

DEFINING/DIFFERENTIATING THE ROLE OF A PHARMACISTS AND SALESPERSONS/TECHNICIANS IN COMMUNITY PHARMACY IN INDIA

The Indian Pharmaceutical Association (IPA-CPD) has drafted the differentiated roles of **Community Pharmacists** and **Salespersons/ Technician** in the Indian scenario.

Community Pharmacy = Pharmacy/Medical Store/Chemist & Druggist.

Community pharmacist = A Pharmacist who works in a Community Pharmacy

Technician = Salesperson at the Pharmacy counter – who has only received hands-on training at the pharmacy and has no formal pharmacy education.

Against each activity, we have put down 3 columns :

P	Activity to be done by Pharmacists ONLY
O	Preferably to be done by Pharmacists (As far as possible, Pharmacist should do it themselves). Trained technicians may be allowed to do if the Pharmacist is busy/overloaded. However, ultimate /final word/responsibility lies on the Pharmacist. Most of these activities have to be done when the pharmacist is present in the pharmacy and can supervise.
T	Pharmacists should leave it to Technicians/Salespersons to do it. Pharmacists must supervise/guide these activities – supervision will vary from type of activity, skill/training of the Technician. Pharmacists are ultimately responsible for ensuring that the activity is done suitably. In absence or shortage of Technician/s Pharmacists must be willing to do the tasks themselves.

We have taken into consideration the following points in deciding on the roles of each of them against each activity :

1. Think forward – what we would like the actual situation to be. Our concern obviously should be benefit to the patient. There is also a need to train community pharmacists to take up the listed roles.
2. It will never be possible that ALL the personnel on the counter will be Pharmacists. The situation does not exist in the developed countries also. So we have concluded that some non-critical activities ought to be done by Technicians/Salespersons, so that Pharmacists can concentrate on critical activities and ensure better patient care.

What we also want to establish by this procedure, is what the Pharmacists in India should concentrate focus on, rather than doing duties/work which non-pharmacists can safely do (Of course under supervision and presence of Pharmacists) .

We request Pharmacists across the country to go through what we have documented, and please send in your suggestions and comments. We would be happy to have a national perspective before we finalize this document. After which we hope to use this document to propagate the role of the community pharmacist across the country, amongst pharmacy owners, practicing pharmacists and the various authorities.

Please send in your feedback/suggestions/changes to ipacpd@gmail.com, latest by 15th August, 2010.

ACTIVITY	ROLE OF	ADDITIONAL REMARKS
A) PROCUREMENT AND INVENTORY CONTROL		
a) Order List	P	<p>The Order List is the list of medicines which are to be stocked by the pharmacy.</p> <p>The decision to start/stop stocking a particular product</p>

		must be decided by the Pharmacist.
b) Identifying reliable and authorized suppliers	P	
c) Doing Vendor Audits	P	
d) Calculate drug requirements. Place orders/do purchase.	T	Pharmacists must guide/supervise/keep a watch, do random checks themselves.
e) Effecting payments to Vendors	T	
f) Receive stocks and check for correct medicine received, integrity of medicine	T	Pharmacists must guide/supervise/keep a watch, do random checks themselves, handle difficulties..
g) Feed purchase bills (stocks) in the computer	T	Pharmacists must guide/supervise/keep a watch, do random checks themselves, handle difficulties.
h) Keep received stocks in place/shelves	T	Pharmacists must guide/supervise/keep a watch, do random checks themselves.
i) List out/check for/remove expired products out of the shelves/documenting and sending back to distributor	T	Pharmacists must guide/supervise/keep a watch, do random checks themselves.
B) STORAGE		

a) Ensure proper storage conditions are maintained in the pharmacy.	P	
b) Record temperatures of storage areas.	T	Pharmacists must guide/supervise/keep a watch, do random checks themselves.
c) Cleaning, wiping of storage areas, and the pharmaceuticals and keeping them neat and clean.	T	Pharmacists must guide/supervise/keep a watch, do random checks themselves.
C) PRESCRIPTION HANDLING AND DISPENSING		
a) Receiving a Prescription	T	Pharmacists must guide/supervise/keep a watch.
b) Assembling a prescription	T	Pharmacists must guide/supervise/keep a watch.
c) Checking/Analyzing prescriptions for correctness, ADRs, Drug Interactions, or any other problem in the prescription and contacting the prescriber in case of queries/discrepancies and sorting out the problem.	P	Pharmacists should be sufficiently trained in this activity.

<p>d) Discussing the prescription with the patient</p>	<p>P</p>	<p>Pharmacists should be sufficiently trained in this activity.</p>
<p>e) Providing patient instructions about use of medicines as per prescription</p>	<p>O</p>	<p>Other than Pharmacists, this task may be done only by Technicians who are sufficiently trained to carry out this task, and the Pharmacist is confident he/she can do it.</p>
<p>f) Handling critical medicines – e.g. those under Schedule X, or drugs of misuse, psychotropic substances, NDPS, etc.</p>	<p>O</p>	<p>Other than Pharmacists, this task may be done only by Technicians who are sufficiently trained to carry out this task, and the Pharmacist is confident he/she can do it.</p>
<p>g) Putting an ancillary label on the medicines</p>	<p>O</p>	<p>Other than Pharmacists, this task may be done only by Technicians who are sufficiently trained to carry out this task, and the Pharmacist is confident he/she can do it.</p>
<p>h) Preparing a cash memo</p>	<p>T</p>	<p>Pharmacists must guide/supervise/keep a watch, do random checks</p>

		themselves.
i) Packing the medicines as per cash memo	T	Pharmacists must guide/supervise/keep a watch, do random checks themselves.
j) Checking/ensuring that the right medicines are dispensed as per prescription	O	Other than Pharmacists, this task may be done only by Technicians who are sufficiently trained to carry out this task, and the Pharmacist is confident he/she can do it.
k) Signing on the cash memo - Person who makes the bill and the one who assembles the medicines both should sign.	T	All those involved in handling the prescription/assembling the medicines should sign for traceability.
l) Final signature on Cash Memo –	P	This is a legal requirement for the Pharmacist who supervises the dispensing against the prescription. Pharmacists are ultimately responsible for all medicines dispensed.
m) Putting a Dispensed stamp on the prescription, writing the quantity	O	Other than Pharmacists, this task may be done only by Technicians who are

dispensed		sufficiently trained to carry out this task, and the Pharmacist is confident he/she can do it.
n) Putting a signature on the Dispensed Stamp on the prescription	P	Pharmacist who supervises the dispensing of the prescription.
D) PATIENT COUNSELLING		
o) Giving patient information material related to the prescribed medicine/illness, to the patient	O	Other than Pharmacists, this task may be done only by Technicians who are sufficiently trained to carry out this task, and the Pharmacist is confident he/she can do it.
p) Giving Demo of any devices purchased by the patient – e.g. asthma devices, insulin, insulin pens, etc.	O	Other than Pharmacists, this task may be done only by Technicians who are sufficiently trained to carry out this task, and the Pharmacist is confident he/she can do it.
E) NON-PRESCRIPTION MEDICINES		
a) Dispensing non-prescription medicines against oral order of the client	T	Pharmacists must guide/supervise/keep a watch, do random checks themselves.

b) Recommending medicine/s to clients based on their complaint.		
i) Recommending allopathic OTC medicines	P	Only the Pharmacist should do it. It involves understating of the patient, diseases and correct effect and use of medicines.
ii) Recommending Ayurvedic, homeopathic medicines, dietary supplements (neutraceuticals)	O	Other than Pharmacists, this task may be done only by Technicians who are sufficiently trained to carry out this task, and the Pharmacist is confident he/she can do it.
F) SCREENING TESTS & HEALTH PROMOTION		
a) B.P. measurement,	P	
b) Blood sugar test on Glucometer	O	Other than Pharmacists, this task may be done only by Technicians who are sufficiently trained to carry out this task, and the Pharmacist is confident he/she can do it.
c) Peak Flow Meter test	P	

d) Check Weight & Height	O	Other than Pharmacists, this task may be done only by Technicians who are sufficiently trained to carry out this task, and the Pharmacist is confident he/she can do it.
e) Give advice based on the result of the above screening tests	P	
f) Taking part in health promotion activities – advise and information material	O	Other than Pharmacists, this task may be done only by Technicians who are sufficiently trained to carry out this task, and the Pharmacist is confident he/she can do it.
G) DOCUMENTATION		
a) Writing SOPs	O	Other than Pharmacists, this task may be done only by Technicians who are sufficiently trained to carry out this task. Pharmacists must have the final say, and the Pharmacist is confident he/she can do it.
b) Keeping purchase bills in		Pharmacists must guide/supervise/keep a

order	T	watch, do random checks themselves.
c) Keeping carbon copies of cash memos in chronological order	T	Pharmacists must guide/supervise/keep a watch, do random checks themselves.
d) Keeping, and doing correspondence with the FDA on routine matters	O	Other than Pharmacists, this task may be done only by Technicians who are sufficiently trained to carry out this task. Pharmacists must have the final say, and the Pharmacist is confident he/she can do it.
e) Writing cleaning/wiping records	T	Pharmacists must guide/supervise/keep a watch, do random checks themselves.
f) Keeping temperature records (pharmacy, refrigerator)	T	Pharmacists must guide/supervise/keep a watch, do random checks themselves.
g) Keeping product recall, damages, expiry records	T	Pharmacists must guide/supervise/keep a watch, do random checks themselves.

H) OTHER ACTIVITIES		
a) Maintenance of cleanliness and hygiene of the pharmacy	T	Pharmacists must guide/supervise/keep a watch, do random checks themselves.
b) Managing cash counter	T	
c) Induction programme for staff on appointment	O	Other than Pharmacists, this task may be done only by Technicians who are sufficiently trained to carry out this task. Pharmacists must have the final say, and the Pharmacist is confident he/she can do it.
d) Training of pharmacy personnel from time to time on organization aspects, and aspects related to dispensing & handling medicines.	O	Other than Pharmacists, this task may be done only by Technicians who are sufficiently trained to carry out this task. Pharmacists must have the final say, and the Pharmacist is confident he/she can do it.
e) Following SOPs	T P	All personnel should follow the laid down SOPs.
f) Ensuring that SOPs are followed	O	Other than Pharmacists, this task may be done only by Technicians

		who are sufficiently trained to carry out this task. Pharmacists must have the final say, and the Pharmacist is confident he/she can do it.
g) Handling complaints		
i) Non-drug/patient related	T	
ii) Drug/patient related	O	Other than Pharmacists, this task may be done only by Technicians who are sufficiently trained to carry out this task and the Pharmacist is confident he/she can do it. Pharmacists must have the final say.
iii) Drug recall	O	Other than Pharmacists, this task may be done only by Technicians who are sufficiently trained to carry out this task. Pharmacists must have the final say, and the Pharmacist is confident he/she can do it.
iv) Handling the telephone		
a) Answering the telephone, non-		

<p>drug/patient related query</p>	<p>T</p>	
<p>b) Drug/Patient related query</p>	<p>O</p>	<p>Other than Pharmacists, this task may be done only by Technicians who are sufficiently trained to carry out this task. Pharmacists must have the final say, and the Pharmacist is confident he/she can do it.</p>
<p>h) Keeping Patient Medication Records</p>	<p>P</p>	
<p>i) Pharmacovigilance – Noting ADRs reported by clients/filling up ADR Reporting forms.</p>	<p>P</p>	

Prepared by : Indian Pharmaceutical Association – Community Pharmacy Division (IPA – CPD)

APRIL 2010