

# COMMUNITY PHARMACY MANAGEMENT



**Dr. Ayesha Fatima**  
Pharm D  
Assistant Professor  
Dept of Pharmacy Practice

# CONTENTS

1. Selection of site, Space layout, and design
2. Staff, Materials- coding, stocking
3. Legal requirements
4. Maintenance of various registers
5. Use of Computers: Business and healthcare softwares

# Community Pharmacy in India – Overview and Importance

## 1. Population and Health Challenges:

- India's population has crossed one billion, with an annual addition of ~30 million.
  - Overcrowding, poor sanitation, and limited medical facilities contribute to high prevalence of infectious diseases (Malaria, Filaria, Tuberculosis, Leprosy, Cholera, Gastroenteritis, Helminthic infestations, Polio, AIDS, and other STDs).
1. **Nutritional deficiencies** like anemia and vitamin deficiency disorders are increasing. Maternal and infant mortality remain a concern despite government health programs.

## 2. Urban and Semi-Urban Health Issues:

- Rising social habits such as cigarette smoking, pan masala/gutka chewing, and alcohol consumption are leading to chronic diseases: asthma, COPD, hypertension, diabetes, gastrointestinal and liver disorders.
- People in productive age groups are increasingly affected, creating a social and economic

A **Community Pharmacy** is "a place where medicines are stocked and dispensed to patients or caregivers under the supervision of a qualified and registered pharmacist, upon presentation of a prescription or when legally permitted without a prescription."

- Community pharmacies are **professional service providers** as well as **business establishments**.

### **Factors for Success of Community Pharmacy**

1. **Location:** Accessibility and proximity to patients.
2. **Pharmacy Design:** Layout for efficient dispensing and patient interaction.
3. **Product Display:** Organized and attractive presentation of medicines and healthcare items.
4. **Personnel Approach:** Professionalism, knowledge, and patient communication.
5. **Patient Care Services:** Counseling, health screening, and other pharmaceutical care initiatives.

1. Community pharmacy practice is a profession, it also functions predominantly as a trade
2. Apart from providing pharmaceutical services, pharmacists must take strategic steps to improve business performance.
3. Before starting a pharmacy, the pharmacist should conduct a macro survey of the target area.
4. Important factors to consider during the survey include: Population size of the area, Number of practicing doctors nearby and Number and type of existing medical stores in the vicinity
5. Selection of a suitable site is crucial for business success.
6. A well-chosen location can help the business flourish.
7. A poorly chosen site may lead to financial losses.
8. Pharmacy business largely depends on prescription feed, which refers to the flow of prescriptions from healthcare sources.
9. Major sources of prescription feed include: Attached or in-house doctors, Nearby practicing doctors or clinics, Nearby hospitals and Floating prescriptions (from patients visiting the area temporarily)
10. To maximize prescription flow, the pharmacy should be located close to major prescription feed sources.

# SITE SELECTION

The suitable sites for opening a pharmacy are

1. Attached to a clinic
2. Close by to clinics
3. Nearby to a hospital
4. In a busy market
5. Growing city extensions
6. Close by to railway station or bus station

# Attached to a Clinic

1. **Regular Prescription Flow:** The pharmacy receives a consistent number of prescriptions directly from the prescriber, ensuring steady business.
2. **Good Professional Rapport:** Building a strong relationship with the doctor can enhance mutual trust and referral rates.
3. **Substitution Flexibility:** The pharmacist may be permitted to dispense an equivalent brand if the prescribed one is unavailable.
4. **First Point of Contact:** Patients often approach the pharmacist first for health-related advice and minor ailments.
5. **Better Patient Care:** Close proximity to the clinic allows quick clarification of prescriptions and improved communication between doctor, pharmacist, and patient.
6. **Convenience for Patients:** Patients can easily get their medications immediately after consultation, increasing satisfaction and loyalty.

# Close by to Clinics

1. **Good Prescription Flow:** Pharmacies located near clinics receive a steady number of prescriptions from nearby general practitioners.
2. **Substitution Allowed:** Pharmacists may substitute equivalent brands when the prescribed brand is unavailable.
3. **Strong Customer Rapport:** Frequent patient interactions help build trust and loyalty.
4. **Increased OTC Sales:** Being in a market or residential area offers opportunities for general over-the-counter (OTC) product sales.
5. **Scope for Pharmaceutical Care:** With the doctor's cooperation and trust, the pharmacist can provide value-added services such as patient counseling, drug therapy management, and health screening.
6. **Enhanced Professional Image:** Providing these services strengthens patient confidence in the pharmacist as a healthcare professional.
7. **Business Growth:** Improved patient satisfaction and professional reputation contribute to the overall success of the pharmacy.

# Near to Hospital

1. **High Prescription Volume:** Pharmacies located near government or private hospitals receive a large number of prescriptions daily.
2. **Wide Patient Base:** Serves both outpatients and discharged patients who require follow-up medications.
3. **Good Business Potential:** High patient traffic ensures consistent sales opportunities.
4. **Success with Proper Inventory:** Maintaining an appropriate and diverse stock of medicines can lead to a successful business.
5. **Low Doctor Interaction:** Limited rapport with hospital doctors reduces personal prescription referrals.
6. **Restricted Brand Substitution:** Doctors may insist on specific brands, offering little flexibility for substitution.
7. **High Inventory Costs:** Maintaining multiple brands and a wide product range increases inventory expenses.
8. **Inventory Management Challenges:** Ensuring availability of various formulations and strengths

# In a Busy Market

1. **High Public Movement:** Busy markets attract large crowds, increasing the potential for walk-in customers.
2. **Convenient Location:** Customers visiting the market for other purchases may also buy medicines, enhancing sales.
3. **Floating Prescriptions:** Pharmacies in such areas benefit from prescriptions bought by customers from various clinics and hospitals.
4. **Good Business Opportunities:** Continuous customer flow ensures steady income and higher sales volume.
5. **Success Factors:** Effective pharmacy layout, patient waiting area, drinking water facility, counseling services, health screening, and attractive cash discounts enhance customer satisfaction.
6. **Customer Loyalty:** Consistent service quality and care build long-term patronage, increasing business volume and profit margin.
7. **Alternative Locations:** Shopping malls and areas near cinema theatres are also profitable options for establishing pharmacies.

# Growing City Extensions

1. **Good Location Potential:** Newly developing residential areas are ideal for opening community pharmacies due to limited healthcare facilities nearby.
2. **Convenience for Residents:** People in these areas prefer nearby pharmacies for emergency or regular medicine needs rather than traveling to distant markets.
3. **Attractive Facilities:** Providing a patient waiting area, counseling zone, and health screening services helps attract and retain customers.
4. **Support for Chronic Patients:** Patients with chronic conditions like diabetes or asthma benefit from counseling on proper use of insulin injections, inhalers, and other medications.
5. **Community Engagement:** Organizing health promotion programs, awareness drives, and health camps helps the pharmacy gain visibility and trust in the community.
6. **Opportunities for Pharmaceutical Care:** Such pharmacies can effectively offer extended pharmaceutical care services, enhancing their professional image and long-term success.

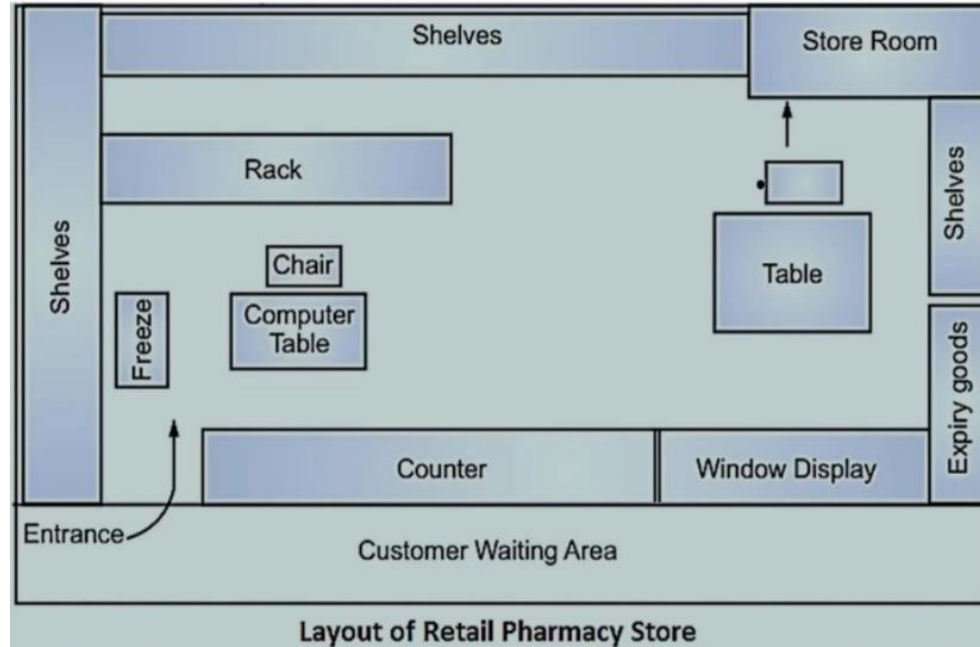
# Close to Railway Station or Bus Station

1. **High Footfall Area:** Continuous movement of commuters ensures a steady flow of potential customers.
2. **Immediate Need for Medicines:** Travelers often seek quick relief for acute conditions such as diarrhea, cold, cough, headache, or body ache.
3. **Convenient Access:** Availability of a nearby pharmacy provides easy access to medicines for passengers and locals.
4. **Floating Prescriptions:** Pharmacies in these locations mainly receive prescriptions from various clinics and hospitals.
5. **High Generic Medicine Sales:** Demand for affordable, fast-moving generic medicines contributes significantly to business volume.
6. **Good Business Potential:** The combination of emergency needs and high public movement ensures consistent sales and profitability.

Apart from the above, other important criteria required to be considered by the pharmacists while opening a pharmacy are

1. Parking space in front of the pharmacy
2. Close by Traffic lights and traffic rules
3. Visibility of the pharmacy
4. Expansion opportunity for the existing space
5. Clear negotiations with the landlord regarding the rent or lease of the pharmacy
6. Facilities for temperature control for thermolabile medicines
7. Separate storage spaces for poison and Schedule X drugs

# SPACE LAYOUT AND DESIGN



# Need for Space Layout and Design in Community Pharmacy

## 1. Customers Expectation:

- Fast and high-quality services
- Pleasant environment with good interiors and ambience

## 2. Challenges in traditional pharmacy setups:

- Poor use of space
- Time-consuming workflow
- Limited focus on patient care

## 3. Requirement new space layout and design:

- To optimize space and reduce clutter
- To save time for pharmacists and staff
- To improve workflow and reduce waiting time for patients
- To enhance the look and feel of the pharmacy

## 4. Advantages:

- Pharmacists can:
  - Review prescriptions
  - Check technician's work
  - Dispense medications
  - Provide patient counseling
- Technicians can:
  - Enter prescription data into the computer
  - Prepare (fill) the medications for checking

The objectives of a good pharmacy layout is to

1. Attract maximum number of customers
2. Provide an opportunity for the customers to purchase more
3. Create a pleasant ambiance in the pharmacy and provide basic amenities for the clients with maximum space utilization
4. Provide customer convenience and the satisfaction
5. Minimize the salary expenses through layout efficiency and space utilization.

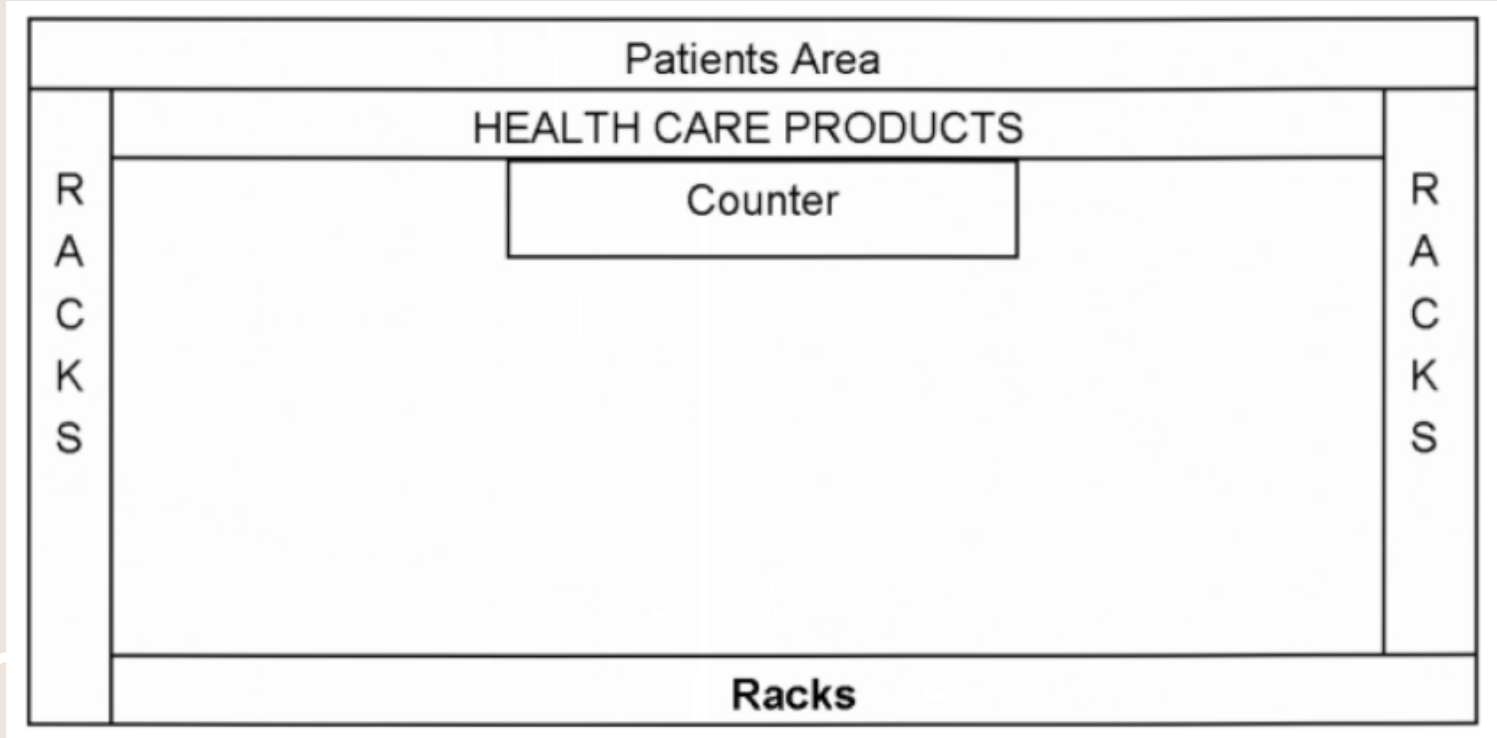
Based on the layout and design, the pharmacies can be classified as

- (a) Prescription oriented traditional pharmacy design
- (b) Super drug store pharmacy design
- (c) Pharmacy with pharmaceutical care services design

# Prescription-Oriented Traditional Pharmacy Design:

1. **Common Type:** These are conventional drug stores typically located in markets or along busy streets.
2. **Primary Objective:** To maximize prescription filling and increase business volume through the sale of prescription and non-prescription products.
3. **Layout Features:**
  - A cash counter for billing and cash collection.
  - Product display racks managed by sales staff.
4. **Customer Interaction:** Customers depend mainly on the salesperson for product selection, with limited self-selection options.
5. **Customer Amenities:** Minimal facilities for waiting or consultation are available.
6. **Typical Size:** The average area of such pharmacies is around 200 sq. ft.
7. **Focus:** The design emphasizes efficient dispensing and sales volume rather than patient comfort or counseling services.

# Model Layout of an Traditional Pharmacy Design



# Super Drug Store Pharmacy Design:

1. **Modern Concept:** Commonly seen in Western countries, designed to offer a wide range of products.
2. **Product Range:** Includes prescription medicines, general healthcare items, cosmetics, baby care, eye care, and gift items.
3. **Layout Features:**
  - Separate prescription counter for dispensing medications.
  - Salesman-supported counters for healthcare and gift items.
  - Dedicated storage area for receiving and organizing goods before display.
4. **Customer Experience:** Ambience and interior design are aimed at attracting customers and encouraging purchases.
5. **Sales Contribution:** Revenue comes from both prescription dispensing and general item sales, increasing overall business volume.
6. **Marketing Advantage:** Offers a one-stop shopping experience for customers, enhancing convenience and customer retention.

# Pharmacy with Pharmaceutical Care Services Design:

1. **Focus on Patient Care:** Designed to provide responsible drug therapy aiming to achieve desired therapeutic outcomes.
2. **Patient Care Area:** Separate space dedicated for counseling and health screening services.
3. **Product Display:** Includes areas for medicines and other healthcare items, supported by sales staff.
4. **Layout Features:**
  - Prescription counter for dispensing medications.
  - Separate counters for healthcare items, toiletries, and baby care products.
  - Wrapping and billing counter located at the entrance for easy access.
5. **Objective:** Combines efficient sales with enhanced pharmaceutical care, improving patient satisfaction and professional image of the pharmacy.
6. **Customer Experience:** Encourages interaction with pharmacists and promotes health awareness through counseling and screening services.

# Optimum Design Characteristics of a Pharmacy

- The pharmacy should be painted with special light professional colors to give a serene and pleasant feeling to the customers when they enter the pharmacy.
- The pharmacy should be well illuminated with proper ventilation or air conditioned and with appealing room freshener.
- Basic amenities such as customer waiting area with seating facility, availability of health magazines for reading while the prescriptions are filled, with washroom facility should be created. Water and espresso coffee facility may add value to the customer care.
- A separate counter should be made available for prescription medicines with pharmacist services.
- A separate pharmaceutical care service for patient care, special counseling cubicle with health screening service equipment.
- Display of health care items, toiletries and gifts should in a separate corner with sales person assisted services.
- Adequate fixtures and furniture should be made in the design of pharmacy for stocking all varieties of medicines

# STAFFING

“The process of hiring and developing the required personnel to fill in various positions in the organization. It involves the scientific and systemic procurement, allocation, utilization, conversation and development of human resources.”

The right type of organization is selected, then it becomes necessary to fill in the various job positions with right kind of people, who can effectively performed their assigned activities.

**This is the management function of staffing.**

The main objective of the staffing is to ensure the optimum utilization of human resources as well as to provide personal and social satisfaction to the employees.

### **Qualified Person Requirement (as per Drugs and Cosmetics Act):**

- Must be a registered pharmacist with the State Pharmacy Council.
- Eligibility:
  - D. Pharm (2-year diploma) + 500 hours of practical training in hospital or community pharmacy, or
  - B. Pharm + 150 hours of practical training.

### **Role of Registered Pharmacist (Qualified Person):**

- Supervise dispensing of medicines.
- Ensure legal and ethical pharmacy practices.
- Maintain patient safety and counseling.

### **Pharmacy Assistants:**

- May be appointed to assist qualified pharmacists.
- Minimum qualification: 10+2 or a degree.
- Cannot dispense medicines without supervision.

### **Pharm D Professionals:**

- Introduced in 2008 by Pharmacy Council of India.
- Specially trained in patient-focused services, such as:
  - Patient counseling
  - Health screening
  - Drug therapy monitoring
- Can manage overall pharmacy operations and enhance patient care.

# Salient features of staffing

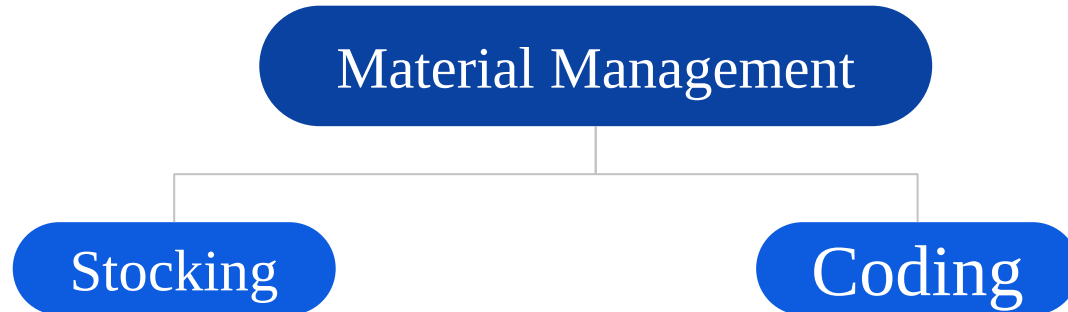
1. Staffing is a function of management.
2. It is a continuous function.
3. It is a pervasive function.
4. It is an integral part of the management process.
5. It is a difficult function because it deals with human beings who have their own needs, emotions and aspiration.
6. It is concerned with the human resources of an organization.

# Importance of staffing

1. Staffing helps to build up a healthy organization in which the job performance and satisfaction of every employee can be high.
2. Staffing injects life into the organization by providing right person for every job.
3. The effectiveness of directing and control functions also depends upon staffing.
4. Employees in the organization are the most valuable asset of an organization. The quality of human assets largely determines the success and growth of the organization.

# Material Management

- Material Management is a basic function of the business that adds value directly to the product itself.
- Material Management is the planning, directing, controlling and coordinating the activities concerned with material and inventory requirements from the point of their inception to their introduction into the manufacturing process.
- The two important aspects of material management includes:



# Stocking

- The drug store should have adequate space for storage of drugs with proper lighting, ventilation and temperature controls.
- Special locked storage space provided to meet the legal requirements for storage of narcotics, alcohol and prescribed drugs.
- The drugs are stored in such a way that they should not be damage due to high temperature. It is a fact that more than 70% of the capital of an enterprise is invested in stores.

## **Objectives of stocking**

- (a) Easy location of the items in store.
- (b) Proper identification of items.
- (c) Speedy issue of materials
- (d) Efficient utilization of space.
- (e) Reduction in needs of materials handling equipment.

## **Functions of stocking**

- (a) Receiving, handling and speedy issue of material.
- (b) Custodian of goods in store against damage and pilferage.
- (c) To establish regular supply of materials.
- (d) Physical stocking and its checking.
- (e) Efficient utilization of store space.
- (f) To provide service to the organization in most economic way.
- (g) Proper identification and easy location of items.

# Arrangements of Drugs in Drug Store

The drugs may be arranged in the following manner

1. According to manufacturer
2. According to pharmacological action
3. Alphabetical order
4. As per old stock and date of expiry
5. Location of stores for stocking

1. **According to manufacturer:** The drugs are arranged in a drug store, manufacturer-wise for example, the drug manufactured by Glaxo (India) Ltd. are place in one cup-board and so on.
2. **According to pharmacological action:** The drugs may be arranged in order of their pharmacological action for example, all analgesics drugs are placed in one cupboard. All multivitamin preparations are kept in another cupboard and so on.
3. **Alphabetical order:** The drugs may also be arranged alphabetically. The drugs starting with letter "A" are placed in one row of the cupboard. Similarly with other drugs based on their first alphabet.
4. **As per old stock and date of expiry:** Drugs are stored in such a way that the older stock must be sold first, so that the old stock is stored in front row and the fresh stock is stored on the backside.

- 5. Location of stores for stocking:** The location of stores in an enterprise should be at a place where handling, transportation and movement of the material is at a minimum level. If there is only single plant or many plants situated at the same area, then it is profitable to have one centralized store to serve all production operations.

The following are some of the advantages and disadvantages of centralized storing

### **Advantages**

- (a) Economy in investments.
- (b) Reduction in incidental expenses.
- (c) Less storage of space.
- (d) Less manpower required, due to which reduction in administrative costs.
- (e) More bargaining power due to buying in bulk.

### **Disadvantages**

- (a) More materials handling operations.
- (b) The chances of delay are likely to be more.
- (c) More exposed to loss due to natural calamities like fire, rain, dust etc.

# Coding or Codification

- It is the process of assigning a code number or code symbol to a particular material for easy identification. Usually manufacturers, distributors and wholesalers have large merchandise in the stores.
- It is difficult to locate the items in the store unless some system is evolved to store them.
- There should be place for everything and it should be place at their right place,
- Therefore code numbers are allocated to various items to facilitate easy identification.

## **Advantages of codification**

- (a) It helps in easy identification of items.
- (b) It helps in grouping the similar items together.
- (c) The ambiguity in description of the materials can be avoided.
- (d) The detailed description of the materials is minimized.
- (e) It helps in avoiding duplication of items.
- (f) It helps in physical counting.
- (g) It helps in inspection of the materials.
- (h) The coding helps in maintaining the secrecy of the items.

# Methods of codification

The various methods employed for codification includes

1. Alphabetical order method
2. Mnemonic method
3. Numerical method
  - a. Decimal system
  - b. Block system
4. Random Method
5. Scientific Method
6. Combination method or alphanumerical method
7. Location coding
  - a. Fixed location
  - b. Random location
  - c. Zonal location.

1. **Alphabetical order method:** This method is also known as "Letter Code" system. In this system all items are on the code number alphabetically for example Code "C" represents capsules Code "T" represents tablets.
1. **Mnemonic method:** In this method, coding letters assigned to each items so that they can be very easily identified for example "APC" represents aspirin, paracetamol and caffeine. The main disadvantage is that the items cannot be identified without refers code index book.

## Mnemonic Method

1. **Definition:** Mnemonic means "memory." It is a technique used to facilitate easy recall of the location of specific categories of medicines.
2. **Coding System:** Assign short codes or abbreviations to different drug categories (e.g., “GI” for Gastrointestinal drugs).
3. **Labeling:** Fix the code label (e.g., “GI”) on the top of the medicine cabinet or shelf where that category of drugs is stored.
4. **Purpose:** Helps pharmacy personnel quickly locate medicines and improves efficiency in dispensing.

**Example:** All drugs used for gastrointestinal disorders are placed together under the “GI” labeled section.

**3. Numerical method:** This method is also known as sequence system method". Under this method separate numbers are assigned to different classification of store items. The method has the following sub-systems-

**(a) Block system**

In this method the numbers are reserved for specified items.

Example let the number 10-50 is allotted to various types of tablets.

10.1, 10.2, 10.3, 10.4, 10.5 represents antipyretic, analgesic, anti inflammatory, decongestants and cold remedies respectively.

**(b) Decimal system**

In this system, the numbers are assigned in such a way that each digit represents the separate name under same heading, example-

Let the code for tablet is 10, then 10.1 (Paracetamol- antipyretic), 10.2 (Analgin-analgesic).

## Random Method

1. **Definition:** The random method is an arbitrary arrangement of medicines without strict therapeutic or scientific classification.
2. **Organization Options:** Medicines may be stored in: Alphabetical order, Numerical order and Dosage form order
3. **OTC and Health Care Items:** Over-the-counter medicines, surgical items, and other healthcare products can also be included in this method.
4. **Challenges:** It can be difficult to locate items quickly before they are sold due to the arbitrary arrangement.
5. **Location Coding:** To overcome difficulties, location codes can be assigned based on: Type of item, Supplier or manufacturer and Company or brand
6. **Purpose:** Helps staff remember locations and maintain efficient dispensing even with a large variety of products.

## Scientific Method

1. **Definition:** The scientific method organizes medicines based on **therapeutic classification** and further subdivisions to improve systematic storage and retrieval.
2. **Therapeutic Classification:** Medicines are first grouped according to major therapeutic classes (e.g., Cardiovascular Drugs).
3. **Sub-classification:** Each therapeutic class is further divided by specific indications (e.g., HTN for Hypertension).
4. **Drug Coding:** Individual drugs within each sub-class are coded based on drug type or class: **DU** – Diuretics, **BB** – Beta Blockers, **CCB** – Calcium Channel Blockers, **ACEI** – Angiotensin-Converting Enzyme Inhibitors, **ARB** – Angiotensin Receptor Blockers
5. **Dosage Form Coding:** Medicines can also be coded based on **dosage form** (tablet, capsule, syrup, injection, etc.).
6. **Purpose:** Ensures organized storage, simplifies dispensing, and allows efficient stock management in the pharmacy.

**Combination method:** In this method both mnemonic and numerical methods are combined to assign a code to different items of the store example Code number "CPC" is allotted for chloramphenicol capsules. Code number "PAT 11" is allocated to paracetamol with analgesic tablets.

This method is used when store items are quite large.

## Locating coding:

- In a large organization, there are a large number of stores.
- The store rooms are divided in blocks and each block is identified by lateral block letter and longitudinal block letter.
- The location of items can be identified from ware-house number, block number, row number, rack number and shelf number etc.
- Location of any item inside the store rooms can also be done in the following manner

### (a) Fixed location

In this method each and every group of items is allotted a fixed place inside the store according to either-

- (i) Supplier wise
- (ii) Item wise
- (iii) According to the utility of the item.

### (b) Random location

This is most widely used method in almost all kinds of retail shops but each group items are stored, in a particular shelf for its easy location.

### (c) Zonal location

According to this system, available space is divided into different zones and each zone is allotted to different kinds of items. The zones can be named as-

- (1) Bulk Zone
- (ii) Reserve Stock Zone
- (iii) Spare part Zone
- (iv) Consumable Item zone

# Legal Requirements to Start a Community Pharmacy

- In order to sell drugs and pharmaceuticals, the pharmacy should comply with all the provisions of the Drugs and Cosmetics Act 1940.
- Any individual to open a pharmacy to sell medicines in retail or wholesale or sale of drugs by retail without engaging service of a qualified person (restricted licence), sale of drugs by wholesale from a Motor Vehicle, sale of homeopathic medicines by wholesale or retail should obtain the prescribed licence from the licensing authority.

1. **Category A drugs** – Non-prescription (OTC) drugs.
  - a. Paracetamol, Ibuprofen, Cetirizine, Antacids (e.g., Gelusil), Oral rehydration salts, Cough syrups (Dextromethorphan), Multivitamins
2. **Category B drugs** – Prescription-only (Schedule H) drugs.
  - a. Amoxicillin, Azithromycin, Metformin, Amlodipine, Atorvastatin, Pantoprazole, Ciprofloxacin, Metronidazole
3. **Schedule X drugs** – Highly controlled substances with potential for abuse; special record keeping and storage required.
  - a. Morphine, Diazepam, Pentazocine, Phenobarbital, Codeine phosphate, Alprazolam, Methylphenidate
4. **Homeopathic drugs** – Governed under different provisions but still require licensing.
  - a. Arnica montana, Nux vomica, Belladonna, Rhus toxicodendron, Pulsatilla, Sulphur

1. **Form 20-series** → for general allopathic and Schedule X (controlled) drugs.
2. **Form 21-series** → for Schedule C & C(1) drugs, which include biologicals, sera, vaccines, and injectables.
3. **Major difference** → lies in drug type (chemical vs. biological), storage requirements, and regulatory control level.
4. **Retail forms** → 20, 20A, 20F and 21, 21A.
5. **Wholesale forms** → 20B, 20BB, 20G and 21B, 21BB.

| Aspect                        | Form 20 Series (20, 20A, 20B, 20BB, 20F, 20G)                                       | Form 21 Series (21, 21A, 21B, 21BB)                                                      |
|-------------------------------|-------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------|
| <b>Drug Type</b>              | General Allopathic Drugs and Schedule X (Controlled drugs)                          | Biological, Special, and Parenteral Drugs listed in Schedule C & C(1)                    |
| <b>Examples of Drugs</b>      | Paracetamol, Amoxicillin, Diclofenac, Morphine (Schedule X)                         | Insulin, Tetanus toxoid, Antisnake venom, Oxytocin                                       |
| <b>Schedule Covered</b>       | Drugs other than those in Schedule C & C(1) (and includes Schedule X in some cases) | Drugs specified in Schedule C & C(1) only                                                |
| <b>Nature of Products</b>     | Mostly non-biological or chemical origin drugs (tablets, capsules, etc.)            | Mostly biological or special preparations (vaccines, sera, toxins, hormones, injections) |
| <b>Need for Cold Chain</b>    | Generally not required                                                              | Cold chain maintenance required (for vaccines, sera, insulin, etc.)                      |
| <b>Typical License Holder</b> | Community pharmacy, retail medical store, or wholesaler                             | Hospitals, vaccine distributors, clinical supply wholesalers                             |

|                                       |                                                                                                                                                                                                         |                                                                                                                                                                                             |
|---------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Category of License</b>            | Form 20: Retail allopathic<br>Form 20A: Restricted retail<br>Form 20B: Wholesale allopathic<br>Form 20BB: Wholesale from motor vehicle<br>Form 20F: Retail Schedule X<br>Form 20G: Wholesale Schedule X | Form 21: Retail Schedule C & C(1)<br>Form 21A: Restricted retail Schedule C & C(1)<br>Form 21B: Wholesale Schedule C & C(1)<br>Form 21BB: Wholesale from motor vehicle<br>Schedule C & C(1) |
| <b>Qualified Person Required</b>      | Yes (except Form 20A — restricted license)                                                                                                                                                              | Yes (always required)                                                                                                                                                                       |
| <b>Restriction on Sale</b>            | General drugs can be sold with fewer restrictions                                                                                                                                                       | Strict record keeping and storage required for biologicals                                                                                                                                  |
| <b>Form Type (Retail / Wholesale)</b> | 20, 20A,<br>20F → Retail<br>20B, 20BB,<br>20G → Wholesale                                                                                                                                               | 21,<br>21A → Retail<br>21B,<br>21BB → Wholesale                                                                                                                                             |
| <b>Regulatory Focus</b>               | Covers routine pharmacy sales                                                                                                                                                                           | Covers specialized and sensitive biological products                                                                                                                                        |

| FORM       | Types of Drugs                                                           | Examples of Drugs                                  |
|------------|--------------------------------------------------------------------------|----------------------------------------------------|
| FORM 20    | Allopathic drugs (Retail sale of Category A drugs)                       | Paracetamol, Ibuprofen, Amoxicillin, Cetirizine    |
| FORM 20-A  | Restricted allopathic drugs (Retail sale without pharmacist supervision) | Paracetamol, Diclofenac, Loratadine                |
| FORM 20-B  | Wholesale of allopathic drugs (Category A drugs)                         | Amoxicillin, Azithromycin, Metformin, Atenolol     |
| FORM 20-BB | Wholesale of allopathic drugs from motor vehicle (Category A drugs)      | Amoxicillin, Paracetamol, Cetirizine, Azithromycin |
| FORM 20-C  | Homeopathic medicines by retail                                          | Arnica montana, Nux vomica, Belladonna             |
| FORM 20-F  | Retail sale of drugs specified in Schedule X                             | Morphine, Diazepam, Pentazocine, Phenobarbital     |
| FORM 20-G  | Wholesale of drugs specified in Schedule X                               | Morphine, Codeine phosphate, Methadone, Alprazolam |

|                   |                                                                                 |                                                             |
|-------------------|---------------------------------------------------------------------------------|-------------------------------------------------------------|
| <b>FORM 21</b>    | Allopathic drugs specified in Schedule C & C(1) (Biological & special products) | Insulin, Tetanus toxoid, Human albumin, Rabies vaccine      |
| <b>FORM 21-A</b>  | Retail sale of restricted allopathic drugs specified in Schedule C(I)           | Tetanus antitoxin, Anti Snake venom, Diphtheria antitoxin   |
| <b>FORM 21-B</b>  | Wholesale of allopathic drugs specified in Schedule C & C(1)                    | Oxytocin injection, Rabies vaccine, Insulin, Erythropoietin |
| <b>FORM 21-BB</b> | Wholesale of allopathic drugs from motor vehicle (Category B drugs)             | Pantoprazole, Metformin, Azithromycin, Amlodipine           |

# Licensing for Sale of Drugs and Medicines (As per Drugs and Cosmetics Act, 1940)

For obtaining licence to sell drugs in above categories, following application forms may be used.

| S.<br>N<br>o | Application<br>Form<br>Number | Category of<br>Drugs to be<br>Sold                                           | Presence<br>of<br>Qualified<br>Person<br>Required | Form Number in Which Licence is Issued                                                                                                                                                                   |
|--------------|-------------------------------|------------------------------------------------------------------------------|---------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1            | 19                            | Wholesale/<br>Retail of<br>drugs other<br>than<br>specified in<br>Schedule X | Yes                                               | 20 – Retail sale of Category A drugs<br>20 B – Wholesale of Category A drugs<br>21 – Sale of Category B drugs<br>21 B – Wholesale of Category B drugs<br>21 C – Renewal of licenses<br>20 A&B and 21 A&B |
| 2            | 19 A                          | Restricted<br>License                                                        | No                                                | 20 A – Retail sale of Category A drugs<br>21 A – Retail sale of Category B drugs                                                                                                                         |

|   |       |                                                        |     |                                                                                              |
|---|-------|--------------------------------------------------------|-----|----------------------------------------------------------------------------------------------|
| 3 | 19 AA | Sale of drugs from Motor Vehicle                       | Yes | 20 BB – Wholesale of Category A drugs<br>21 BB – Wholesale of Category B drugs               |
| 4 | 19 B  | Wholesale/Retail sale of Homeopathic medicines         | Yes | 20 C – Sale by retail<br>20 D – Sale by wholesale<br>20 E – Renewal of license (20 C / 20 D) |
| 5 | 19 C  | Wholesale/Retail sale of drugs specified in Schedule X | Yes | 20 F – Sale by retail<br>20 G – Sale by wholesale<br>20 C – Renewal of above                 |

- An applicant to sell the drugs of A category, B Category and Schedule X drugs in retail should apply to the Drugs Control Department in a suitable application form with the prescribed fee.
- Along with the application form, the following documents are required to be attached.
  1. The layout of the premises, where pharmacy is going to be started (The minimum area required to start a retail pharmacy is 120 Sqft.)
  2. The rent agreement between the landlord and the applicant
  3. Invoice proof of purchase of the refrigerator for stocking the Schedule C & C, drugs
  4. The in-charge person should be a qualified person who is a registered pharmacist. For granting the licence, the licensing authority will inspect the premises and upon satisfaction will issue the license to start the pharmacy.

# Maintenance of Various Registers in the Pharmacy

## **1. Legal records:**

Law regarding the acquisition and disposition of drugs.

## **2. Patient records:**

Regarding the patient utilization of the drugs.

## **3. Financial records:**

Regarding the past and present financial status of the company.

## LEGAL RECORDS (REGISTERS)

- According to federal and state law, the pharmacy owner (manager) is responsible for maintenance of accurate up-to-date records of specific classes of drugs and poisons according to Drugs and Cosmetic Act 1940.
- Rules 1945 and The Poison Act 1919, the pharmacist is responsible for maintaining accurate records related to acquisition and disposition of certain drugs that are supposed to be subject to possible misuse or abuse.
- According to law, it is required to maintain a record on the distribution of poison and hazardous substances. Improperly maintained or incomplete records can bring legal action and penalties.

# PATIENTS RECORDS

- To include patients' drug histories, those types of records are maintained, although the format of records may vary according to basic ideas of establishing a record.
- Records may be based on family unit basis that allows the pharmacist to monitor the drug usage of each member of the family.
- It provides basic information about kinds and amounts of drugs being taken by average patients, which helps in reducing the problems associated with drug interactions and individual's idiosyncrasies to drugs.
- These records also serve in economic purposes, as source of information for insurance claims and for income tax deduction of the patients.

# FINANCIAL RECORDS

- For making sound decision regarding future needs, inventory requirements, etc.
- For evaluation of past operations, planning of present activities, forecasting needs, and controlling the activities.
- Analyzing revenues and expenses.
- Measuring return on investment.
- Help ensure profitable operations.

# USE OF COMPUTERS: Business And Health Care Softwares

- Computers have become a very important tool in all areas of science and technology.
- With the proliferation of the internet and the developments in computer technology, number of computer applications is increased.
- In the field of pharmacy, computers are used starting from drug designing & development to patient care.
- Various hardware and software have been developed to meet the needs of pharmaceutical industry and hospital & community pharmacy.
- Following are the applications of computers in community pharmacy.
  1. Communication
  2. Prescription Processing
  3. Checking the pharmaceutical care
  4. Inventory control
  5. Accountancy

# Communication

1. **Facilitates Communication:** Computers are used to improve communication within the pharmacy and with external professional networks.
2. **Internet-Based Messaging:** Email and other online messaging systems allow pharmacy staff to stay connected efficiently.
3. **Internal Communication:** Some pharmacy chains use intranet systems for secure, internal communication across different branches.
4. **Professional Networking:** Enables pharmacists to communicate with peers, suppliers, and healthcare professionals, enhancing coordination and service delivery.
5. **Benefits:** Improves workflow, reduces errors, and ensures timely sharing of information within the pharmacy organization.

# Prescription Processing

1. **Core Activity:** Prescription processing is a primary daily activity in pharmacies.
2. **Efficiency and Reliability:** Computers make prescription processing faster, more accurate, and reliable.
3. **Integration with Dispensing:** Both dispensing and customer service operations are managed using computing systems.
4. **Customer Service Support:** Pharmacy computers handle sales, billing, and cash management, streamlining retail operations.
5. **Overall Benefit:** Enhances workflow efficiency, reduces errors, and improves patient satisfaction.

# Error Prevention

1. **Minimizing Prescription Errors:** Pharmacy computer systems help detect and prevent errors in prescriptions, enhancing patient safety.
2. **Medication Interaction Checks:** These systems can verify drug combinations to avoid harmful interactions.
3. **Patient Information Integration:** Some systems can review patient-specific data, including allergies, health conditions, and ongoing medications.
4. **Geographical Variability:** Availability and sophistication of these systems may vary depending on location.
5. **Patient Safety Benefit:** Ensures accurate dispensing, reduces medication-related risks, and supports overall healthcare outcomes.

# Inventory Control

1. **Real-Time Stock Monitoring:** Pharmacy software provides accurate information on current stock levels at any given time.
2. **Reorder Alerts:** Automatically indicates reorder levels to prevent stockouts of essential medicines.
3. **Efficient Inventory Management:** Helps maintain optimal stock, reduces wastage, and ensures medicines are always available for patients.
4. **Enhanced Workflow:** Streamlines ordering, tracking, and reporting, improving overall pharmacy operations.

# Accountancy

1. “The process of identifying, measuring, and communicating economic information in a business.”
2. **Recording Transactions:** Essential to record, classify, and summarize all financial transactions to track business performance.
3. **Purpose of Accounting:**
  - a. Determine profit and loss of the business.
  - b. Guide investors in making investment decisions.
  - c. Help creditors decide on lending money.
  - d. Inform the government about business operations and tax obligations.
  - e. Assist consumers in understanding price changes.
4. **Benefit:** Ensures financial transparency, regulatory compliance, and informed decision-making for all stakeholders.

Following are the main systems available to record all the business transactions.

- (a) Cash system
- (b) Mercantile system
- (c) Mixed system

# Types of Accounting Systems in Pharmacies

## a) Cash System:

1. Records actual receipts and payments of cash transactions only.
2. **Limitation:** Does not provide the exact financial position of the business on a particular day.

## b) Mercantile System:

1. Records all transactions related to a period, including income receivable and payable.
2. **Advantage:** Provides a complete picture of financial transactions.
3. **Benefit:** Discloses accurate profit or loss and shows the true financial position of the business at any given time.

## c) Mixed System:

1. Combines both **cash and mercantile systems**.
2. Some transactions are recorded under the **cash system**, while others follow the **mercantile system**.
3. **Purpose:** Provides flexibility by **balancing simplicity and comprehensiveness** in accounting.