PHARM.D • YEAR 2

Community Pharmacy

CHAPTER 2

Community Pharmacy Management



PPT CHAPTER COVER

DOCTOR OF PHARMACY

CHOOSING A PHARMACY LOCATION



COMMUNITY NEED

Study population size, age, common health needs and gaps in existing services. Assess nearby pharmacies and healthcare facilities.



FEASIBILITY

Balance rent, operating costs and expected demand. Check premises suitability, licensing conditions, security and reliable utilities.

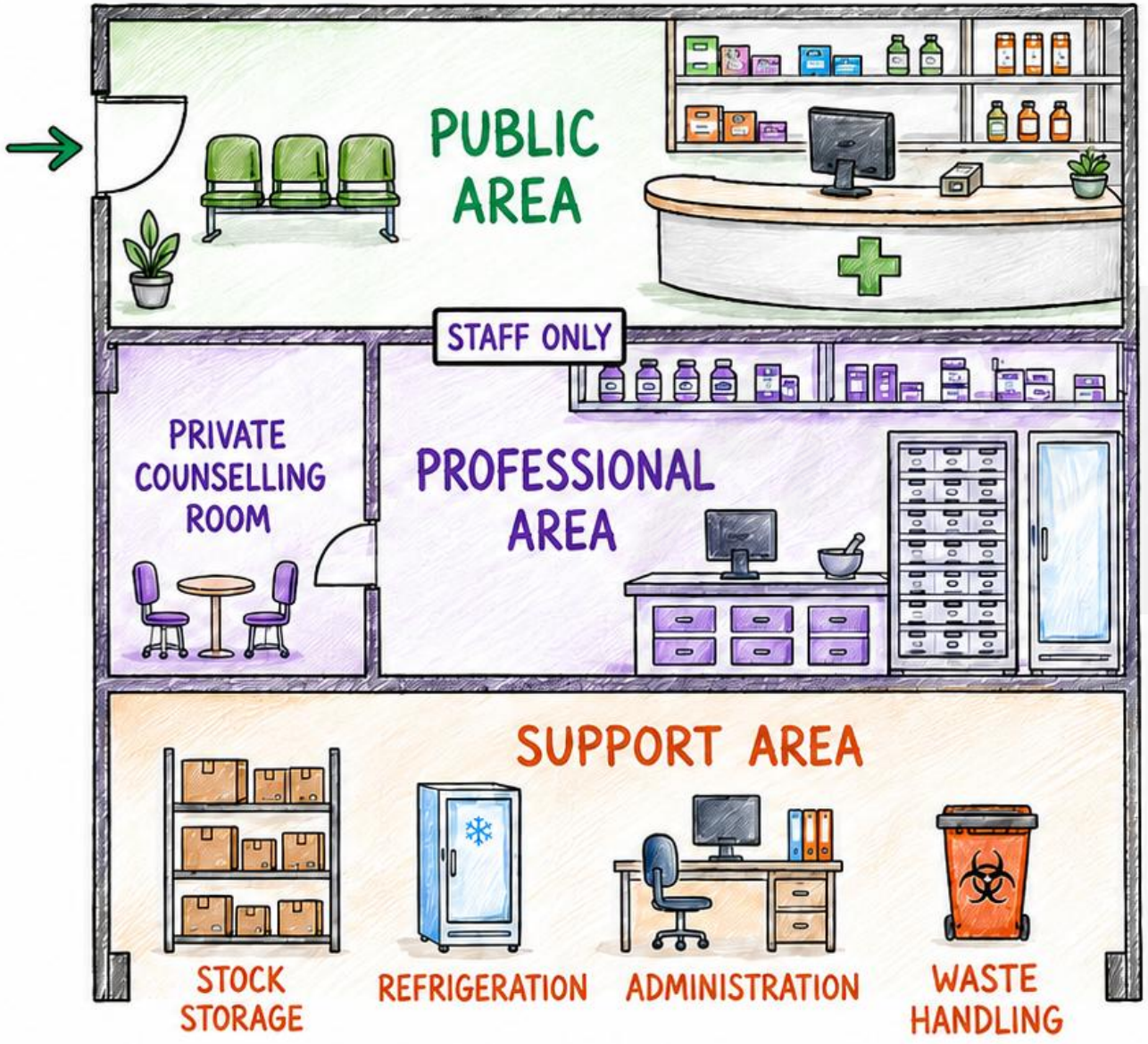
ACCESS & VISIBILITY



Consider public transport, pedestrian access, clear visibility, parking where relevant and wheelchair access.

☑ A busy site is useful only if the pharmacy can operate safely, sustainably and meet genuine local needs.

PHARMACY LAYOUT: FUNCTIONAL ZONES



PUBLIC AREA

Provide a clear entrance, waiting space and an accessible service counter. Arrange permitted self-selection products logically.

PROFESSIONAL AREA

Keep dispensing and prescription storage organized, with restricted access. Provide a private area for confidential counselling.

SUPPORT AREA

Separate stock storage, refrigeration, administration and waste handling from patient movement.

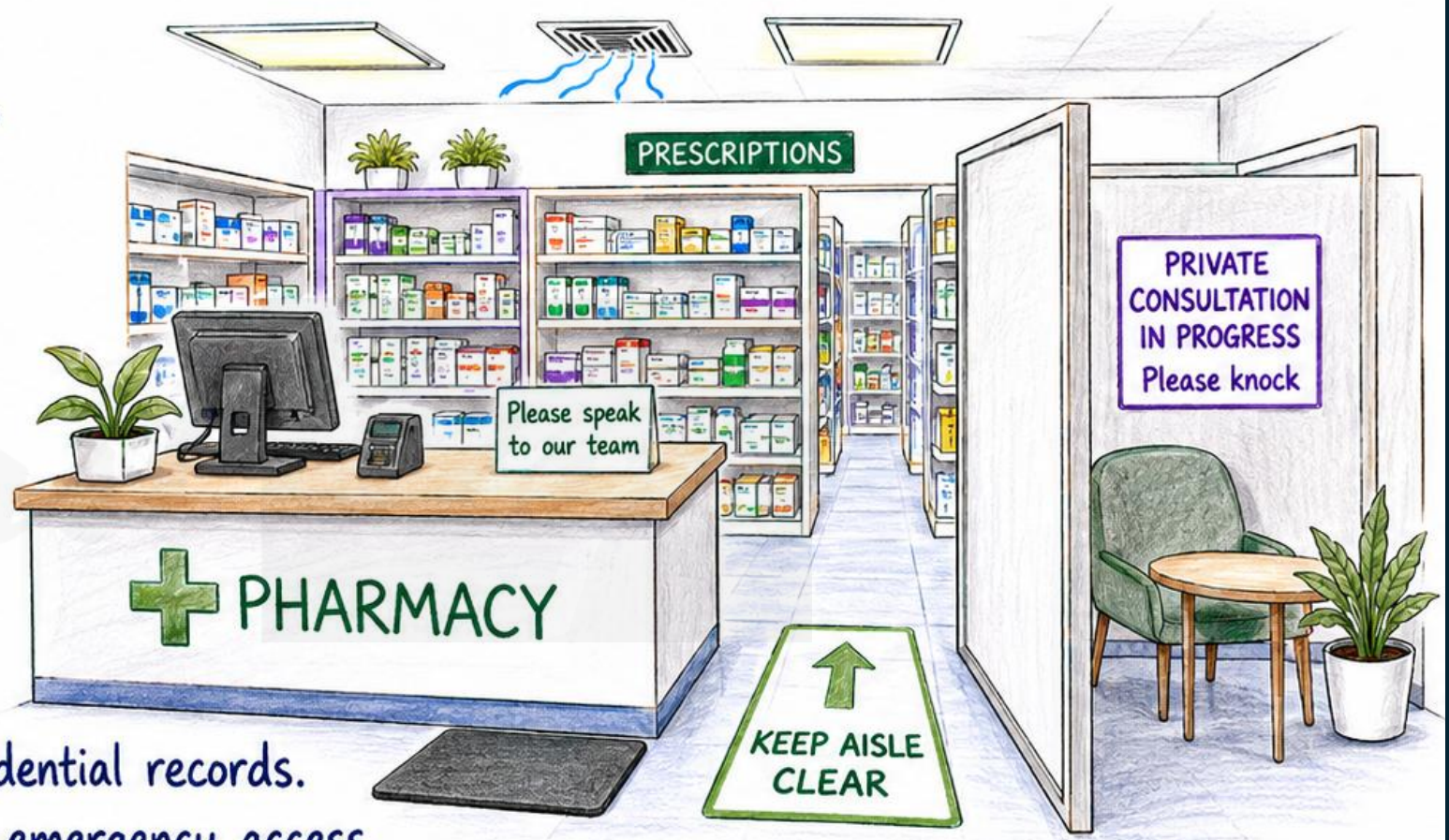
Good layout reduces unnecessary movement, selection errors and interruptions while protecting privacy and safe workflow.

A SAFE, WORKABLE PREMISES

ENVIRONMENT

Good lighting, ventilation and clear signs support accurate work and easy navigation.

Keep aisles unobstructed and frequently used items within comfortable reach.



SAFETY & SECURITY

- Restrict access to medicines and confidential records.
- Maintain suitable fire precautions and emergency access.
- Use security measures without exposing private consultations.
- Keep work surfaces clean and dispensing areas uncluttered.

Ergonomics protects staff; a calm, organized workspace also reduces preventable dispensing errors.

STAFFING & RESPONSIBILITIES

REGISTERED PHARMACIST

Oversees professional dispensing, prescription checks, counselling, legal compliance and medicine safety.





PHARMACY ASSISTANT



STORE STAFF



CASHIER



CLEANING & TECHNICAL SUPPORT

SUPPORT TEAM

Assistants help with permitted tasks under appropriate supervision.

Store staff manage receipt and stock records; cashiers handle billing.

Cleaning and technical support maintain the environment and systems.

MANAGEMENT PRIORITIES

Define duties, train staff, plan adequate cover and document procedures.

Delegating a task does not remove the need for professional oversight or expand an assistant's legal scope.

First Hope

FREE PREVIEW

Click here to visit our website

PHARMACY PREMIUM NOTES

Complete subject and semesters are available on FirstHope app only.

Scan or click here

Click here to get the app >

Available on Google Play

JOIN THE FIRSTHOPE COMMUNITY

Join our Telegram channel

Click here to join Telegram >

Scan or click here

@FirstHopeNotes

Instagram

@firsthope.official

Click here to follow >

YouTube channel

FirstHope-Pharmacy / Live streams

Click here to watch >

WhatsApp channel

Follow FirstHope on WhatsApp

Click here to join >

FirstHope website

firsthope.co.in

Click here to visit >

B.Pharm / D.Pharm / M.Pharm / Pharm.D

Preview notes. Complete subjects and semesters in the FirstHope app.