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of Republic of Moldova**
STATE UNIVERSITY OF MEDICINE AND PHARMACY
„NICOLAE TESTEMITANU”

Faculty of Pharmacy

Department of
SOCIAL PHARMACY „VASILE PROCOPISIN”

INTERNSHIP OF INITIATION IN PHARMACY

Internship program

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

(Last name, First name of student)

Group _____, u.y. 20__-20__

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Internship program

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INTERNSHIP AGENDA

Student _____ Group F _____ year I
(last name, first name)

Place of internship doing _____
(enterprise name, address)

Period of internship doing _____
(duration – 10 days, 60 hours)

Internship manager from pharmacy _____
(Last name, First name)

(function)

Internship manager from department _____
(Last name, First name)

(function)

Signature of internship manager from pharmacy

S,P pharmacy

I. GENERALITIES

Internship of initiation in pharmacy (at home) represents an initiation of student from I year of study in the content of chosen profession, in community pharmacist's activity and has the applicative role in professional training of future specialist.

The purpose of internship of initiation in pharmacy represents familiarization of student with community pharmacy's activities and to initiate him in future pharmacist activities in community pharmacy.

The main objectives of activity in pharmacy are drugs of any kind and in any form reception, preparation, storage and dispense, according with normative documents in force, as well with international standards; dispensing of other parapharmaceutical products registered or authorized by Ministry of Health, Labour and Social Protection; processing medical prescriptions; monitoring of rational use of drugs and responding to symptoms of minor affections. Based on this, the main task of pharmacy is carrying out the multilateral pharmaceutical activity in view of providing the opportune and high quality assistance with drugs and parapharmaceutical products to population. For achievement this task pharmacist have to possess not only theoretical knowledge, but also aptitude to perform a series of standard operating procedures, which anticipates the drug dispensing for patient: : selecting, storing, preparing, checking, receiving, as well and follows the drugs dispensing process: dispensing, counseling, controlled self-medication, promoting healthy lifestyles etc. In this context, at internship of initiation in pharmacy (at home) future pharmacists will get acquainted with first practical elements of activity in pharmacy, which will be achieved through the program accomplishment and acquiring the practical skills recommended below.

Internship achievement is allowed only for those students who studied and promoted first year in faculty of Pharmacy and who pursuant to medical exam results are admitted for practical activity in pharmaceutical enterprises and institutions.

Internship is este provided for 10 days (60 academic hours) of students activity in pharmacy.

Internship, as part of the study process, is conducted under direct leadership of professor from department of Social Pharmacy „Vasile Procopișin” and of experienced pharmacist, with higher education from pharmaceutical enterprise designated by order by the head - pharmacist.

Student familiarization with pharmacy's activity depends on the degree of involvement of manager of internship from pharmacy in ensuring the conditions of internship doing and offering the opportunity to participate in direct organization process of work in pharmacy. It is obligatory to inform the student on pharmacy's security. Also the student have to get acquainted with security rules and is obligated in their observance during the period of internship doing in pharmacy.

Student's obligations during the internship

- ◆ to be present at pharmacy in period laid down according to established schedule in the first day of internship;
- ◆ to possess special equipment (gown, bonnet, gloves, footwear of exchange);
- ◆ to take knowledge with pharmacy: structure, work program, location, basic task, generale scheme, nomenclature of offered pharmaceutical products; Offering supplementary services (receiving the individual command, pharmacist's consultation etc.);
- ◆ to take knowledge with pharmacy staff, posts in pharmacy and with the activities at every place of work;
- ◆ to take knowledge with security technique at work place in pharmacy, composition of rooms and technical endowment of sections;
- ◆ to take knowledge with the legislative and norming acts that regulate the activity in pharmacy;
- ◆ to participate (at the request of specialists) in pharmacy activities;
- ◆ daily to complete the internship report;
- ◆ in case of absence from pharmacy by reason of illness or another reason, well argued, to announce the practice manager from department and from pharmacy for establishing the schedule of recovery of absences days;
- ◆ to regularly fulfill, with strictness the obligations provided in program of doing internship and to respect the rules of security in pharmacy.

At the end of internship student will be able to:

- ◆ to determine the minimum requirements of pharmacy organization;
- ◆ to establish the basic directions of pharmacy activity;
- ◆ to propose (establish) the organizational structure of pharmacy and work program;
- ◆ to organize the respecting requirements of sanitary regime in pharmacy;
- ◆ to organize the keeping requirements of parapharmaceutical products in pharmacy;
- ◆ to apply the principles of dispensing non-prescription drugs and parapharmaceutical products;
- ◆ to familiarize and to apply the basic requirements of dispensing arrangement;
- ◆ to acquire the attributions of auxiliary staff: packager (by case), clean-room workers.

II. STUDENTS ATTRIBUTIONS DURING THE INTERNSHIP

On arrival in pharmacy student personal presents the necessary document for internship at head – pharmacist, who by order designate the internship manager, together draw up the schedule of work time allocation at sectors respectively with indication in report of concrete days.

During the internship students are obligated to respect labor law requirements, in force, regulation of interior orderliness of pharmacy, security technique.

During the internship students participate at work meetings and other activities of pharmacy staff. Daily, the amount of work done it is detailed registered in internship report, which is drawn up and is kept until the end of internship in pharmacy.

III. ALLOCATION OF TIME AT WORK SECTORS

The name of work sectors, activities and practical skills	Nr. of hours Individual work
1. Familiarization with pharmacy. 1.1. Pharmacy's structure; 1.2. Work program; 1.3. Location; 1.4. Basic task; 1.5. General scheme; 1.6. Nomenclature of offered pharmaceutical products; 1.7. Offering supplementary services (receiving the individual command, pharmacist's consultation etc.); 1.8. Pharmacy's staff; 1.9. Security technique at work places in pharmacy.	12
2. Sanitary regime. 2.1 The requirements and respecting sanitary regime; 2.2 The schedule of doing sanitary days; 2.3 Cleaning the rooms and the pharmaceutical equipment; 2.4 Keeping and making inventory destined for cleaning; 2.5 Rights, obligations and work place organization of clean-rooms workers; 2.6 Processing of pharmaceutical equipment; 2.7 Sterilization methods.	12

The name of work sectors, activities and practical skills	Nr. of hours Individual work
3. Pharmaceutical regime. 3.1 Familiarization with pharmacist's work organization in section of drug forms preparation; 3.2 Sanitary requirements for drug forms preparation; 3.3 Activity organization at work place of packager; 3.4 Participation at drug forms package and perfecting their dispensing; 3.5 Participation at products receiving from distributors.	12
4. Parapharmaceutical products keeping organization. 4.1 Parapharmaceutical products keeping in pharmacy: made of rubber, materials for bandage, and other materials with medical destination; 4.2 Participation at products receiving from distributors: products release of common package; 4.3 Verification of units and their repatriation according to keeping conditions.	12
5. Organization of industrial drug forms section activity. 5.1 The section scheme and functions; 5.2 Organization of work place at patients care products dispensing, materials for bandage, medical optics, cosmetic products etc.; 5.3 Parapharmaceutical products dispensed from this section; their nomenclature; 5.4 Showcases principles in pharmacy; 5.5 Dispensing arrangement (enumeration of leaflets, advertising materials for visitors).	12
Total	60

Reference objectives and contents units

Objectives	Contents units
<ul style="list-style-type: none">✓ to determine minimum requirements of pharmacy organization;✓ to establish basic directions of pharmacy activity;✓ to propose (establish) organizational structure of pharmacy and work program;✓ to organize respecting conditions of sanitary regime in pharmacy;✓ to organize parapharmaceutical products keeping conditions in pharmacy;✓ to apply principles of non-prescription drugs and parapharmaceutical products dispensing;✓ to familiarize and to apply basic requirements of dispensing arrangement;✓ to acquire the attributions of auxiliary staff and to organize their activity (by case): packager, clean-room workers.	Familiarization with pharmacy. Sanitary regime. Pharmaceutical regime. Parapharmaceutical products keeping organization in community pharmacy. Organization of industrial drug forms section activity.

IV. INFORMATION FOR INTERNSHIP MANAGER FROM PHARMACY

On presentation at internship head- pharmacist designates as internship manager a pharmacist with higher education and with a length of labor at least 5 years. Internship manager will effectuate the control of internship organization and accomplishment by student, will establish the schedule of time allocation to work sectors, will check systematically of drawn schedule achievement, will provide the necessary help at internship program achievement, will check the reports and other documents completed by student on each separate compartment and will make the necessary notes and corrections, signing each program compartment in report.

At the end of internship head - pharmacist signs internship report and applies the stamp of pharmacy. Without authentication of documents given by head - pharmacist, this won't be available and won't serve as proof for the veracity of accomplishment internship in pharmacy at home.

At the end of internship, student will receive *characteristic-reference*, drawn up by the manager of internship from pharmacy, which contains:

- ✓ achievement of work according to internship program;
- ✓ student attitude for practice;
- ✓ relations with pharmacy staff;
- ✓ respect of pharmaceutical deontology and ethics.

Criteria of appreciation the internship of initiation in pharmacy accomplishment by student by manager of internship from pharmacy

Qualify	Criteria
Excellent	Student was been presented according to established schedule at the beginning of internship; presented all necessary documents; completed the internship report daily; carried out all activities according to internship program; studied all effectual legislative and normative acts; established friendly relation with pharmacy staff; was responsible, tenacious, confident and intelligent, in this case he accomplished some responsible activities.
Good	Student was been presented according to established schedule at the beginning of internship; presented all necessary documents; completed the internship report daily; carried out 80% of activities according to internship report program; created a good impression on pharmacy staff, was responsible and interested in

Qualify	Criteria
	chosen profession.
Satisfactory	Student was been presented according to established schedule at the beginning of internship; presented all necessary documents; completed the internship report; carried out 70% of activities according to internship program; pharmacy staff didn't have objections for accomplished activities of student.
Unsatisfactory	Student wasn't been presented according to established schedule at the beginning of internship; didn't present all necessary documents; partial completed internship report; carried out less than 50% of activities according to internship program; didn't be interested in framing in the pharmacy staff.

V. THE STUDENT'S INDIVIDUAL WORK

During the internship prevails individual work of student. To make practice program and individual work easier students receive the methodical indication, where is listed all tasks with explanations and legislative and normative acts list for each theme.

Students are urged broadly to use such learning methods as observation, analysis, comparison, classification, schemes elaboration, situations modeling, etc.

For individual activity is recommended the study of supplementary material from compulsory and supplementary bibliographical sources, from available databases through communication networks, the use of legislative and normative regulatory acts of pharmaceutical activity, available materials on pharmacy activity results – the basis.

Nr.	Expected product	Strategies for achieving	Evaluation criteria	Deadline
1	Internship agenda	Tasks set realizing for each activity sector in community pharmacy.	Plenitude and correctness of individual tasks fulfilling, stipulated in methodical recommendations on internship	During the internship

Nr.	Expected product	Strategies for achieving	Evaluation criteria	Deadline
			realizing.	
2	Legislative and normative acts list	Familiarizing with laws and orders and their application in practice with activity field indication that it regulates.	Compliance of normative act with indicated activity field and plenitude of list.	During the internship
3	Pharmacy scheme and functions	Location scheme with indication of all rooms and pharmacy functions listing in accordance with community pharmacy sections.	Correctness of scheme realizing and functions list in accordance with pharmacy sections.	During the internship
4	Listing criteria of storage and products	Listing criteria of storage and keeping in accordance with order requirements and pharmaceutical and parapharmaceutical products listing present in pharmacy at each criteria.	Plenitude and correctness of presented information.	During the internship

VI. LIST OF COMPULSORY PRACTICAL MANIPULATIONS FOR ACCOMPLISHMENT

Day 1-2.

6.1. Familiarization with pharmacy

Task nr.1

Draw up the layout with indication of all rooms and with enumeration of pharmacy's functions in correspondence with community pharmacy sections.

Task nr.2

Highlight the pharmacy and pharmacist role in the health system.

Task nr.3

Describe basic functions of pharmacy’s specialists.

Head-pharmacist:

Pharmacist:

Laborant-pharmacist:

Clean-woman:

Other employees:

Task nr.4

List additional pharmaceutical services which are offered in pharmacy in which you spend internship.

Task nr.5

List the pharmaceutical products assortment offered according to the pharmacological and pharmacotherapeutic action.

This image shows a full page of blank, lined paper. It features approximately 28 horizontal black lines spaced evenly across the page, typical of notebook paper. The lines are thin and extend from the left edge to the right edge. There are no margins, text, or other markings on the page.

Task nr.6

Highlight the main compartments of technique Instructions of labour security in pharmacy.

Task nr.7

List the compartments of evidence register of labour security and health.

Day 3-4.

6.2. Sanitary regime in community pharmacy

Task nr.1

List the legislative and normative acts which describe the sanitary regime requirements and analyze the compliance with these rules by pharmacy staff.

Task nr.2

Study the sanitary Regulation on pharmacy and pharmaceutical deposits endowment and exploitation (*Government Decision Nr. 504 of 12.07.2012*) and describe:

- *Hygienic requirements for rooms and equipment:*

- *Hygienic requirements on heating, ventilation, microclimate system from rooms:*

- *Hygienic requirements on work conditions of staff:*

- *Sanitary and disinfection regime:*

- *Water supply and sewerage:*

- *Hygienic requirements on lighting:*

- *Requirements to personal hygiene of pharmacy workers:*

- *Medical examinations for pharmacy employees:*

Task nr.3

Indicate the temperature and relative humidity regime of the air in pharmacy's rooms according to Order MS RM Nr.334 of 19.07.1995 „With respect to approval of Instruction about sanitary regime in pharmaceutical enterprises and institutions".

Task nr.4

Describe the singularity of effectuation of rooms and pharmaceutical equipment cleaning in pharmacy in which you spend internship.

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Task nr.5

List the clean-workers rights, obligations and their organization of work place.

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Task nr.6

Describe the processing procedure of pharmaceutical equipment in pharmacy in which you spend internship.

[illegible]

Day 5-6.
6.3. Pharmaceutical regime

Task nr.1

Indicate the examples of drugs forms which is prepared in pharmacy's manufacturing section where you spend internship:

- *solid (powders, granules, pills)*

- *semisolid and soft (suppositories, ointments, liniments, pastes)*

- *liquid (solutions, emulsions, gargarisms, mixtures, etc.)*

- *liquid forms for parenteral administration: injections and infusions:*

- *drops (for eye, ear, nose, for internal use)*

Task nr.2

List the drugs forms which is prepared in aseptic condition in pharmacy where you spend internship.

Task nr.3

List the sanitary requirements to the preparation of non-sterile drugs forms.

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There are approximately 20 lines visible. The paper has a slight shadow on its right side, suggesting it's resting on a surface.

Task nr.4

List the special sanitary requirements to the drugs preparation in aseptic conditions.

[illegible]

Task nr.5

List the types of packaging used for definitization of extemporal drugs forms.

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Task nr.6

Describe the your contribution at drugs receipt from the distributor.

[illegible]

Task nr.7

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____

6.4. Organization of parapharmaceutical products keeping

Describe the drugs and pharmaceutical products storage and keeping rules: from rubber, dressing materials and other materials with medical destination (*Order MS nr.28 of 16.02.2006 „With respect to drugs, other pharmaceutical products and special destination articles keeping”*).

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

[illegible]

Task nr.2

List the assortment of parapharmaceuticale products from rubber which are in pharmacy where you spend internship. The particularities of keeping them.

This image shows a single sheet of white paper with horizontal blue or grey ruling lines, typical of notebook paper. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Task nr.3

List the types of dressing materials which are in pharmacy where you spend internship and the particularities of keeping them.

Task nr.4

Describe the pharmacist obligations of parapharmaceutical products storage and keeping monitoring in pharmacy.

Task nr.5

Describe your contribution at parapharmaceutical products receipt from distributor.

[illegible]

Task nr.6

Describe the indicators used by pharmacists for evaluation of product quality compliance:

1. from rubber:

2. dressing materials:

3. other materials with medical destination:

Elaborate and draw in the form of scheme the section of industrial pharmaceutical forms of pharmacy where you spend internship.

This image shows a single page of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Task nr.2

Present the arranging of industrial pharmaceutical forms section in pharmacy where you spend internship.

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Task nr.3

List the functions of industrial drug dispensing section.

[illegible]

Task nr.4

Study and identify the name of products for patient care in pharmacy:

Task nr.5

Identify and study the assortment of mineral waters in pharmacy. Classify them according to composition.

Task nr.6

Inscribe 10 examples of cosmetic products in pharmacy where you spend internship and classify them according to dispensing form:

Task nr.7

List the principles of shop-window arranging in pharmacy.

Task nr.8

List the leaflets and advertising materials for pharmacy’s visitors. Which is their aim? Write several examples.

Task nr.7

Effectuate the dispensing scheme of pharmacy where you spend internship.
Describe its arranging.

VII. EVIDENCE AND INTERNSHIP REPORT

In first day of internship, manager of internship from pharmacy designate by order, together with student, taking in consideration the "Schedule of time allocation" and the pharmacy singularity draw up an individual schedule by form:

Individual schedule of internship

Nr.	Name of work sector	Duration in days (data)
1.		
2.		
3.		
4.		
5.		

The entire volume of work carried out is daily registered in Internship report. Report represents a official document, which characterizes work done. Registrations will be done according to this indications, exposed accurately, legibly and will contain own opinion (of student) on the exposed material, thus demonstrating the ability to subdue a profound analysis of concerned issue and expressing it in writing. Report must be kept in pharmacy and be presented at first request of professors from department.

At report will be attached a map with drawn up documents during monitoring of carried aut activities by student.

Daily, internship manage from pharmacy checks student registrations and makes the corresponding notes. At the end of internship the head-pharmacist signs the report and applies the stamp of the pharmacy.

The entire volume of work carried out during the internship is daily registered in **Internship report** (*see model*).

Likewise student after internship finishing must draw up and present at colloquium and **internship record**. Content is shown below.

INTERNSHIP RECORD

of student _____ group _____ year II
(Last name, first name)

1. Pharmacy where internship have been done: _____

2. Terms of doing internship according to work program: _____
3. General characteristic of conditions of doing internship:

4. Content, mode and accomplishment internship program:

5. Internship appreciation:

6. Conclusions at the end of internship and proposals to improve internship:

7. Student signature: _____ Date _____

VIII. SUPPORTING THE COLLOQUIUM

Internship of initiation in pharmacy (at home) finalized with colloquium, which is spent at department, in future semester after preventively established schedule. Final mark of internship is the annual average mark, that consists of oral interview on program acquiring and student individual work during the internship.

As criteria of assessment and acceptance of colloquium at internship will serve the presentation of the internship record, internship report and the satisfactory characteristics – reference.

Absence at colloquium without acceptable reason is registered as “absent” and is equivalent with mark “not attested”. Student has the right to 2 repeated supports of unprompted colloquium.

IX. QUESTIONS FOR INDIVIDUAL TRAINING

1. Structure, basic tasks and functions of pharmacy.
2. Sanitary regime in pharmacy – the requirements for rooms and equipment, personal hygiene of employees, cleaning of rooms.
3. Functions of production section.
4. Functions of pharmaceutical industrial forms section.
5. The order of providing pharmaceutical products from pharmacy.
6. The provisions of the Code of Ethics of pharmacists in Republic of Moldova.
7. Nomenclature of drugs, parapharmaceutical and other products in pharmacy.
8. Basic principles of drugs storing and keeping.
9. The requirements for showcases arrangement in pharmacy.
10. Principles of drugs promoting in pharmacy.

RECOMMENDED BIBLIOGRAPHY:

A. Compulsory:

1. Government Decision RM no. 504 of 12th July 2012 for approval „Sanitary regulation on endowment and exploitation of pharmacies and pharmaceutical deposits”.
2. Law RM No. 1227 of 27.06.1997 „With respect to advertising”.
3. Law RM No. 1409-XIII of 17.12.1997 „With respect to drugs”.
4. Law RM No. 1456 of 25.05.1993 „With respect to pharmaceutical activity”.
5. Law RM No. 552-XV of 18.10.2001 „With respect to assessment and accreditation in health”.
6. Order HM and SP RM No. 28 of 16.01.2006 „With respect to drugs, other pharmaceutical products and special destination articles keeping”.
7. Order HM RM No. 334 of 19.07.1995 „With respect to approval of Instruction about sanitary regime in pharmaceutical enterprises and institutions”.

B. Additional

1. Code of Ethics for pharmacist from Republic of Moldova.
2. Decision of Parliament of RM No. 1352-XV of 03.10.2002 on State policy in the field of drug.
3. Order HM RM No. 5 of 06.01.2006 „With respect to approval of Regulations-type of pharmaceutical enterprises”.
4. Order HM RM No. 960 of 01.10.2012 „With respect to prescribing and dispensing drugs mode”.
5. Order HM RM No. 70 of 03.03.1999 „With respect to pharmaceutical staff training and utilization in Republic of Moldova”.
6. Order Drug Agency, No. 21 of 12.05.2006 „With respect to the way of elaboration, review and approval of drugs List possible to dispense from pharmacy without prescription”.
7. Order Drug Agency, No. 67 of 28.12.2006 „Regulation of State Drugs Nomenclature”.