D.PHARM • SECOND YEAR

Community Pharmacy & Managem

CHAPTER 9

Community Pharmacy Management



ENGLISH CHAPTER NOTES

DIPLOMA IN PHARMACY

LEGAL REQUIREMENTS TO SET UP A COMMUNITY PHARMACY

Registration and Licensing

- Follow the Drugs and Cosmetics Act, 1940; Pharmacy Act, 1948; and Drugs Rules, 1945.
- State Drugs Control Department issues the applicable drug-sale licence.
- Retail Drug License (RDL): direct sale to consumers.
- Wholesale Drug License (WDL): wholesale supply; needed when undertaking that business.
- The pharmacist must be registered with the State Pharmacy Council.
- GST registration: required when applicable; not automatic for every pharmacy.
- Follow local trade-licence and Shops and Establishments requirements.
- FSSAI registration/licence is required as applicable when selling foods or food supplements; it is not simply optional.

Premises

Minimum area under Rule 64:

Retail OR wholesale:	10 m^2
Retail AND wholesale together:	15 m^2

- Provide adequate lighting, ventilation and cleanliness.
- Maintain label-specified storage, temperature control and proper labelling.
- Provide suitable refrigeration and secure controlled-drug storage where applicable.

Manpower

- Dispensing must be under a registered pharmacist's supervision.
- Train support staff and monitor their work.

SITE SELECTION REQUIREMENTS

Purpose

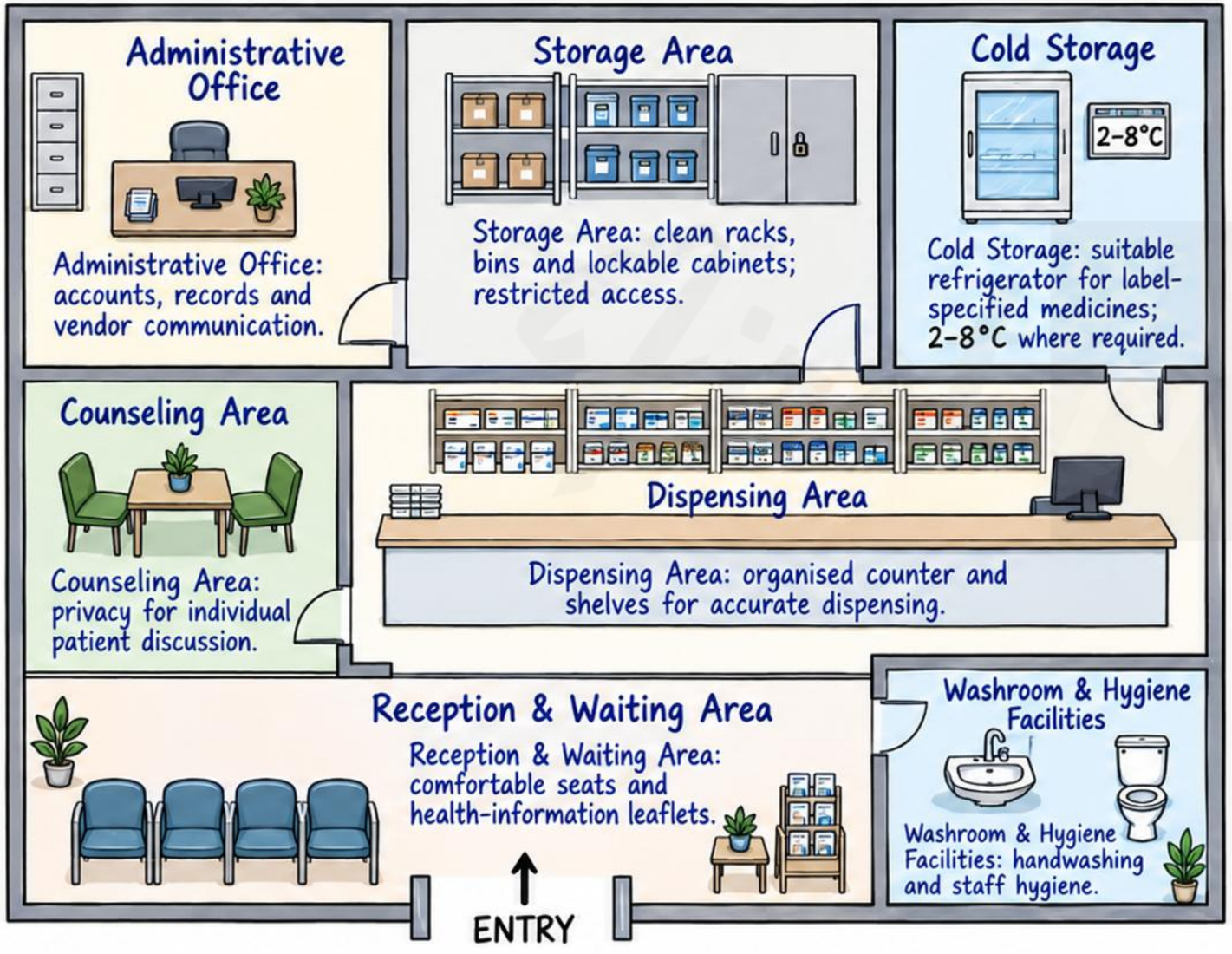
Choose a location that is convenient for patients and financially sustainable.



1. **Demographics**
   - Consider population density, families, older people and patients with chronic illness.
2. **Proximity to Healthcare Providers**
   - Nearby clinics, hospitals, diagnostic centres and doctors can increase relevant footfall.
3. **Accessibility**
   - Check pablic transport, pedestrian access and wheelchair-friendly entry.
4. **Visibility**
   - A clear location on a main road or near community activity helps people find the pharmacy.
5. **Competition Analysis**
   - Study nearby pharmacies, their services and unmet patient needs.
6. **Zoning and Permits**
   - Check permitted commercial use and local municipal requirements before renting.
7. **Affordability and Rent**
   - Compare rent and other costs with expected sales and profit margins.

PHARMACY DESIGNS AND INTERIORS

Key Design Areas — Conceptual Plan



Interior Considerations

- Arrange work surfaces ergonomically to reduce fatigue.
- Provide adequate lighting and clear signboards.
- Display required licences and pharmacist's certificate.
- Plan security, alarms and fire-safety equipment.
- Use CCTV where appropriate while protecting consultation privacy.
- Provide computers, pharmacy software and POS terminals.

  POS = Point of Sale.

Good layout supports smooth workflow, safety and patient comfort.

VENDOR SELECTION AND ORDERING

Vendor Selection Criteria

- **License and reputation:** choose licensed, reliable wholesalers/distributors.
- **Product range:** suitable branded and generic medicines.
- **Timely delivery:** dependable supply prevents stockouts.
- **Returns policy:** clear terms for expired or damaged stock.
- **Credit facility:** agreed terms, such as a 30-day billing cycle, support cash flow.
- **Documentation:** invoices, batch numbers, expiry dates and tax details.

Ordering Process

1. Monitor stock and reorder alerts.
↓
2. Prepare daily/weekly purchase orders using demand and seasonal needs.
↓
3. Consolidate orders where practical to reduce transport costs.
↓
4. Match deliveries with invoices; check product, quantity, batch, expiry and condition.
↓
5. Enter stock into records/software; use barcodes where available.
↓
6. Rotate stock by FEFO; use FIFO when expiry dates are the same.

Digital Vendor Platforms

Pharmarack is a pharmaceutical B2B ordering example.
Platforms may support automated orders, price comparison, digital invoices and dispatch tracking.

FEFO = First Expiry First Out.
FIFO = First In First Out.

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