



UNIVERSITY OF JAFFNA, SRI LANKA
BACHELOR OF PHARMACY
SECOND YEAR SECOND SEMESTER EXAMINATION –APRIL 2020
PHACP 2212 COMMUNITY PHARMACY

Date: 21.09.2020

Time: 3 Hours

Answer all 6 questions.

Answer part A and B in separate answer books.

PART A

1. 1.1 List the factors that affect the selection of location to carry out a pharmacy. (20 marks)
- 1.2 Describe the role of a community pharmacist as a communicator. (20 marks)
- 1.3 Explain the features of a good design of a pharmacy. (60 marks)

2. 2.1 List the persons to whom a licensed retail pharmacist can sell any registered medicine specified in schedule II and schedule III according to the NMRA regulations. (20 marks)
- 2.2 State the informations which should be included in a patient medicine use record. (30 marks)
- 2.3 Discuss the standards which should be maintained with regard to personals working in pharmacy according to the Good Pharmacy Practice (GPP) guidelines. (50 marks)

3. 3.1 Define medication adherence. (10 marks)
- 3.2 List the patient related factors that affect medication adherence. (30 marks)
- 3.3 Write the steps to be taken to reduce dispensing errors. (60 marks)

4. 4.1 List the requirements of a storage environment. (30 marks)
- 4.2 Write a short note on “medicines arrangement on shelves”. (70 marks)

PART B

5. 5.1 Define the field of psychology. (20 marks)
- 5.2 Discuss the role of psychologists in health sector. (30 marks)
- 5.3 What is communication? (20 marks)
- 5.4 Explain the characteristics of verbal and non-verbal communication. (30 marks)

6. 6.1 What is conflict? (10 marks)
- 6.2 Explain various types of conflict. (30 marks)
- 6.3 What is stress? (10 marks)
- 6.4 List out and explain stress management techniques. (50 marks)