

Practical Manual of Community Pharmacy and Management

for Second Year Diploma in Pharmacy

Course Code: ER20–22P

As per the latest syllabus prescribed by Pharmacy Council of India

Practical Manual of Community Pharmacy and Management

for Second Year Diploma in Pharmacy

Course Code: ER20–22P

As per the latest syllabus prescribed by Pharmacy Council of India

CH KVL SN Anjana Male MPharm PhD

Professor and Dean of Indian Collaborations
School of Pharmacy
ITM University
Gwalior, Madhya Pradesh

Swathi Vutukuri MPharm PhD Scholar

Associate Professor
Department of Pharmacology
Vijaya Institute of Pharmaceutical Sciences for Women
Enikepadu, Andhra Pradesh



CBS Publishers & Distributors Pvt Ltd

Delhi • Bengaluru • Chennai • Kochi • Kolkata • Lucknow • Mumbai
Hyderabad • Jharkhand • Nagpur • Patna • Pune • Uttarakhand

Disclaimer

Science and technology are constantly changing fields. New research and experience broaden the scope of information and knowledge. The authors have tried their best in giving information available to them while preparing the material for this book. Although all efforts have been made to ensure optimum accuracy of the material, yet it is quite possible some errors might have been left uncorrected. The publisher, the printer and the authors will not be held responsible for any inadvertent errors or inaccuracies.

Practical Manual of Community Pharmacy and Management

for Second Year Diploma in Pharmacy

Course Code: ER20-22P

As per the latest syllabus prescribed by Pharmacy Council of India

ISBN: 978-81-69690-84-3

Copyright © Authors and Publisher

First Edition: 2027

All rights reserved. No part of this book may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying, recording, or any information storage and retrieval system without permission, in writing from the authors and the publisher.

Published by **Satish Kumar Jain** and produced by **Varun Jain** for

CBS Publishers & Distributors Pvt Ltd

4819/XI Prahlad Street, 24 Ansari Road, Daryaganj, New Delhi 110 002, India

Ph: 011-23289259, 23266838

Website: www.cbspd.com

e-mail: delhi@cbspd.com

Corporate Office: 204 FIE, Industrial Area, Patparganj, Delhi 110 092, India

Ph: 011-4934 4934

Fax: 011-4934 4935

e-mail: publishing@cbspd.com;
publicity@cbspd.com

Branches

- **Bengaluru:** Seema House 2975, 17th Cross, K.R. Road, Banasankari 2nd Stage, Bengaluru 560 070, Karnataka, India
Ph: +91-80-26771678/79 Fax: +91-80-26771680 e-mail: bangalore@cbspd.com
- **Chennai:** 18/8B, Subbarayan Street, Shenoy Nagar, Chennai 600 030, Tamil Nadu, India
Ph: +91-44-42032115, 45022115 e-mail: chennai@cbspd.com
- **Kochi:** 42/1325, 1326, Power House Road, Opposite KSEB, Kochi 682 018, Kerala, India
Ph: +91-484-4059061-65 Fax: +91-484-4059065 e-mail: kochi@cbspd.com
- **Kolkata:** 147, Hind Ceramics Compound, 1st Floor, Nilgunj Road, Belghoria, Kolkata 700 056, West Bengal, India
Ph: +91-33-25632055/56 e-mail: kolkata@cbspd.com
- **Lucknow:** Basement, Khushnuma Complex, 7-Meerabai Marg (behind Jawahar Bhawan), Lucknow 226001, UP, India
Ph: +91-522-4000032 e-mail: tiwari.lucknow@cbspd.com
- **Mumbai:** PWD Shed, Gala No. 25/26, Ramchandra Bhatt Marg, Next to JJ Hospital Gate No. 2, Opp. Union Bank of India, Noorbaug, Mumbai-400009, Maharashtra, India
Ph: +91-22-66661880/89 e-mail: mumbai@cbspd.com

Representatives

• Gujarat • Hyderabad • Jharkhand • Magpur • Patna • Pune • Uttarakhand

Printed at: SRK Graphics, Shahdara, Delhi, India

Preface

Community pharmacy has transitioned from merely dispensing medications to providing comprehensive healthcare services that promote public health and improve therapeutic outcomes. Modern pharmacists are tasked with patient counseling, medication management, health screenings, disease prevention, and ensuring ethical pharmacy management.

The *Practical Manual of Community Pharmacy and Management*, designed for diploma in pharmacy (DPharm) students, conforms to syllabus of the Pharmacy Council of India (PCI) Education Regulations (ER-2020) and aims to equip students with essential practical and theoretical pharmacy knowledge. It encompasses hands-on training, covering prescription handling, patient counseling, dispensing procedures, inventory management, drug storage, record maintenance, pharmaceutical calculations, OTC medications, health education, first aid, pharmacovigilance, medication adherence, and the integration of digital technologies.

The manual emphasizes good pharmacy practice (GPP), patient safety, rational medicine use, and regulatory compliance. Its content is structured in a clear, systematic manner to facilitate student learning and understanding. This resource is anticipated to be a valuable guide for students, educators, and pharmacy professionals, preparing them to deliver quality pharmaceutical care and contribute effectively to public health initiatives.

We express gratitude to the contributors and supporters who facilitated the creation of this manual, aiming to advance the skills and competence of future pharmacists in community pharmacy and management.

CH KVLSN Anjana Male
Swathi Vutukuri

Contents

<i>Preface</i>	<i>v</i>
<i>Syllabus</i>	<i>ix</i>
Handling of Prescriptions	
Experiment 1: Handling of Prescription	1
Identification of Drug–Drug Interaction	
Experiment 2: Identification and Resolution of Pharmacokinetic Drug Interactions (1)	5
Experiment 3: Identification and Resolution of Pharmacodynamic Drug Interactions (2)	6
Preparation of Dispensing and Auxiliary Labels	
Experiment 4: Preparation of Dispensing Labels	9
Health Screening Services	
Experiment 5: Recording of Blood Pressure	11
Experiment 6: Determination of Capillary Blood Glucose	12
Experiment 7: Determination of Lung Function Test	14
Experiment 8: Determination of Oxygen Level Using a Pulse Oximeter	16
Experiment 9: Determination of BMI	17
Counseling Patients with Chronic Diseases	
Experiment 10: Counseling for Type 2 Diabetes Mellitus	19
Experiment 11: Counseling for Primary Hypertension	22
Experiment 12: Counseling for Asthma	24
Experiment 13: Counseling for Hyperlipidemia	26
Experiment 14: Counseling for Rheumatoid Arthritis	28

Counseling Patients with Minor Ailments

Experiment 15: Counseling for Headache	30
Experiment 16: Counseling for GI Disturbances	32
Experiment 17: Counseling for Worm Infections	34
Experiment 18: Counseling for Pyrexia	36
Experiment 19: Counseling for Upper Respiratory Tract	38
Experiment 20: Counseling for Skin Infections	40
Experiment 21: Counseling for Oral and Dental Disorders	43

Handling of Correct Administration Techniques

Experiment 22: Study of Administration Techniques for Oral Liquids	46
Experiment 23: Study of Administration Techniques for Eye Drops	47
Experiment 24: Study of Administration Techniques for Inhalers	48
Experiment 25: Study of Administration Techniques for Nasal Drops	49
Experiment 26: Study of Administration Techniques for Insulin Pen	50
Experiment 27: Study of Administration Techniques for Nebulizers	51
Experiment 28: Study of Administration Techniques for Tablets	52
Experiment 29: Study of Administration Techniques for Patches	53
Experiment 30: Study of Administration Techniques for Enemas	54
Experiment 31: Study of Administration Techniques for Suppositories	55

Study of Community Pharmacy Software

Experiment 32: Study of Community Pharmacy Software	57
--	----