

Certificate Course “Medicine Management”



Government of NCT of Delhi
Department of Training & Technical Education
Muni Maya Ram Marg, Pitampura, New Delhi

World Class Skill centre
Skill based certificate course

Syllabus: 2021-22

MEDICINE MANAGEMENT

By



World Class Skill Centre
Delhi Pharmaceutical Sciences and Research University
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Certificate Course “Medicine Management”

Subject Expert Committee

Name	Designation
Dr. Girish Arora	Additional Director RJN GroupApollo Hospital, Gwalior, , President Pharmacist Association
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Dr. Madhu Gupta	COO, WCSC

Certificate Course “Medicine Management”

The course Curriculum/Syllabus has been designed /developed to train candidates at **MEDICINE MANAGEMENT** Skill Council for the job of “**Medicine Management**” after class XII students having Science Stream with Biology/Maths Background.

SECTOR: Health and Wellness Sector

SUB-SECTOR: Medicine Management

OCCUPATION: Medicine Management

CURRICULUM/SYLLABUS

This program is aimed at training candidates for the job of “**Medicine Management**” is the very unique type of course in India and it is the link between all healthcare workers as patient, doctor, and medicine experts. This course provides the knowledge and an understanding of what medicines are, what governs their use, legal responsibilities when dealing with medicines for particular disease, Regulations and Guidance for Medicine’s Management and Handling, Safe Administration of Medicines and their Safeguarding.

Medicine Management under the **Health and Wellness sector**, aims at building the following key competencies amongst the learner.

Program Name	Medicine Management
Pre-requisites to training	After Class XII with Science Stream with Biology/Maths Background.
Program Outcomes	After completing this training, course aspirants will be able to: <ul style="list-style-type: none">• Introduction to medicine, governing laws for their distribution• Storage and dispensing• Documentation and record keeping• Administration of medication• Reducing and eliminating medication errors• Accountability and responsibility• Legislation and requirements• Regulations and Guidance for Medicine’s Management• Medicine Handling in Care Settings• Safe Administration of Medicines• Safe guarding of medicine and their proper referral• Trial in Critical Conditions and situation
Employability	These candidates are suitable for <ul style="list-style-type: none">• Assist to run the chemist shops, whole sale medicine store and medicine counters• Assistant of even private consultant doctors who supplied their own prepared medicines• Jan Aushadi outlets and Karunya Pharmacy Stores Pharmacy Assistant

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THE PROGRAMME:

- **Name:** Medicine Management
- **Nature:**Regular and full time
- **Duration:** One Year
- **Eligibility Criteria:** Pass in 12th/PUC or equivalent from a recognized board in India with Science Stream with Biology/Maths Background.
- **Commencement:**1 year
- **Admission of Foreign students eligibility:** Same as for General category for Indian Students.
- **Selection Procedure:**As prescribed by DPSR University from time to time.
- Total Seats: 40 (Forty only) and reservation policy as per state governments rules
- **Period of completion:** Not more than two years from the date of first admission.
- **Note:** Migration of students will be governed by as per university norms.

1. **THE MEDIUM OF INSTRUCTION AND EXAMINATION**

The medium of instruction / examination shall be English.

2. **EXAMINATION**

- a) Every candidate shall be examined in the subject(s)/paper(s) as laid down in the syllabus prescribed from time to time.
- b) The theory papers, practical papers and internship will be treated as separate papers, in the scheme of studies/ examination and 40% is the minimum passing criteria.
- c) Each examination shall be open to regular student, who has been on the rolls of the department/ institution during the year preceding that semester examination.
- d) The medium of instruction of examination shall ordinary be English.

Assessment Method: Each subject is assessed on a continuous basis by any combination of

- Class participation
- Written assignments
- Practical work
- Presentations, mock role plays, group discussions, reading, writing and speaking exercises.
- Record book/ daily log book during internship
- Answer sheet of internal assessment
- Viva-voce
- Attendance , punctuality, discipline and dress code
- In-house Project work
- Internship project report
- Examination.

Assessment methods may vary according to individual unit requirements and as per university norms. Final evaluation is done in the post-internship phase with theory papers followed with subject specific practical evaluation.

Certificate: Trainees who successfully complete and pass the modules stipulated in the course structure would be awarded the Certificate.

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TABLE1 : SUBJECT WISE BREAKUP OF HOURS

Subject code	Courses	Theory (hrs)	Practical (hrs)	Total (hrs)
		Total Theory-	Total practical-	Total
Semester I				
MMC-101	Pharmacology & Therapeutics	50 hrs	150hrs	200 hrs
MMC-102	Fundamentals Of Pharmacy	50 hrs	150 hrs	200 hrs
MMC-103	Personality Development	30hrs	70hrs	100hrs
Total hrs		130 hrs	370 hrs	500 hrs
Semester II				
MMC-104	Medicine Store and Management	50 hrs	150hrs	200 hrs
MMC-105	Medicine Management	50 hrs	150 hrs	200 hrs
MMC-106	Software/Hardware Applications	30 hrs	70 hrs	100 hrs
Total hrs		130 hrs	370 hrs	500 hrs
	*100 hrs for INTERNAL ASSESSMENT, RESEARCH & DEVELOPMENT	0hrs	100hrs	100hrs
MMC-107	Internship in hospitals as Hospital Pharmacist, Community Pharmacist for Medicine Management	0	400 hrs	400 hrs
	Total Hrs	Theory: 260 Hrs	Practical: 1240 Hrs	Total Hrs: 1500

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Semester-I: Schemes for internal assessment and end semester examination

Subject Code	Name of subject	Internal Assessment			End Semester Exam		Total Marks	
		Continu ous Mode	Sessional Exam	Total Marks (Internal)	Marks (External)	Duration		
Theory Subjects								
MMC-101	Pharmacology & Therapeutics	10	15	1 Hr	25	75	3 Hr	100
MMC-102	Fundamentals of Pharmacy	10	15	1 Hr	25	75	3 Hr	100
MMC-103	Personality Development	10	15	1 Hr	25	75	3 Hr	100
Practical Subjects								
MMC-101	Pharmacology & Therapeutics	10	15	1 Hr	25	75	3 Hr	100
MMC-102	Fundamentals of Pharmacy	10	15	1 Hr	25	75	3 Hr	100
MMC-103	Personality Development	10	15	1 Hr	25	75	3 Hr	100
Total		60	90	06 Hr	150	450	18 hr	600

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Semester-II: Schemes for internal assessment and end semester examination

Subject Code	Name of subject	Internal Assessment			End Semester Exam		Total Marks	
		Continuou s Mode	Sessional Exam	Total Marks (Internal)	Marks (External)	Duration		
Theory Subjects								
MMC-104	Medicine Store and Management	10	15	1 Hr	25	75	3 Hr	100
MMC-105	Medicine Management	10	15	1 Hr	25	75	3 Hr	100
MMC-106	Software/Hardware Applications	10	15	1 Hr	25	75	3 Hr	100
Practical Subjects								
MMC-104	Medicine Store and Management	10	15	1 Hr	25	75	3 Hr	100
MMC-105	Medicine Management	10	15	1 Hr	25	75	3 Hr	100
MMC-106	Software/Hardware Applications	10	15	1 Hr	25	75	3 Hr	100
SYA 109	Internship	-----	-----	-----	-----	-----	-----	100
Total		60	90	06Hr	150	450	18hr	700

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COURSE INTRODUCTION

The Certificate course in Medicine Management for DPSRU-WCSC centre under “Health and Wellness Sector” is the very unique type of course. This program is multidisciplinary and aimed at training candidates for the job of “Medicine Management” it is the link between all healthcare workers as patient, doctor, and medicine experts. This course provides the knowledge and an understanding of what medicines are, what governs their use, legal responsibilities when dealing with medicines for particular disease, Regulations and Guidance for Medicine’s Management and Handling , Safe Administration of Medicines and their Safeguarding.

Course Overview

The health care are plays a very important role and day by day its demand is increasing for human health care sector. Thatswhy, we have have come with a very unique course that may be able to connect the all healthcare workers as pharmacy staff, doctor, patient and other paramedical staff. This medicine management course is designed to stay up to date on the guidelines and procedures of medicine management in a care setting, how to properly store and administer medicine, safeguarding the patients in care. This course is able to provide the complete role of a pharmacist includes planning, preparation, preservation, storage and finally its distribution. These candidates need to take care of distribution/dispensing of medicines, delivery, pre packaging, labelling of the medicines at the time of delivery, as per the counseling and consultation to the patients. The medicine therapies has become very much complex now days and that’s the reason that these candidates must have proper knowledge and should be capable to understand about potential adverse side effects associated with the dose of any medicine to do well in the health care system. **Duration of course:** Duration of the Course will be for one year whereby it will be divided into two semesters, both of Six months each. The semester includes modules learning with Twelve Week hospital Training and their distribution is given below the table.

Module No.	Name of the Module
MMC-101	Pharmacology & Therapeutics
MMC-102	Fundamentals Of Pharmacy
MMC-103	Personality Development
MMC-104	Medicine Store and Management
MMC-105	Medicine Management
MMC-106	Software/Hardware Applications
MMC-107	Internship in hospitals as Hospital Pharmacist, Community Pharmacist for Medicine Management

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Eligibility

Candidate should be 12th pass with biology/Maths background with a minimum of 50% in aggregate.

Duration	<ul style="list-style-type: none">• Certificate Course: 1 Year
Eligibility	<ul style="list-style-type: none">• Certificate Courses: Candidate should be 12th pass with biology /Math background with a minimum of 50% in aggregate.
Average Fees	<ul style="list-style-type: none">• Certificate Courses: 20,000 Rs./- as per DPSRU norms
Types of Courses	<ul style="list-style-type: none">• Certificate Courses: Full-time-Regular courses
Top Job Prospects	<ul style="list-style-type: none">• These candidates are suitable assist to run the chemist shops, whole sale medicine store and medicine counters.• Assistant of even private consultant doctors who supplied their own prepared medicines• Jan Aushadi outlets and Karunya Pharmacy Stores• Pharmacy Assistant
Average Salary	<ul style="list-style-type: none">• Certificate: INR 2-6 LPA• * Salary may vary as per the individual skills and knowledge

Admissions process and learning approach

Admissions in the Certificate course in Medicine Management are done in following manner:

- Enrolment in certificate programs is simply done by applying on the website of the course provider.
- University might enrol the students on a merit basis based from 12th class.
- Certificate courses offer specific knowledge compared to elaborated teaching in full-time course. Therefore, they save both time and money.
- There will be practical sessions where students can enhance their practice skills.
- In this program, candidates get to learn about the medicine management with their specialized purpose.

How will this course benefit me?

This course helps you to understand how the laws relating to the procurement, supply and management of medicines apply to you and your workplace. On completion, candidates will understand which medicines are used for specific purpose, how they should be handled and how to assess existing practice, thereby preparing more fully for future inspections. The students would be able to patient counselling and consultation. This course help you stay up to date on the guidelines and procedures of medicine management in a care setting, how to properly store and administer medicine, safeguarding the patients in your care.

How is the course delivered?

The course consists of modules which can be delivered as workshop, seminar with a dedicated, or as a series of online e-learning modules and offline based, learning activities, and covering the practical part with internship. Each module includes a range of learning activities.

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Internship: In Apollo Pharmacy Stores, Fortis retail chain stores, Genmart generic Pvt. Ltd., Dava India, Medlife, Medplus Pharmacy, Sanjivini, Tesco, Care Pharmacy, Reliance Retail’s (**Reliance Health and Pharma**) and Subhiksha, **Medicine Shoppe**, ZydusCadilla’s (**Dial for Health**), Sagar Drugs & Pharmaceuticals’ (**Planet Health**), Morepan’s (**Life Spring**), Lifetime Healthcare’s (LifeKen), Global Healthline, Guardian Lifecare’s etc, Hospitals (Govt. and private hospitals), clinics (Dental clinic, beauty clinic, physician clinic), Pharmaceutical Industry and many more.

Hardware: Shelves for Products display, Deep freezer, Refrigerator, injections, various electrolyte solution, intravenous infusion set up, Display Units, Signage Board Retail; Offer / Policy Signage; Regulation posters, Big Poster for providing related informations; software for medicine management,

Software: Software for customer detail maintaince, Ms Office 2007, Window 10, POS, Bar Code Scanner, Card Swiping Machine, Fake Note Identification Machine General:

- Comfortable seats with adequate lighting, controlled temperature and acoustics for training and learning.
- For team discussions: Adequate seating arrangement in full / half circle format for one or more teams as per planned team composition.

Learning management system e.g.

- Whiteboard, Markers and Eraser
- Projector with screen or smart boards
- Presentations to support learning activities
- Reading Resources: Access to relevant sample documents and
- Flip chart with markers
- Internet
- Email
- Library
- Forums to enable self-study before and after each training session.
- Faculty’s PC/Laptop with latest configuration and internet connection
- Supporting software / applications for projecting audio, video, recording
- Microphone / voice system for lecture and class activities
- Handy Camera
- CCTV surveillance
- Stationery kit – Staples, Glue, Chart Paper, Sketch Pens, Paint Box, Scale, A4 Sheets

Course Structure

The course consists of 10 subjects, one in-house project work and one industry internship. Course has a tenure of 12 months covering 3 phases

- Pre-Internship phase (4 months)
- Internship (3 to 4 months)
- Post-Internship (4 months)

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Being skill based course emphasis is on hands-on sessions, practical approach and project work achieving roughly 20:80 ratio for theory and practical sessions. Curriculum for each subject is broken down into coherent parts known as Units. Each unit is further broken down into skills on the basis of which trainee would be evaluated.

SYLLABUS FOR SUBJECTS

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MMC-101:PHARMACOLOGY & THERAPEUTICS (THEORY)

Scope: This subject is designed to impart fundamental knowledge on the structure and functions of the various systems of the human body and to understand what Medicines do to the living organisms and how their effects can be applied to therapeutics.

Objectives: Upon completion of this course the student should be able to explain the gross morphology, structure and functions of various organs of the human body, understand the pharmacological actions of different categories of drugs, basic pharmacological knowledge in the prevention and treatment of various diseases.

Course contents:

1. Introduction to Human Body and various organ system: Anatomy and physiology related to Human body
2. Introduction to pharmacology: brief discussion of Pharmacokinetics and pharmacodynamics, adverse drug reactions and drug interactions, Routes of administration of drugs, their advantages and disadvantages. Various processes of absorption of drugs and the factors affecting them.
3. General mechanism of drugs action and their factors which modify drugs action. Pharmacological classification of drugs.
 - Commonly used OTC drugs, Nutraceuticals and Vitamins
 - Analgesic antipyretics and non-steroidal Anti-inflammatory drugs
 - Antidiabetic Drugs
 - Cardiovascular drugs
 - Anaesthetics
 - Antirheumatic and anti-gout remedies.
4. General mechanism of drugs action and their factors which modify drugs action. Pharmacological classification of drugs.
 - Sedatives and Hypnotics,
 - Muscle relaxants
 - Drugs acting on nervous system.
 - Drugs acting on eye
 - Antimicrobials: Urinary antiseptics, antibiotics, Antitubercular agents, Antifungal agents, antiviral drugs, anti-leprotic drugs. Chemotherapy of protozoal diseases, Anthelmintic drugs. Chemotherapy of cancer.
5. **Dose and dose measurement:** insulin dose measurement, Insulin syringes
 - **Antidote and poisoning**
 - Brief discussion about weight, height and body temperature, BP, Blood sugar monitoring via fasting and random, CPR, ECG, Weight and height measurement, Management of primary care, Meter Dose inhaler, nebulizer
 - First aids of poisoning cases and their management : Do’s and don’t

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MMC-101:PHARMACOLOGY & THERAPEUTICS (PRACTICAL)

1. To measure the weight and height
1. Recording of body temperature
2. Recording of blood pressure
3. Recording of Blood sugar measurements
4. To demonstrate the CPR and ECG
5. Study of different routes of drugs administration in humans by simulation approach.
6. Case study of dose measurements
7. Case study of First aids of poisoning case with special reference of their do's and don't.
8. Practical and case study related to various units of theory subject

Note: Human simulation experiments are demonstrated by simulation labs by softwares and video.

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MMC 102: FUNDAMENTALS OF PHARMACY (THEORY)

Scope: This subject is designed to impart a fundamental knowledge on the preparatory pharmacy with arts and science of preparing the different conventional dosage forms, Pharmaceutical Chemistry, basic knowledge on important legislations related to the profession of pharmacy in India. In community pharmacy, students will be learning various skills such as dispensing of medicines, responding to minor ailments by providing suitable safe medication in the community set up.

Objectives: Upon completion of this course the student should be able to know the basics of pharmacy, understanding the basics of different dosage forms and professional way of handling the prescription. To know the Pharmaceutical legislations and their implications as well as understand the pharmaceutical Acts and Laws and concept of community Pharmacy.

Course Contents

1. **Pharmaceutics:** History of Pharmacy, Introduction to Pharmacopoeias with special reference to the Indian Pharmacopoeia, Introduction of different dosage forms with their Administration route (solid, liquid, sterile dosage forms), various coated tablets, Dental and cosmetic preparations, Packaging of pharmaceuticals, Aseptic techniques, study of immunological products, **Surgical dressing** like cotton, gauze, bandages and adhesive tapes, I.V. sets, B.G. sets, Ryals tubes, Catheters, Syringes etc
Reading and understanding of prescriptions; Latin terms commonly used, Posology, Expectorants and Emetics, Antidotes- Sodium nitrite. Major Intra and Extra cellular electrolytes
2. **Health Education and Community Pharmacy:** Concept of health and prevention of diseases, Nutrition and health, Communicable and Non-communicable diseases, Sexually transmitted diseases, Disinfectants and antiseptics, maintain hygiene measures
3. **First aid:** Emergency treatment in shock, snake-bite, burns, poisoning, heart disease, CPR, fractures and resuscitation methods, Elements of surgical dressings,
4. **Pharmaceutical Jurisprudence:** Pharmaceutical legislation in India, Pharmacy Act, 1948, The Drugs and Cosmetics Act and schedules, The Drugs and Magic Remedies (objectionable Advertisement) Act, Narcotic Drugs and psychotropic substances Act, Latest Drugs (price control) order in force, Poisons Act, Medicinal and Toilet preparations (excise Duties) Act, Medical Termination of Pregnancy Act, acts related to expired drugs, amendment of acts mentioned (health related notifications).
5. **Pharmacy Practice:** Introduction and concept of pharmacy practice and new dimension, good pharmacy practice requirements, information management, Drug Information service and Drug Information Bulletin, P.T.C. (pharmacy Therapeutic Committee), antibiotic committee, pharmacovigilance,

MMC 102: FUNDAMENTALS OF PHARMACY (PRACTICAL)

1. To role play based on dispensing OTC medicine for patients.
2. To role play based on dispensing medicines for OPD patients and ambulatory patients.
3. To perform the role play activity based on patient counseling.
4. To practice the understanding of prescription and dispense medicines according to prescriptions.

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MMC-103: PERSONALITY DEVELOPMENT (THEORY)

Learning Outcomes:

Students will be able to:

1. Apply effective communication skills in personal and professional settings
2. Communicate effectively orally and in writing

UNIT 1

Communication Skills : Meaning, The 3 ‘V’s of Communication, Process of Communication, Types of Communication, Objectives of Communication, Use of Body Language effectively, Barriers to Communication, Listening Skills,

Effective Communication : Concept and its relevance in life, The 7 ‘C’s of communication, Styles of Communication/Self Analysis, Individual behaviour - Personality - Types - Factors influencing Personality, Assertive personality benefits,

Concept and relevance of Communication in life. To train students to communicate effectively. To transform students to make them adapt and realise the life-long benefits of being assertive

UNIT 2

Effective business Writing, Resume writing, Email writing, WhatsApp etiquettes, Business Letters - Types, inquiries, Circulars, Orders, Acknowledgments, Report writing, Complaints, Claims & adjustments. Aids to good business writing. To train students in handling written communication effectively

UNIT 3

Presentation Skills and confidence building, Group discussions, Telephone etiquettes, Facing interviews, Time Management and prioritization, Managing conflict.

Enhancement of Communication Skills. Students should be able to take timely and right decision and communicate effectively to avoid damage control.

MMC-103: PERSONALITY DEVELOPMENT (PRACTICAL)

Practicals:

1. To demonstrate ability to read and interpret given comprehension.
2. Pronunciation practice: Stress and syllables; word stress; contracted forms; utterance stress;
3. To demonstrate and execute short speech on the given subject.
4. To participate in a debate on the given topic.
5. To draft an informal letter, application, and official letters of request and denial.
6. To draft notice
7. To draft Advertisement
8. To write professional CVs, covering letters and applications for jobs

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MMC-104: MEDICINE STORE AND MANAGEMENT (THEORY)

Scope: This subject is designed to impart a fundamental knowledge on the Practical steps in solving the problems of the management of pharmacies and medical stores, Know about the Legal requirement to open a medical store, know the concept of accounting and sales promotion.

Objectives: Upon completion of this course the student should be able to assess the overall level of progress in the pharmacy, determining the average annual or monthly pharmacy expenses and setting them, Knowledge of procedures related to the profession., Substantial differences between pharmacy management and warehouse management, Technical inventory methods for monthly sales, inputs and outputs.

Course Contents

1. **Introduction:** Trade and commerce, Channels of medicine Distribution, setting up of medical store/warehouse, security and protection of medical stores.
2. **Logistics and Supply chain management system:** Logistics, Role of Logistics in supply chain of medicine, Managing supply chain, Evaluating the existing system, Designing a distribution and storage system, Distribution of pharmaceuticals/supply chain in the hospital.
3. **Medical store management** Organisation of medicine store, receiving and arranging commodities, monitoring product quality, ware house or store room management task, environmental control, Access controlled storage, storage and handling of dangerous/hazardous material and medicine, security and protection of medical stores
4. **Inventory Management:** Standard list of stock items, stock records, selective inventory control tools (VED analysis, ABC analysis), Physical inventory, stock rotation and control, orderly arrangement of medicines, activity report and performance monitoring, management information system in medicine management., Handling of expired medicines and their safe disposal
5. **Purchase procedure:** principles, purchase procedure, purchase order, procurement and stocking, Economic order quantity, Reorder quantity level, and Methods used for the analysis of the medicine expenditure, inventory carrying cost, safety stock, minimum and maximum stock levels, economic order quantity, Handling of narcotics and psychotropic medicines, Handling of expired or damaged stock and their safe disposal, Pre packaging- safety in dispensing procedures, Quality tools in Pharmacy
6. **Dispensing practice:** Dispensing cycle, medication system, dispensing in special situations, dispensing of scheduled medicines, Dispensing Safety
7. **Introduction to the accounting:** Concepts and conventions. Double entry Book Keeping, Different kinds of accounts. Cash Book. General Ledger and Trial Balance. Profit and Loss Account and Balance Sheet. Simple techniques of analyzing financial statements. Introduction to Budgeting.

MMC-104: : MEDICINE STORE AND MANAGEMENT (PRACTICAL)

1. To generate the report and printing the report from patient/client database.
2. To generate and maintain the record data base according to patient wise, medicine wise and date wise.
3. Demonstration of managerial skills in Medicine store management
4. To prepare and maintain the stock register
5. To prepare the purchase order for medicines
6. How to maintain the sample bin/stock card for medicines
7. How to maintain the sample register of requisitions
8. To handling and managing the data for maintenance of records and inventory control

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9. To handling and managing for medication monitoring, Medicine information
10. To manage the data storage and retrieval in retail pharmacy store establishment

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MMC-105: MEDICINE MANAGEMENT (THEORY)

Scope : In the increasing demand of health care professionals, the students are required to learn various skills like administers medication in a safely and corrective manner, Managing the medicines of an individual in a care setting with the primary focus of delivering better care, continuously improving the training and knowledge, patient counselling, handling emergency situation and remain upto date the guidelines and procedures of medicine management in a care setting, how to properly store and administer medicine,

Objectives: Upon completion of the course, the student shall be able to know the Medicines Management in terms of Regulations and Guidance for Medicine’s Management, Medicine Handling in Care Settings, Safe Administration of Medicines, Safeguarding and Medicines Management, Critical Conditions and Situations and recent advancement in medicine management.

Course Contents

1. **Regulations and Guidance for Medicines Management:** Understanding the NICE guidance, CQC guidance for safe management of medicine, Safe storage of medications, Training and ensuring staff competency with medication
2. **Medicine Handling in Care Settings:** Types of prescriptions and understanding labels, Utilising Medicine Administration Record (MAR) charts, How to manage the medications of incoming and outgoing individuals, Managing medicines when individuals are leaving the care setting for visits and outings
3. **Safe Administration of Medicines:** Safe administration of oral and topical medicines, Training of staff to administer medicines and BP measurements, Homely remedy process and non-prescribed medicines
4. **Safeguarding and Medicines Management:** Principles for safeguarding patients, Reporting and recording safeguarding and medicine-related incidents, Managing medications with vulnerable adults, Ordering and working with pharmacy,
5. **Critical Conditions and Situations:** Controlled Drugs: storing, administering and recording, Emergency management and overdosing, Covert medicines, medicines management, Managing non-compliance with medicines Environment control in the medical store, high alert, LASA, dangerous, hazardous materials, gases etc.
6. **Patient counselling-** Patient counselling and advice for the use of common medicines, medication history, Patient education and awareness, measurement of patient compliance, dosage recognition, patient counselling- general considerations and important steps, patient psychology, patients Patient recall of medication details in the OPD and reconnect with patients
7. **Advancement in Medicine Management:** Telemedicine and online Pharmacy stores Digital health care, artificial intelligence (AI)-enabled medical devices, Patient Portals, Remote Patient Monitoring, Electronic Health Records

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MMC-105: MEDICINE MANAGEMENT (PRACTICAL)

- 1.** To perform the case study for the safe administration of oral and topical medicines
- 2.** To perform the role play activity based on online pharmacy stores.
- 3.** To obtain medication history interview
- 4.** To perform the role play activity for patient counselling
- 5.** To maintain the medicine record based on telemedicine system
- 8.** To prepare and recording the safeguarding and medicine-related incidents,
- 9.** To perform the activity based on Managing medications with vulnerable adults,
- 10.** To prepare the order process working with pharmacy
- 11.** To perform the role play activity for administering and recording, Emergency management and overdosing of medicines

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MMC-106: SOFTWARE/HARDWARE APPLICATIONS (THEORY)

1. To demonstrate an ability to work on Microsoft Word, excel and power point
2. To draft an email: Basics of email
3. Folder Management and naming convention system- Creating folder structure, set up naming convention for folder structure
4. Internet search based on newer medicine products in India and International market.
5. Application of computers and various softwares in maintenance of records, inventory control, medication monitoring, medicine information and data storage and retrieval in retail pharmacy store establishment.

MMC-106: SOFTWARE/HARDWARE APPLICATIONS (PRACTICAL)

1. Online Document Management and Presentation
2. Emailing and check status
3. To handling and managing the data for maintenance of records and inventory control medication monitoring, medicine information and data storage and retrieval in retail pharmacy store establishment

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MMC-107: INTERNSHIP IN HOSPITALS AS HOSPITAL PHARMACIST, COMMUNITY PHARMACIST FOR MEDICINE MANAGEMENT

In-house Project:The student will submit a synopsis during the pre-internship phase for approval from the departmental committee, thereafter he/she would have to present the progress of the work through peer reviews and progress reports. Presentation related to major project should be delivered in the pre-internship phase. Project should be based on different aspects of the content.

Post Internship Project Report:The student would maintain a weekly log of the work done by him/her during the internship. He/ She would submit a project report after the completion of the internship. Weekly log should also carry comments from the reporting officer of the organization. Weekly evaluation / comments from the reporting officer would be the basis of assessment of final internship project report. The Internship Phase would also be monitored by the Master Trainers.

Terminal Objective:

- On the completion of the module, candidates will be equipped with Basic Employability skills to get employment easily.
- Apart from this candidate would have acquired bit of advanced Employability Skills like Leadership, Behavioral, Cognitive and Analytical Skills in the work place as well as in social and cultural settings.