailment Acne and its clinical presentation, etiology, pharmacologic, and non-pharmacologic self-care. (3)

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