

**Ministry of Health, Labour and Social Protection  
of Republic of Moldova  
STATE UNIVERSITY OF MEDICINE AND PHARMACY  
„NICOLAE TESTEMITANU”**

Faculty of Pharmacy

Department of  
**SOCIAL PHARMACY „VASILE PROCOPIȘIN”**

# **MANAGEMENT AND PHARMACEUTICAL LEGISLATION**

**Internship program**

*Learning guide  
and internship agenda for students  
of the fourth year, Faculty of Pharmacy*

Chișinău – 2018

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# **MANAGEMENT AND PHARMACEUTICAL LEGISLATION**

## **Internship program**

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# INTERNSHIP AGENDA

Student \_\_\_\_\_ Group F \_\_\_\_\_ IV year  
*(numele, prenumele)*

Place of internship \_\_\_\_\_  
*(company name, address)*

Period of practice \_\_\_\_\_  
*(Duration - 10 days, 60 hours)*

The head of practice at pharmacy \_\_\_\_\_  
*(Name, Last Name)*

\_\_\_\_\_  
*(Position)*

The head of practice at department \_\_\_\_\_  
*(Name, Last Name)*

\_\_\_\_\_  
*(Position)*

\_\_\_\_\_  
*Signature of the head of pharmacy practice*  
*Place for pharmacy stamp*

## **I. GENERALITIES**

An important step in the process of training young pharmacists is the didactic practice. Practice in the Pharmaceutical Management and Legislation (MGLF) discipline aims to strengthen the theoretical knowledge and accumulate practical skills in the field of organizing the activity of pharmaceutical companies.

Practice takes place in community pharmacies for a period of two weeks.

As part of the educational process is carried out under the direct leadership of the teachers of the chair and pharmacists experienced in pharmaceutical company designated by order by the head of practice at pharmacy. The daily practice duration for students is equal to the working day of the pharmacy collaborators and is 35 hours per week. In accordance with this, students' working hours are scheduled during practice. Every day, one hour of practice is reserved for preparing practical agenda.

In the case of absences, for whatever reason, regardless of their reason, the student is required to recover, coordinating schedules with recoveries of pharmacy practice leader, professor at the department and the Dean's office of the Pharmacy faculty.

The practice ends with a colloquium for students according to the program approved by the department. In the case of non-fulfillment of the practical internship or non-attendance of the colloquium students are not promoted for the next year of study.

## **II. ATTRIBUTIONS OF THE STUDENTS DURING PRACTICE**

When the student arrives in the pharmacy, he presents personal referral to practice the head of pharmacy, who by order designates the head of practice, draws together the time schedule for the distribution of working time in the respective sectors, indicating on the agenda of the concrete days.

During the practice, students are obliged to comply with the requirements of labor law, in force, the internal regulations of pharmacy, the security technique.

During the practical internship, students participate at working meetings and other activities of the pharmacy team. Daily, the amount of work done is detailed in the practical agenda, which is compiled and kept until the end of pharmacy practice.

### III. DISTRIBUTION OF TIME IN WORK AREAS

No.	Name of working sites, activities and practical skills	Hours
1.	<b>Acquaintance with pharmacy.</b> Coordination of pharmaceutical system.	1
2.	<b>Familiarization with work of head pharmacist.</b>	1
3.	<b>Supply of medicines to the population, including:</b>	3
	<b>3.1. Activity in the manufacturing section, including:</b> <i>working at the place of pharmacist to accept prescriptions and deliver of medicines compounding, working at the place of pharmacist in the prescription department, working at the place of pharmacist preparing pharmaceutical feedstock.</i>	1
	<b>3.2. Activity in the section "Industrial Medicines", including: Rational use of medicines monitoring.</b> <i>Functions of the pharmacist within the pharmacovigilance system, Polypharmacy, uncontrolled self-medication Information sources in practical activities of pharmacist in community pharmacy, Rational mediatization of pharmaceutical assistance of population by pharmacist.</i>	2
4.	<b>Working on "Records and pharmaceutical management" including:</b> <i>Record of entries of pharmaceutical products, Evidence of achievement of other types of outputs and losses of pharmaceuticals, Evidence of funds, Labor and wage records, Records of fixed assets of small value and short term, People management and pharmacy management.</i>	2
5	<b>The activity on the stocks department</b> (the supply).	1
6.	<b>Organization of pharmacy branches.</b>	1
7.	<b>Inventory of material assets.</b>	1
<b>Total days</b>		<b>10</b>

#### **IV. INFORMATION FOR PHARMACY PRACTICE MANAGERS**

Upon presenting the referral, the pharmacist-head designates as a senior practitioner a pharmacist with a higher education degree and at least 5 years of working experience. The head of practice will carry out the organization and practice of the student, will set time schedule of distribution at working sectors, will systematically check the completion of the timetable, will provide necessary assistance to the fulfillment of practice program, will check the agendas and documents completed by the student on each separate compartment and make the necessary remarks and corrections, signing each program section in the agenda.

Pharmacist-Head will initiate students in the professional training of staff, pharmacy staff in social life.

#### **V. THE ACTIVITY OF THE STUDENT DURING PRACTICE**

##### **5.1. Familiarization with pharmacy and head pharmacist activity**

*Work tasks:*

Indicate the main purpose of community pharmacy.

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Indicate the functions of pharmacy where you spend practice and content of these functions:

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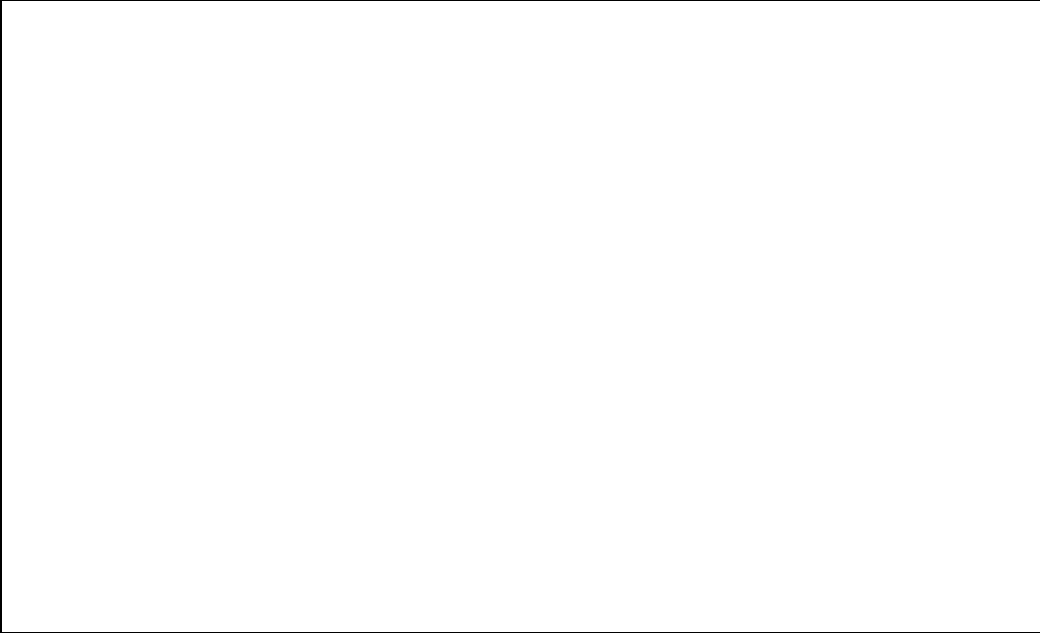


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Analyze and schematically chart the location of your pharmacy with your nearest pharmacies. Determine the average service radius. Indicate the location compliance in accordance with the rules of extension and location and argue the answer.



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Provide a feature of public pharmacy and information about the history of pharmacy in question (The history of the pharmacy must contain: the date of founding, the name of the first head pharmacist, the current pharmacy staff, the achievements and traditions).

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Indicate who is assigned the post of head pharmacist of pharmacy in the pharmacy where you make the internship and what normative acts it regulates.

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List the head pharmacist's functions and indicate his leadership style by arguing the answer.

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List the legislative and normative acts governing the order of employment and the dismissal / resignation of specialists, drawing up the individual labor contract and material responsibility. Attach (copy) hiring order, release and annual leave, individual labor contract and material responsibility.

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Observe, analyze and indicate the peculiarities of the head pharmacist work and the structure of working time use. Suggest methods of work rationalization.

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Study and indicate the peculiarities of deputisation the post of head pharmacist in community pharmacies in some countries of the world:

Germany:

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Italy:

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Denmark:

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USA:

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Canada:

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Japan:

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Israel:

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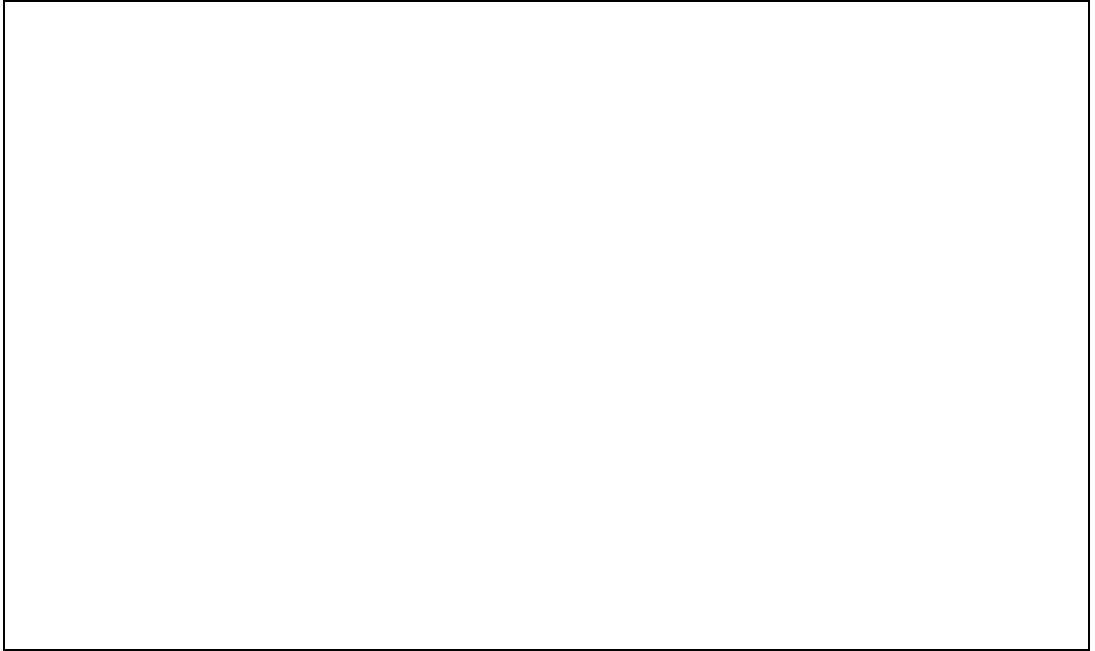
## 5.2. Authorization of pharmaceutical activity

*Work tasks:*

Get acquainted, indicate and attach all the documents (copies) under which the pharmaceutical company operates, with reference to the legislative and normative acts in force.

N/o	The documents under which the pharmaceutical company (pharmacy) is operating	Legislative and regulatory acts.

Draw the layout of the pharmacy rooms and indicate the amount of space. Check and indicate the suitability and size of the premises with for the requirements and standards. Analyze and specify how ergonomically the workplaces of specialists organized are, argue the answer.



Indicate the organizational structure of the pharmacy where you spend the practice.

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Indicate the structure of staff nomenclature of specialties and pharmaceutical posts in the pharmacy where you make the internship.

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Analyze the structure of pharmaceutical staff and indicate the suitability of the pharmaceutical posts; the correspondence of the number of pharmaceutical staff to the workload, functions and work schedule, argue the answer indicating legislative and normative acts.

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Indicate the normative acts underlying the elaboration, regulation of the organization and functioning of the pharmacy, the regulations for the filling of the pharmaceutical posts. Attach (copy) the job descriptions for the (pharmacist bond) pharmacy pharmacist.

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Get acquainted with the individual labor contract and agreement on material responsibility and indicate the main compartments and the legislative and normative acts which must be complied at the concluding of the contracts.

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Indicate the legislative act that regulate sanitary regime in the pharmaceutical enterprises and list the basic hygiene requirements rooms, equipment and staff. Indicate the used disinfectants.

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Observe and note the rhythm of pharmacy space cleaning and ventilation, compare with established rules.

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Get acquainted with psychrometers working order and rules for the recording of temperature and humidity and record for three days the data in the Air Temperature and Humidity Record Register according to the requirements and make the appropriate conclusions.

Date	Temperature		Humidity	Signature
	Dry thermometer	Wet thermometer		

*Conclusion:*

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**5.3. Ensuring the conditions for the pharmaceutical activity, endowing and equipping the pharmacy.**

*Work tasks:*

Referring to current regulations, indicate pharmacy equipment and the level of compliance requirements.

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Indicate proposals for endowing and organizing the workplace of pharmaceutical staff to improve working conditions and raise productivity.

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Indicate if the functionality of the furniture permits the pharmacist to be protected (there is or not a protective screen) and optimal pharmacist-patient communication.

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Indicate if there is privacy space in the pharmacy and how it is organized.

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Indicate if there are waiting and studying conditions for advertising materials, list what materials are exposed to patient information.

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**5.4. Pharmacy supply**

*Work tasks:*

Provide a list of licensed pharmaceutical and parapharmaceutical suppliers collaborating with pharmacy in accordance with the current pharmacy legislation.

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Indicate documents based on which the pharmaceutical and parapharmaceutical products are delivered to the pharmacies. Attach copies of these documents.

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Indicate which methods are used in this pharmacy to perform the pharmacy supply activity.

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Analyze and indicate the product groups in the pharmacy and determine the share of medicines. Indicate which normative acts regulate the product groups that can be delivered through the community pharmacy.

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**5.5. Activity at the workplace of reception and organization of keeping medicines and other and other pharmaceutical products in the pharmacy:**

*Work tasks:*

List the legislative and normative acts governing the organization of the preservation of pharmaceutical and para-pharmaceutical products in the pharmacy.

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Indicate the criteria for storing and keeping medicines and parapharmaceutical products in the pharmacy.









## 5.6. Activity at workplaces serving the population. Receiving prescriptions and dispensing medicines.

### *Work tasks:*

Indicate the legislative and normative acts regulating the deliverance, of different groups of medicines to the different categories of patients.

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Participate in receiving prescriptions, checking the correctness of prescribing and their legalizing. Indicate the most common mistakes on doctors' prescriptions. Justify the answer by 5 examples.

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Present 10 prescriptions (copies) with errors, identify the errors and indicate the measures taken by the head of pharmacy.

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Indicate the normative acts regulating pricing of medicines in the pharmacy. Tax 10 prescriptions for different patient groups, medications groups and different payment methods and indicate the information written by the pharmacist on the reverse of the prescription:

- a) 3 prescription with toxic drugs;
- b) 3 prescription with quantitative evidence medicine;
- c) 4 prescription with medicines from different pharmacotherapeutic groups;
- d) 1 prescription with fully compensated drug;
- e) prescription with partially compensated drug.

Formularul de rețetă nr.1 pentru prescrierea și eliberarea medicamentelor (dimensiuni 100mm x 200mm)	
Ștampila de antet a instituției medico-sanitare	
Medicul _____ tel. _____	
<b>R e ț e ț e ț ă</b>	
Data prescrierii rețetei " ____ " _____ 20 __	
_____ (numele și prenumele bolnavului) Vîrsta _____ ani	
Preț	Rp.:
L.P. Semnătura și parafa medicului _____	
<i>Rețeta e valabilă 30 zile, 2 luni (specificare)</i>	

Formularul de rețetă nr.1 pentru prescrierea și eliberarea medicamentelor (dimensiuni 100mm x 200mm)	
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Medicul \_\_\_\_\_ tel. \_\_\_\_\_

**R e ț e t ă**

*Data prescrierii rețetei*  
" \_\_\_\_ " \_\_\_\_\_ 20 \_\_

\_\_\_\_\_  
*(numele și prenumele bolnavului)*  
Vîrsta \_\_\_\_\_ ani

Preț

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Medicul \_\_\_\_\_ tel. \_\_\_\_\_

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" \_\_\_\_ " \_\_\_\_\_ 20 \_\_

\_\_\_\_\_  
*(numele și prenumele bolnavului)*  
Vîrsta \_\_\_\_\_ ani

Preț

Rp.:

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Medicul \_\_\_\_\_ tel. \_\_\_\_\_

**R e ț e t ă**

*Data prescrierii rețetei*  
" \_\_\_\_ " \_\_\_\_\_ 20 \_\_

\_\_\_\_\_  
*(numele și prenumele bolnavului)*  
Vîrsta \_\_\_\_\_ ani

Preț

Rp.:

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Ștampila de antet a instituției medico-sanitare

Medicul \_\_\_\_\_ tel. \_\_\_\_\_

**R e ț e t ă**

*Data prescrierii rețetei*  
" \_\_\_\_ " \_\_\_\_\_ 20 \_\_

\_\_\_\_\_  
*(numele și prenumele bolnavului)*  
Vîrsta \_\_\_\_\_ ani

Preț

Rp.:

L.P. *Semnătura și parafa medicului* \_\_\_\_\_

*Rețeta e valabilă 30 zile, 2 luni (specificare)*



**Rețeta**  
pentru medicamente compensate din fondurile  
asigurării obligatorii de asistență medicală



**REȚETĂ seria 000 nr. 0000000**

pentru medicamente compensate din fondurile asigurării  
obligatorii de asistență medicală

**Ministerul Sănătății  
al Republicii Moldova**  
Formular nr. 3/C  
Aprobat prin Ordinul comun  
al MS și CNAM Nr. \_\_\_\_\_  
din \_\_\_\_\_

1. _____ ștampila de antet a IMS	
2. Cod IMS <input style="width: 40px;" type="text"/>	3. <input style="width: 40px;" type="text"/> <input style="width: 40px;" type="text"/> 20 <input style="width: 40px;" type="text"/> <input style="width: 40px;" type="text"/> data prescrierii rețetei
4. <input style="width: 80px;" type="text"/> nume de familie pacient	6. <input style="width: 40px;" type="text"/> vârsta
5. <input style="width: 80px;" type="text"/> prenume pacient	7. <input style="width: 80px;" type="text"/> IDNP / nr. act de identitate pacient
8. Rp.:	
9. <input style="width: 90px;" type="text"/> nume prenume medic de familie	L.Ș.
10. <input style="width: 60px;" type="text"/> IDNP medic de familie	11. _____ semnătura medic de familie
<b>Rețeta e valabilă 10 zile, 30 zile sau 2 luni din data prescrierii ei (se subliniază)</b>	
12. Cod medicament <input style="width: 60px;" type="text"/>	13. Nr. comprimate <input style="width: 40px;" type="text"/>
14. Preț cu amănuntul <input style="width: 30px;" type="text"/> lei, <input style="width: 30px;" type="text"/> bani	<b>15. Suma compensată</b> <input style="width: 30px;" type="text"/> lei, <input style="width: 30px;" type="text"/> bani
16. Suma achitată de pacient <input style="width: 30px;" type="text"/> lei, <input style="width: 30px;" type="text"/> bani	
17. <input style="width: 60px;" type="text"/> număr contract încheiat cu CNAM	18. <input style="width: 30px;" type="text"/> <input style="width: 30px;" type="text"/> 20 <input style="width: 30px;" type="text"/> <input style="width: 30px;" type="text"/> data eliberării medicamentului
19. Suma în litere achitată de pacient _____ _____ _____	L.Ș.

semnătură pacient

semnătură farmacist

Indicate what information is given to patients by pharmacists at pharmacy at drug delivery release of: an antibiotic, an ointment, eye drops, enzymes, toxins and psychotropes.

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Analyze the information provided by the pharmacist and indicate the most requested patient information.

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Indicate the documents that regulate ethics and pharmaceutical deontology. List the basic principles of ethics and deontology in the work of pharmacists.



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Elaborat a questionnaire and interrogate the patients from pharmacy to determine their satisfaction.

Analyze questionnaires, at least 10 people, reflect the obtained results and suggest ways to improve patient satisfaction (attach the questionnaires).

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**5.7. Assistance with medications of the population, activity in the production department**

*Work tasks:*

Indicate the task and functions of the production department.

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Indicate the types of internal pharmaceutical control, describe the content and indicate the legislative and normative acts regulating this control.

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Quality assessment and quality control records of of extemporaneous medicines.

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Indicate measures to prevent errors at the preparation of extemporaneous medicines.

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Indicate the documents of evidence of prescriptions and pharmaceutical elaborations.

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## 5.8. The activity on the stocks department

*Work tasks:*

Indicate the task and the functions of the stock department.

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Indicate if the pharmacy in its organizational structure has the stock section, otherwise, argue the cause of its absence.

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## 5.9. The rational use of medicines in the community pharmacy

*Work tasks:*

Analyze the way of monitoring the quality of medicines and the evidence of side effects in pharmacy and indicate the normative acts regulating this activity.

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Analyze data about side effects reported by patients in the pharmacy. Based on patient data complete the patient communication sheet. Indicate the issues that you have encountered in obtaining information about adverse drug reactions from the patient.

**The patient communicates**

### COMMUNICATION ON SIDE EFFECTS OF MEDICINES AND OTHER PHARMACEUTICAL PRODUCTS

The confidentiality of the identity data mentioned in this form will be respected !!!

<b>PATIENT INFORMATION</b>		
* Name or initials:		
* Date/ month / year of birth /Age _____ * Sex: <input type="checkbox"/> M <input type="checkbox"/> F * Weight (kg) _____		
* Height (cm) _____		
City (District)_____ The village _____ Phone number _____		
Habits: <input type="checkbox"/> smoking <input type="checkbox"/> Drinking Other: _____ Pregnancy <input type="checkbox"/>		
* Allergy (to indicate ): <input type="checkbox"/> Yes _____ <input type="checkbox"/> Not		
Diseases suffered by the person:		
* <b>Description of side effect</b> (symptoms, how it occurred):	*Date/ hour of occurrence SE: _/_/ _ _ :_	* <u>How serious do you consider this SE:</u> <input type="checkbox"/> Light <input type="checkbox"/> Unpleasant, but did not affect physical activity <input type="checkbox"/> Serious, affect physical activity <input type="checkbox"/> Serious to see a doctor <input type="checkbox"/> Required hospitalization <input type="checkbox"/> Caused death
	Date/ hour of curing SE: _/_/ _ _ :_	
	* Duration:	

<b>SUSPECTED MEDICINE(S):</b>		
* Medicine Trade Name		
Manufacturer / Country / N° series / date of manufacture (if you have information)		
* Dose frequency, duration, route (eg: 1 tablet, 3 dly, by mouth)		
Cause of using the remedy (disease or pathological conditions)		
Start of administration M (date / month / year) __/ __/ __	End of M administration (date / month / year) __/ __/ __	Duration of administration M (days)
* The medicine was previously used <input type="checkbox"/> no <input type="checkbox"/> yes (specify if it was SE) _____		
* <b>OTHER MEDICINES administered concomitantly (at the same time)</b> <input type="checkbox"/> no <input type="checkbox"/> yes		
If Yes, please specify which medicines		
<b>* Measures taken to improve SE:</b> <input type="checkbox"/> Suspected drug was discontinued <input type="checkbox"/> The dose of the suspected drug was reduced <input type="checkbox"/> Drug administration has been discontinued concurrently <input type="checkbox"/> Received treatment for SE symptoms (what it was treated for (if you have any information)) _____ <input type="checkbox"/> without treatment <input type="checkbox"/> Other, to be indicated _____	<b>* How does the person feel at the time of completing the card:</b> <input type="checkbox"/> Does not have the symptoms described <input type="checkbox"/> It still has symptoms, but it feels better <input type="checkbox"/> Still has symptoms, the condition has not improved <input type="checkbox"/> The condition has worsened <input type="checkbox"/> The person died	
<b>* Measures to improve SE were undertaken by:</b> <input type="checkbox"/> physician <input type="checkbox"/> nurse <input type="checkbox"/> pharmacist <input type="checkbox"/> patient <input type="checkbox"/> others _____		
<b>* The person who fulfills the form:</b> <input type="checkbox"/> Patient or drug user <input type="checkbox"/> The patient's relative <input type="checkbox"/> Physician <input type="checkbox"/> pharmacist <input type="checkbox"/> Nurse Other specification _____	<b>Communicated the adverse reaction:</b> Name: Address : ** Phone: **e-mail: * Filling date:	
<b>Send patient communication sheet at: Department pharmacovigilance and rational use of medicines</b> <b>Phone: 88-43-38, 73-70-02; Fax: 88-43-38; e-mail: <a href="mailto:farmacovigilenta@amed.md">farmacovigilenta@amed.md</a></b>		

Fields marked with\* are mandatory.. o the extent that you have availability, please fill in the other fields as they are important in their turn! \*\* Fill out at least one of your contact information.

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Talk to the pharmacist about the difficulties, barriers encountered in pharmaceutical practice in the community pharmacy in detecting, reporting, and monitoring side effects. Register the result of the discussion on the agenda.

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Describe the basic pharmacovigilance functions of the pharmacist:

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*Uncontrolled self-medication prevention methods:*

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Analyze the prescription and describe the risks to which patients may be exposed, when they administer 4 or more medicines. (Copies of prescriptions should be attached).

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3. Indicate the methods that could ameliorate the effects of polypharmacy on patients and that can be applied by the pharmacist from community pharmacy:

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Point sources of information about drugs used by pharmacists in practice:

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Indicate the role of pharmacist in the rational management of medicines and responsible self-medication.

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As a result of community pharmacy practice, describe your perception of rational mediatisation of pharmacy assistance to population by the pharmacist.

*Rational mediatisation of pharmaceutical assistance the population by the pharmacist:*

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**5.10. Activity in the field of "Pharmaceutical Evidence and Management"**

*Work tasks:*

Indicate the name and parts of the accompanying documents for pharmaceutical and para-pharmaceutical products.

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Participate in the reception of products from the pharmaceutical warehouse and indicate what the reception control is.

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Indicate in which documents the entries of pharmaceutical products are registered and parapharmaceuticals and submit copies of these documents with those records for 2 days.

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Present the calculations needed to set retail prices for pharmaceuticals and parapharmaceuticals with different VAT rates (0% - 1 example, 8% - 3 examples and 20% - 2 examples).

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Based on the last 6 months determined growth rate or rate of decline in prices (compared to January) for 2 essential medicines. Make conclusions.

N/o	Name of the medicine	Retail Price (Lei)						Rate of	
		January	February	March	April	May	Jun	growth	decline
1.									
2.									

Conclusions:

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Indicate the records of achievement in cash and transfer.

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Indicate which documents serve as the basis for releasing pharmaceuticals and parapharmaceuticals to a wholesaler (medical point, dental office, etc.). Attach copies of these documents.

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Indicate the incoming and outgoing cash operations in the pharmacy.

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Based on report of the cash register data determine the cost of a check for seven days. Determine the average cost of a purchase.

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Indicate which normative acts regulate the release of drugs, fully or partially compensated drugs records of evidence; attach copies of the records.

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Fulfill and submit (copy) the receipt, payment and cashier statement for 2 days in pharmacy.

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Indicate who is responsible for fulfilling the cash machine registers. complete and present (copy) the machine cash control register for two days

working in pharmacy (necessary data from previous task).

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Specify which documents serve as the basis for preparing the management report. Present a copy of the management report from the pharmacy (the management period is arbitrary).

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### **5.11 The inventory**

*Work tasks:*

Indicate normative acts regulating inventory of and what reason can serve as a basis for inventory.

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Indicați ce documente se perfectează la momentul petrecerii inventarierii. Anexați copii ale acestor documente.

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Indicați motivele ce pot permite reevaluarea medicamentelor și indicați ce documente se întocmesc.

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Indicați periodicitatea inventarierii medicamentelor ce se află la evidența cantitativă. Efectuați cu farmacistul-diriginte inventarierea medicamentelor ce se află la evidența cantitativă în farmacia dată. Verificați corespunderea stocului faptic cu cel înregistrat. Faceți înregistrările respective în Registrul de evidență a medicamentelor toxice stupefiante și alcoolului etilic, anexați copia registrului respectiv.

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Prepare report on circulation of drugs and psychotropics in the pharmacy for the first quarter of this year and indicates where this report is presented.



## **VI. THEORETICAL AND PRACTICAL KNOWLEDGE WHICH MUST BE ACQUIRED BY THE STUDENT DURING THE PRACTICE.**

### **6.1. General pharmaceutical activities**

#### ***Authorization of pharmaceutical activity***

The student must be aware of the legal requirements and the procedure to be followed for licensing pharmacy. A pharmacy works according to the legislation in force, if it has the following documents:

- ✓ Business Registration Certificate;
- ✓ Statute approved by the General Assembly and registered at the State Registration Chamber;
- ✓ The lease agreement or the document certifying the right of ownership;
- ✓ Community Pharmacy Organization and Operation Regulation approved by MH RM;
- ✓ Sanitary authorization for operation;
- ✓ The authorization issued by the Standing Committee on Drug Control of the MH RM (in case of need);
- ✓ The license issued by the Licensing Chamber;
- ✓ Accreditation certificate issued by the National Social Insurance House.

#### ***Organization of pharmacy activity.***

The student must know and reflect on the agenda the following information about the pharmacy where the internship takes place:

- ✓ organization of pharmacy premises and layout scheme;
- ✓ technical and material basis and pharmacy endowment, comparison with established rules;
- ✓ the organizational structure of the pharmacy;
- ✓ the staff of the pharmacy: the filling of the pharmaceutical posts and the duties of the specialized and auxiliary staff;
- ✓ material responsibility in the pharmacy and its legalization;
- ✓ documents regarding the organization of the activity: the job description, the regulation of the organization and functioning of the pharmacy, the regulation about the head pharmacist, about the pharmacist, etc..

#### ***Endowment and equipping the pharmacy***

Furniture pharmacy must have a professional design and allow specific activity in each room of the pharmacy. The equipment and utensils must be

be suitable to activity of the pharmacy, be well maintained, and for those where regulations require, be subject to periodic validation. The student will describe the furniture and equipment specifying their destination and the reference to the normative acts in force, considering:

- ✓ Appropriate exposure of drugs depending on the mode of delivery;
- ✓ the logical grouping of pharmaceutical and parapharmaceutical products exposed by category;
- ✓ furniture functionality for optimal pharmacist-patient communication;
- ✓ the presence or possibility of providing privacy space;
- ✓ the presence or possibility of providing conditions for patients for studying advertising materials, waiting, etc.
- ✓ organizing the compliance of preservation of medicines and parapharmaceutical products;
- ✓ organizing the compliance of preservation of medicinal substances, packaging and utensils (if necessary in the production department).

### ***Supplying the pharmacy***

The student should know:

- ✓ the criteria used in the pharmacy for the proper supply of pharmaceuticals and parapharmaceutical products;
- ✓ frequency of supply;
- ✓ pharmaceuticals and para providers licensed in accordance with the law;
- ✓ Establishing relations with the suppliers of medicines and parapharmaceutical products (the order of preparation of the supply contracts);
- ✓ the use of information technologies to perform the pharmacy supply activity.

### ***Medicine receiving***

The student must know and perform:

- ✓ preparation of drug delivery contract;
- ✓ quantitative, qualitative and value reception of medicines and parapharmaceutical products;
- ✓ the preparation of documents related to the reception of drugs subject to quantitative evidence in the pharmacy: narcotics, psychotropic, precursors, toxic, etc;
- ✓ pricing of medicines and parapharmaceutical products;
- ✓ the use of information technologies for the activity of reception of pharmaceuticals and parapharmaceuticals in the pharmacy.

## ***Organization of preservation medicines and other pharmaceutical products***

The student must know and perform:

- ✓ exposure of medicines and other pharmaceutical products according to the requirements of the legislation in force;
- ✓ organizing the storage and preservation of pharmaceuticals and parapharmaceutical products depending on the physicochemical properties, the mode of administration, the influence of environmental factors, etc.
- ✓ the necessary measures to ensure the proper keeping of medicines in the pharmacy;
- ✓ monitoring the terms of validity of medicines and the organization mode;
- ✓ compliance with procedures relating to the innocuous destruction of altered, expired or returned by patients.

### **6.2. Familiarity with the head pharmacists work**

The student should know and be familiar with:

- ✓ the order of employment and release / resignation from office with the drawing up of personal files;
- ✓ making records and keeping them in the workbooks;
- ✓ the content and provisions of the pharmacy activity regime;
- ✓ method of preparation the he schedule of working hours and granting holiday;
- ✓ method of preparation and signing individual contracts and collective labor and material responsibility;
- ✓ action plan on continuing training of pharmacy staff;
- ✓ the activity of the head pharmacist in the field of checking the compliance with the sanitary regime in the pharmacy;
- ✓ performing the function of supplying pharmaceutical and parapharmaceutical products to the pharmacy and its branches;
- ✓ organizing and holding thematic meetings in the pharmacy, preparing relevant documents of these meetings.

### **6.3. Activity at workplaces serving the population**

#### ***Receiving prescriptions and dispensing medicines.***

The student needs to get acquainted with:

- ✓ the composition of the rooms and the technical endowment of the section;

- ✓ endowment and organization of workplaces, organization of work, relations between pharmacists and visitors;
- ✓ assortment of medicines and other pharmaceutical products and organization of their preservation;
- ✓ application and compliance of the provisions of SH RM orders related to the reception of prescriptions and drug treatment of all categories of patients in the pharmacy;
- ✓ checking the correctness of prescribing the prescription;
- ✓ forms of evidence of received prescriptions;
- ✓ information provided to the patient;
- ✓ medicine dispensing;
- ✓ Methods for determining the need of medicines and other pharmaceutical products used in the pharmacy;
- ✓ Information about medicines and advertising of medicines in the pharmacy;
- ✓ evidence documents for the circulation of material values, management report of the management;
- ✓ the basic deontological principles in the activity of the department pharmacists.

#### **6.4. Activity in the field of " Evidence and Pharmaceutical Management**

##### ***Record of entries of pharmaceutical products***

The student needs to get acquainted with:

- ✓ the documents accompanying the medicines and the order of preparation of delegations for the reception of pharmaceutical products;
- ✓ receiving pharmaceutical products from the pharmaceutical warehouse;
- ✓ entries documentation;
- ✓ pricing;
- ✓ perfecting the documents for the circulation of material values;
- ✓ preparing the management report.

##### ***Evidence of achievement of other types of outputs and losses of pharmaceuticals***

- ✓ organizing records of cash achievements and transferring to the pharmacy;
- ✓ documenting the circuit of pharmaceutical and para-pharmaceutical products in the "Cash machine report";
- ✓ documenting the deliveries of pharmaceuticals by transferring medical-sanitary institutions;

- ✓ evidence of compensation and gratuity;
- ✓ the evidence of pharmaceutical products in the pharmaceutical branches;
- ✓ documentation material values used for householding;

### ***Evidence of funds***

- ✓ registration of cash receipts (cashing and payment) in the records
- ✓ the order of preparing receipts;
- ✓ the method of handing over money to the Bank, cash register revision.

### ***Labor and wage records***

- ✓ drafting the work record table;
- ✓ determining salary size and rewarding pharmacists;
- ✓ calculation of daily allocations, holidays and allowances.

### ***Records of fixed assets of small value and short term***

- ✓ evidence of fixed assets;
- ✓ depreciation of fixed assets and its calculation;
- ✓ evidence of small value and short term.

### ***Pharmacy management***

- ✓ drawing up the management report;
- ✓ review and confirmation of the Management Report.

## **6.5. The inventory**

The student must acquire knowledge and skills to:

- ✓ preparing inventory for material values;
- ✓ procedure of conducting and documenting inventory (inventory lists, inventory lists totalizing etc.);
- ✓ the work of the inventory commission;
- ✓ calculation of natural perishability;
- ✓ analysis of the causes that led to the formation of the shortcoming or the surplus of material values;
- ✓ direct participation in re-evaluation and inventory with the preparation of appropriate documents;
- ✓ thorough study of the materials of a previous inventory.

## **PRACTICAL ABILITIES AND SKILLS PRACTICAL ABILITIES AND SKILLS**

### **1 Organization of community pharmacy activity:**

- 1.1. *Organization of workplaces, providing them with equipment, modern technology, literature.*
- 1.2. *Receiving prescriptions from the population and purchase orders from*

*medical institutions.*

- 1.3. *The organization of the process in the pharmacy for the preparation of medicinal forms and their quality control.*
- 1.4. *Extemporal and industrial drug delivery.*
- 1.5. *Study of supply and demand for drugs.*
- 1.6. *Determination of drug requirements.*
- 1.7. *The organization of pharmacy drug supply, of the sections and branches, of sanitary units.*
- 1.8. *Ensuring the preservation of material values.*

## **2.Evidence and account of the pharmacy activity:**

- 2.1. *Documentation of economic (management) operations in pharmacy activity.*
- 2.2. *Performing revaluation and inventory of material goods.*

## **3. Organization of the routing process with the subdivisions of the pharmacy:**

- 3.1. *Collective work processes research.*
- 3.2. *Controlling the activity of the pharmacy and its branches.*
- 3.3. *Ensuring work safety. Compliance with sanitary rules of personal hygiene.*

## **4. The application of automated information processing.**

- 4.1. *Automated evidence of medicines circulation.*
- 4.2. *Circulation Evidence of compensated medicines.*
- 4.3. *Knowledge of standard procedures in case of AIA failure.*

## **5. Organization of information activity about medicines:**

- 5.1. *Determine the information needs for pharmacists and physicians;*
- 5.2. *Analytical and synthetic processing of information sources.*

## **6. Merceological analysis of pharmaceutical and parapharmaceutical products:**

- 6.1. *Making reception from suppliers of pharmaceutical products by quality, quantity and price.*
- 6.2. *Performing the merceological analysis of dressing materials, patient care items, sanitary and hygienic items, medical instruments, medicinal mineral waters, pharmaceuticals in transport packaging and outer appearance.*
- 6.3. *Performing the merceological classification and coding of medical and pharmaceutical products.*



## VII. EVIDENCE AND INTERNSHIP REPORT

On the first day of practice, the designated pharmacy manager, together with the student, taking into account the "Time distribution schedule" and the specifics of the pharmacy, draw up an individual schedule.

All work volume is recorded daily in the Internship Agenda. The agenda must be kept in the pharmacy and presented at the first request of the department's professors. Agenda is an official document that characterizes the work done. Entries will be made in accordance with these guidelines, displayed neat, and will contain the student's own opinion on the exposed material, thus demonstrating the ability to undertake a profound analysis of the problem in question and its expression in writing.

On the agenda is attached a map of the documents drawn up during the documenting of the activities carried out by the student.

Daily, the pharmacy supervisor checks the student's enrollments and makes the appropriate notes. At the end of the practice the head pharmacist signs the agenda and applies the stamp of the pharmacy.

## VIII. TAKING THE COLLOQUIUM

By finishing the practical internship, the student prepares and presents for the colloquium:

**1. *The Practice Agenda*** (with a document map), signed by the pharmacist tutor, head pharmacist, authenticated by applying the pharmacy stamp;

**2. *The reference characteristic***, made by the head of the pharmacy practice, In which it will be elucidated:

- fulfilling the work volume provided by the practice program;
- the student's behavior towards work, observance of the work discipline;
- relationships with the pharmacy team;
- student participation in the life of the team;
- observance of the principles of pharmaceutical ethics;
- highlighting the student's personal qualities;
- the shortcomings highlighted during the practice, the discipline violations;
- general internship mark (unsatisfactory, satisfactory, good, very good);
- recommendations and requests for improving the students internship in the future.

**3. *The report***, drafted by the student with the following content.

## REPORT ON THE INTERNSHIP

student \_\_\_\_\_ group \_\_\_\_\_ IV year  
(Last name, First name)

1. Pharmacy where you spend the internship:

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2. Terms of internship according to work schedule: \_\_\_\_\_

3. The general characteristic of the internship conditions:

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4. Content, way and accomplishment of the internship program:

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5. Assessment of the internship:

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6. Conclusions at the end of the internship and proposals for improving internship:

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Student signature: \_\_\_\_\_

Date \_\_\_\_\_

## **IX. THE LIST OF QUESTIONS FOR COLLOQUIUM**

1. Coordination in pharmaceutical management..
2. Pharmaceutical legislation. Correlation of pharmaceutical legislation with other branches of law.
3. Authorization of pharmaceutical activity, the legal basis of the activity of the community pharmacy.
4. Composition of pharmaceutical premises and technical equipment.
5. The organizational structure of pharmacy.
6. Individual employment contract. Material responsibility.
7. Activity the head pharmacist.
8. Pharmaceutical supply. Signing contracts with suppliers of medicines.
9. Reception of pharmaceutical and parapharmaceutical products and records registration.
10. Organization of the preservation of pharmaceutical and parapharmaceutical products.
11. The legal status of medicines. Exposure of medicines and other pharmaceuticals.
12. Organizing the activity of pharmacy branches.
13. Principles of Ethics and Deontology in pharmacist activity.
14. Pharmacist's activity at receiving prescriptions and dispensing medicines.
15. The general rules for prescribing and drug delivery.
16. The prescribing rules for medicines, compensated from the mandatory health insurance funds.
17. Quantitative evidence of medicinal products.
18. Methods for determining the need for medicines and other pharmaceutical products.
19. Organization of the preparation of the extemporaneous medicines and of the pharmaceutical elaborations.
20. Internal pharmaceutical control.
21. Sanitary regime in the pharmacy.
22. Pharmacist's role in the rational use of medicines and responsible self-medication.
23. Record of entries of pharmaceutical products.
24. Pricing for medicines.
25. Evidence of outputs and losses of pharmaceuticals. The turnover.
26. Evidence of funds.
27. Evidence of achievement of other types of outputs.
28. Labor and wage records.
29. Community pharmacy management.
30. Inventory of material and monetary values.

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