# **OBJECTIVE**

#### Upon completion of the course, the student shall be able to

- 1. Know various drug distribution methods in a hospital.
- 2. Appreciate the pharmacy stores management and inventory control.
- 3. Monitor drug therapy of patient through medication chart review and clinical review.
- 4. Obtain medication history interview and counsel the patients.
- 5. Identify drugs related problem.
- 6. Detect and assess adverse drug reaction.
- 7. Interpret selected laboratory results (as monitoring parameters in therapeutics) of specific disease states.
- 8. Know pharmaceutical care services.
- 9. Do patient counseling in community pharmacy.
- 10. Appreciate the concept of Rational drug therapy.

### **Syllabus Pharmacy Practice (Theory)**

	UNIT I	
a)	Hospital and it's organization	
	Definition, Classification of Hospital- Primary, Secondary, and Tertiary hospitals, Classification based on clinical and non- clinical basic, Organization Structure of a Hospital, and Medical staffs involved in the hospital and their functions.	
b)	Hospital pharmacy and its organization	
	Definition, Function of Hospital pharmacy, Organization structure, Location, Layout and staff requirements, and Responsibilities and functions of hospital pharmacists.	
c)	Adverse drug reaction	
	Classification – Excessive pharmacological effects, secondary pharmacological effects, Idiosyncrasy, Allergic drug reactions, Genetically determined toxicity, Toxicity following sudden withdrawal of drugs, Drug interaction- Beneficial interactions, adverse interactions, and Pharmacokinetic drug interactions, Methods for Detection drug interactions, Spontaneous case reports and record linkage studies, and Adverse drug reaction reporting and management.	

d)	Community Pharmacy
	Organization and structure of retail and wholesale drug store, types and design, Legal requirements for establishment and maintenances of a drug store, Dispensing of proprietary products, Maintenance of records of retail and wholesale drug store.
	UNIT II
a)	Drug Distribution system in a hospital
	Dispensing of drugs to inpatients, Types of drug distribution systems, Charging policy and labelling, Dispensing of Drug to ambulatory patients, and Dispensing of controlled drugs.
b)	Hospital formulary
	Definition, Contents of hospital formulary, Differentiation of hospital formulary and Drug list, Preparation and revision, and addition and deletion of drug from hospital formulary.
c)	Therapeutic drug Monitoring
	Need for Therapeutics Drug Monitoring, Factors to be considered during the Therapeutics Drug Monitoring and Indian scenario for Therapeutics Drug Monitoring.
d)	Medication Adherence
	Causes of medication non-adherence, Pharmacist role in the medication adherence, and monitoring of patient medication adherence.
e)	Patient medication history interview
	Need for the patient medication history interview, medication interview forms.
f)	Community pharmacy management
ĺ	Financial, Materials, Staff, and Infrastructure requirements.
	UNIT III
a)	Pharmacy and Therapeutic committee
	Organization, Function, Policies of the pharmacy and therapeutic committee in including drugs into formulary, Inpatient and Outpatient Prescription, Automatic stop order, and Emergency drug list preparation.
b)	Information Services
	Drug and Poison information centre, Sources of drug information, Computerised services, and Storage and Retrieval of information.
c)	Counselling
	Definition of Patient counseling; steps involved in patient counseling, and Special cases that require the pharmacist.
d)	Education and training program in the hospital
	Role of pharmacist in the education and training program, Internal and External training program, Services to the nursing homes/clinics, Code of ethics for community pharmacy, and Role of pharmacist in the interdepartmental communication and community health education.

e)	Prescription medication order and communication skills		
	Prescribed medication order- Interpretation and legal requirements, and Communication skills – Communication with prescribers and Patients.		
	UNIT IV		
	Preparation and Implementation		
	Budget Preparation and Implementation		
b)	Clinical Pharmacy		
	Introduction to Clinical Pharmacy, Concept of clinical pharmacy, Functions and Responsibilities of clinical pharmacist, Drug therapy monitoring – Medication chart review, Clinical review, Pharmacist intervention, Ward round participation, Medication history and Pharmaceutical care.		
	Dosing pattern and drug therapy based on Pharmacokinetic and disease pattern.		
c)	Over the counter (OTC) sales		
	Introduction and sale of over the counter, and Rational use of common over the counter medications.		
	UNIT V		
a)	Drug store management and inventory control		
	Organization of drug store, types of materials stocked and storage conditions, Purchase order, Procurement and Stocking, Economic order quantity, Recorded quantity level, and Methods used for the analysis of the drug expenditure.		
b)	Investigational use of drugs		
	Description, Principles involved, Classification, Control, Identification, Role of hospital pharmacists, Advisory committee.		
c)	Interpretation of Clinical Laboratory Tests		
	Blood Chemistry, Haematology, and Urinalysis.		

# List of Figures

Title	Page no.
Fig. 1.1 A: Classification of Hospital	3
Fig. 1.2 A: Hospital Organization	5
Fig. 1.3 A: Union Ministry of Health Welfare	8
Fig. 1.4 A: Health delivery system at state level	8
Fig. 1.1 B: Function of Hospital Pharmacy	15
Fig. 1.2 B: Suggested pattern of a set up of Hospital Pharmacy	16
Fig. 1.3 B: Flow Chart of a Modern Hospital Pharmacy Organization	19
Fig. 1.4 B: Location and Layout and Staff requirements sections (A,B,C,D)	21
Fig. 1.5 B: Floor Space Requirements	21
Fig. 1.6 B: Requirements on the Basic of Bed Strength	22
Fig. 1.7 B: Flow Charts for Materials	22
Fig. 1.8 B: General flow chart for Pharmacists	23
Fig. 1.9 B: Flow Chart for requirements of A hospital pharmacist	26
Fig. 1.1 C: Classification of Drug Interactions	42
Fig. 1.1 D: Layout of Retail Pharmacy Store	51
Fig. 1.2 D: Layout of Wholesale Pharmacy Store	52
Fig. 1.3 D: Process Layout	53
Fig. 1.4 D: Product Layout	54
Fig. 1.5 D: General pattern for dispensing of Proprietary Products	58
Fig. 2.1 A: Types of drug distribution systems	61
Fig. 2.2 A: A label for a charge floor stock	62
Fig. 2.3 A: Label for non-charge floor stock drug	63
Fig. 2.4 A: Two methods of dispensing unit doses	66
Fig. 2.5 A: General Flow for in-Patient	67
Fig. 2.6 A: Layout of out-patient department	68
Fig. 2.7 A: Out-patient activity chart	69
Fig. 2.8 A: Requisition form for ward stock controlled substances	76

Fig. 2.9 A: Daily Controlled Drugs Administration	77
Fig. 2.1 B: STGs and EMLs lead to better prevention and care	88
Fig. 2.1 C: Therapeutic range at steady state	94
Fig. 2.2 C: Steps involved in target concentration strategy	96
Fig. 2.3 C: Major indication For TDM	98
Fig. 2.4 C: Factors to be considered during the TDM	99
Fig. 2.1 D: Illustration of Compliance versus persistence	108
Fig. 2.2. D: Predictors of Medication Non-adherence	109
Fig. 2.3 D: Five Interacting Dimensions of Adherence	110
Fig. 3.1 A: Composition of PTC	136
Fig. 3.2 A: Sub-Committee of PTC	137
Fig. 3.3 A: ADR reporting form	140
Fig. 3.4 A: In-patient prescription chart	144
Fig. 3.5A: Policies Regarding In-patient prescription order	144
Fig. 3.6 A: Out-patient prescription process	145
Fig. 3.7 A: Out-patient prescription chart	145
Fig. 3.8 A: PTC in Drug Product Defect Reporting Programme	147
Fig. 3.9 A: PTC in Drug Utilization Review	148
Fig. 3.1 B: Classification of Scientific Literature	159
Fig. 3.2 B: Information storage and retrieval (ISAR) System	164
Fig. 3.3 B: Types of Storage Media	167
Fig. 3.1 C: Qualities of a good counselor	171
Fig. 3.2 C: Different Steps involved in patient counseling	171
Fig. 3.3 C: Barriers or Problem in Patient Counseling	174
Fig.3.1 D: Organization of nursing services	181
Fig. 3.2 D: Management of Nursing care	181
Fig. 3.3 D: Nursing duty	182
Fig. 3.4 D: Code of ethics for community pharmacy	183
Fig. 3.5 D: Role of Pharmacist in interdepartmental communication	187
Fig. 3.6 D: Role of Pharmacist in community health education	187
Fig. 3.1 E: Parts of Prescription	190
Fig. 3.2 E: Rx Prescription	191
Fig. 3.3 E: Types of communications	198
Fig. 3.4 E: Channels of Communication	198
Fig. 3.5 E: Communicating with health care	199
Fig. 3.6 E: Communication with patients	200
Fig. 4.1 A: Management control process	204

Fig. 4.2 A: Preparation of budget	206
Fig. 4.3 A: Requirement/ Characters of a Budget	209
Fig. 4.4 A: Organization for budgetary control	210
Fig. 4.1 B: Process of pharmaceutical care	230
Fig. 4.2 B: Elements of patient's information data	231
Fig. 4.3 B: Individualization of drug regimen	232
Fig 5.1 A: Layout of Drug Store	251
Fig. 5.2 A: Drug procurement cycle	260
Fig. 5.3 A: Techniques of Inventory control	263
Fig. 5.4 A: Formula and Calculation of Economic Order Quantity (EOQ)	269
Fig. 5.5 A: Inventory Control Methods	270
Fig. 5.1 B: Classification of Investigational Drugs	273
Fig. 5.2 B: Control of Investigational Use of Drugs	275
Fig. 5.1 C: Haematology Data	291
Fig. 5.2 C: Urinalysis Data	297

# List of Tables

Title	Page no.
Table 1 A : Differences in Classification of Hospitals on Clinical and Non-clinical Basic	4
Table 1.1 B: Inpatient Dispensing	25
Table 1.2 B: Requirement of Hospital Pharmacist	26
Table 1.1 C: Allergic Response	40
Table 1.2 C: Different between Type I and Type II ADR Reaction	41
Table 1.3 C: Drug interaction examples	46
Table 2.1 A: Pharmaceutical and related preparation	62
Table 2.2 A: Fallowing is the list of such non-charge drugs	64
Table 2.3 A: Difference between floor & non floor stock system	64
Table 2.4 A: Categorized into 5 schedules	73
Table 2.5 A: List of Abused Rx Drugs	77
Table 2.6 A: Controlled Rx Drugs dispensed in India	78
Table 2.1 B: Merits and Demerits of Hospital formulary	82
Table 2.2 B: A typical Formulary have this composition	89
Table 2.1 C: TDM of Established Drugs	98
Table 2.1 E: Patient counseling consist of 3 stages	119
Table 2.1 F: International and Indian Scenarios	132
Table 3.1 A: Inpatient and Outpatient prescription	143
Table 3.2 A: Emergency drug list	149
Table 3.1 E: Detail information of communication with patients	200
Table 4.1 C: Advantages and Disadvantages of OTC Drugs	238
Table 4.2 C: Two regulatory pathways exist for the legal marketing of such products	238
Table 4.3 C: Benefits and Risks of OTC	240
Table 4.4 C: OTC Medication list	246
Table 5.1A: Applications of A-B-C analysis	264
Table 5.2 A: Coupling of ABC and VED analysis	267
Table 5.1 C: Normal Values of Electrolytes	285
Table 5.2 C: Effect of Drugs on Electrolytes Balance	286

# CONTENTS

UNIT — I	1-58
HOSPITAL AND IT'S ORGANIZATION	1-12
Introduction	
Definition	
Classification of hospital – Primary, secondary, and tertiary hospi	itals
Classification based on clinical and non-clinical basis	
Organization Structure of a hospital	
Medical staffs involved in the hospital and their functions	
Questions	
HOSPITAL PHARMACY AND ITS ORGANIZATION	13-33
Introduction	
Definition	
Function of hospital pharmacy	
Organization structure	
Location	
Layout and staff requirements	
Responsibilities and function of hospital pharmacists	
Questions	
ADVERSE DRUG REACTION	34-47
Introduction	
Classifications- Excessive pharmacological effects	
Secondary pharmacological effects	

• Idiosyncrasy

•	Allergic drug reactions	
•	Genetically determined toxicity	
•	Toxicity following sudden withdrawal of drugs	
•	Drug interaction – beneficial interactions	
•	Adverse interaction	
•	Pharmacokinetic drug interactions	
•	Method for detecting drug interaction	
•	Spontaneous case reports and record linkage studies	
•	Adverse drug reaction reporting and management	
•	Questions	
COMN	MUNITY PHARMACY	48-58
•	Introduction	
•	Organization and structure of retail and wholesale drug store	
•	Types and design	
•	Legal requirements for establishment	
•	Maintenance of a drug store	
•	Dispensing of proprietary products	
•	Maintenance of records of retail and wholesale drug store	
•	Questions	
UNIT ·	— II	59-134
DRUG	DISTRIBUTION SYSTEM IN A HOSPITAL	59-78
•	Introduction	
•	Dispensing of drugs to inpatients	
•	Types of drug distribution systems	
•	Charging policy and labelling	
•	Dispensing of drugs to ambulatory patients	
•	Dispensing of controlled drugs	
•	Questions	
HOSP	ITAL FORMULARY	79-92
•	Introduction	

Definition

Contents of hospital formulary	
Differentiation of hospital formulary and drug list	
Preparation and revision	
Addition and deletion of drug from hospital formulary	
Questions	
THERAPEUTIC DRUG MONITORING	93-105
Introduction	
Need for therapeutic drug monitoring	
• Factors to be considered during the therapeutic drug monitoring	
Indian scenario for Therapeutic Drug Monitoring	
Questions	
MEDICATION ADHERENCE	106-113
Introduction	
Causes of medication non-adherence	
Pharmacist role in the medication adherence	
<ul> <li>Monitoring of patient medication adherence</li> </ul>	
Questions	
PATIENT MEDICATION HISTORY INTERVIEW	114-123
Introduction	
<ul> <li>Need for the patient medication history interview</li> </ul>	
Medication interview forms	
Questions	
COMMUNITY PHARMACY MANAGEMENT	124-134
Introduction	
• Financial	
Materials	
• Staff	
Infrastructure requirements	
Questions	

UNIT	— III	135-203
PHARMACY AND THERAPEUTICS COMMITTEE		135-154
•	Introduction	
•	Organization	
•	Function	
•	Policies of the pharmacy and therapeutic committee in including drugs into formulary	
•	Inpatient and outpatient prescription	
•	Automatic stop order	
•	Emergency drug list preparation	
•	Questions	
INFORMATION SERVICES		155-168
•	Introduction	
•	Drug and poison information centre	
•	Sources of drug information	
•	Computerized services	
•	Storage and retrieval of information	
•	Questions	
COUN	SELING	169-176
•	Introduction	
•	Definition of patient counseling	
•	Steps involved in patient counseling	
•	Special cases that require the pharmacist	

Questions

# EDUCATION AND TRAINING PROGRAM IN THE HOSPITAL 177-188

- Introduction
- Role of pharmacist in the education and training program
- Internal and external training program
- Services to the nursing homes/clinic

• • •	Code of ethics for community pharmacy Role of pharmacist in the interdepartmental communication Community health education Questions	
	CRIBED MEDICATION ORDER AND IUNICATION SKILL	189-201
•	Introduction	
•	Prescribed medication order- interpretation and legal requirements	
•	Communication skill- communication with prescribers and patients	
*	Questions	
UNIT -	— IV	203-247
PREPA	ARATION AND IMPLEMENTATION	203-213
•	Introduction	
•	Budget preparation and implementation	
•	Questions	
CLINI	CAL PHARMACY	214-234
•	Introduction	
•	Introduction to clinical pharmacy	
•	Concept of clinical pharmacy	
•	Function and responsibilities of clinical pharmacy	
*	Drug therapy monitoring – medication chart review	
*	Clinical review	
*	Pharmacist intervention	
•	Ward round participation	
•	Medication history and pharmaceutical care	
•	Dosing pattern and drug therapy based on Pharmacokinetics & disea	ise pattern
•	Questions	
OVER	THE COUNTER (OTC) SALES	235-247
•	Introduction	

- Sale of over the counter
- Rational use of common over the counter medication

#### UNIT – V

### DRUG STORE MANAGEMENT AND INVENTORY CONTROL 249-271

- Introduction
- Organization of drug store
- Types of materials stocked and storage conditions
- Purchase and inventory control: principle, purchase procedure, purchase order
- Procurement and stocking
- Economic order quantity
- Recorder quantity level
- Method used for the analysis of the drug expenditure
- Questions

#### INVESTIGATIONAL USE OF DRUGS

- Introduction
- Description
- Principle involved
- Classification
- Control
- Identification
- Role of hospital pharmacist
- Advisory committee
- Questions

## INTERPRETATION OF CLINICAL LABORATORY TESTS 281-299

- Introduction
- Blood chemistry
- Hematology
- Urinalysis
- Questions

# MULTIPLE CHOICE QUESTIONS

301-311

# INDEX

313-318

272-280



# (A) Hospital and It's Organization

# **1.A INTRODUCTION**

Hospital is an organization and institution of public health and welfare. It provides healthcare facilities to ensure the well-being of people through specialized equipment handled by a group of specially trained individuals. Contrary to the common perception, a hospital not only takes care of sick people, it is also responsible for keeping a check on the well-being and maintaining health standards of the people in general. In order to keep them disease-free and in good health, a hospital undertakes immunization, runs educational programs to spread information regarding personal and social hygienic practices.

#### **1.1A Definition**

HOSPITAL is defined as: "An INSTITUTION of COMMUNITY HEALTH/ a SPECIALIZED COMPLEX ORGANIZATION, that makes use of PHYSICIANS, SURGEONS & team of TECHNICAL STAFF, in order to provide facilities for DIAGNOSIS, THERAPY, REHABILITATION, PREVENTION, EDUCATION & RESEARCH.

#### OR

HOSPITAL is an organization that provides a special facility and working for care of the patient through the physicians, surgeons, and, team of technical staff. It also provides facilities for diagnosis, therapy, prevention, education, and research.

# **1.2A Functions of hospital**

- It provides diagnosis and treatment of diseases to both inpatients and outpatients.
- Provides facilities for hospitalization.
- Act as immunization centre in the prevention of diseases.

- Provides advices on matters like family planning, STD (sexually transmitted drugs), AIDS for the improvement of socials aspects and rehabilitation.
- Act as training medium for medical and allied health professional (nurses, pharmacists etc).
- Educate the people.
- By early detection, treatment and advice, lowers the incidence of diseases.
- Provides facilities for research.
- Co-ordinates various disciplines of medicines and improves the standards of medical practice.
- Take care of the community at large and contributes a lot in prevention of diseases.

### 1.3A Classification of hospital - primary, secondary, and tertiary hospitals

#### 1. Primary hospital

- Primary hospital is typically a hospital that contains less than 100 beds. They are tasked with providing preventive care, minimal health care and rehabilitation services.
- They are a basic level of contact between individuals and families with the healthy system.
- They include general practitioners, family physicians and physiotherapist. The basic services provided by them are immunization, maternal and child health services, curative care services and prevention of diseases are provided by PHC.
- The staff in PHC includes a medical officer, a staff nurse and paramedical support staff.

# 2. Secondary hospital

- Secondary hospitals are preferred with a medium size city, country or district and contain more than 100 beds but less than 500.
- They are responsible for providing complete health services and medical education and conduct research on regional basis.
- These hospitals include cardiologists, urologists, dermatologist, and other such specialists. The services are provided by medical specialists.
- The services include acute care, short period stay in hospital emergency department for brief but serious illness.
- There may be providers who remain in contact but do not work in hospitals such as psychiatrists, physiotherapists, respiratory therapists etc.

• District hospitals and community health centres at the block level are the examples of secondary hospitals.

#### 3. Tertiary hospitals

- These are comprehensive or general hospitals of the city at national or provincial level with the bed capacity exceeding 500.
- They are responsible for providing specialist health services and play a vital role about medical education and scientific research and they also serve as a medical hub providing care to multiple regions.
- The patients are admitted into these centres on a referral from primary or secondary health professionals.
- They offer personnel facility as well as facilities for advanced medical investigation and treatment.
- They provide advanced diagnostic support services, specialized intensive care, and special services such as neurosurgery, cancer management, cardiac surgery etc. that cannot be provide by primary and secondary health centres.
- The examples of tertiary hospitals include 3 medical colleges and advanced medical research institutes.

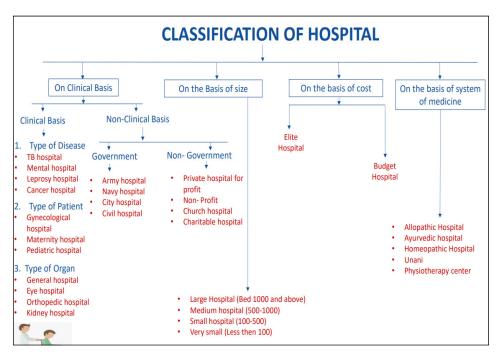
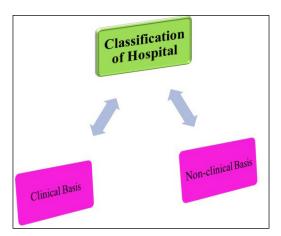


Fig. 1.1 A: Classification of Hospital



## 1.4A Classification based on clinical and non- clinical basis

Table 1 A: Differences in classification of Hospitals on Clinical and Non-clinical Basic

Clinical basis (Based on system on medicines)	Non-clinical Basis (Based on ownership)
1. Allopathic hospitals	1. Government controlled
2. Ayurvedic hospitals	Central government controlled
3. Siddha hospitals	a. Military hospitals
4. Unani hospitals	b. Railway hospitals
5. Homeopathic hospitals	c. JIPMER – Pondicherry
6. Physiotherapy hospitals	d. AIIMS – New Delhi

- Based on diseases: 1. Tuberculosis hospitals, 2. Leprosy hospital, 3. Cancer hospitals, 4. Mental hospitals, 5. Diabetes hospitals, 6. Rehabilitation
- Based on anatomy /physiology: 1. ENT hospitals, 2. Eye hospitals, 3. Kidney hospitals, 4. Dental hospitals, 5. Heart hospitals, 6. Orthopaedic hospitals, 7. Neurological hospitals
- Based on type of patients: 1. Maternity hospitals, 2. Paediatric hospitals, 3. Gynoecological hospitals, 4. General hospitals
- State government controlled: (a) General hospitals, (b) ESI (employee state insurance), (c) Stanley hospitals Chennai, (d) Osmania hospitals Hyderabad, (e) Victoria hospitals Bangalore
- Private trusts controlled: (a) Ramachandra hospitals Chennai, (b) KMC hospitals Udipi, and Mangalore, (c) Bombay hospitals Bombay
- Municipality corporation panchayat controlled: (a) BMC hospitals Bombay,
   (b) KEM hospitals Bombay, (c) Madras corporation hospitals, (d) Nongovernment controlled