

التدريب بين واقع الممارسة الصيدلانية والمستقبل المنشود

Introduction to Community Pharmacy Training

The Introduction Lecture

Prepared by Dr Mohanad Odeh

Outlines

- ❖ Role of Thumb
- ❖ General filed training
- ❖ Specific to Hashemite University issue

1) Rule of Thumb

- ✓ Accountable Behaviour vs. Negative Mindset ...
- ✓ Theory vs. practice
- ✓ Current practice vs global and best practice
- ✓ No way to handle **all knowledge and skills** while 3rd year students nor at your Bch degree !
- ✓ Not all customers in pharmacy are your customers (not all patients are your patients!)

2) Notes for General Filed Training (Basic, Communication, Management, Guidelines)

2.1 Basic Domain

Deal with trade names.

Local drug stores and manufacturers.

The Core Medical Issues (Training 1 &2) Core OTC related products (Training 2)

Reading the prescriptions (Rx)

Insurance dispensing forms

Cost and Pharmacoeconomics related issues

2.2 Communication Domain

Introduce students to the field and practice.

Witness the live interaction with people: Patients, Pharmacists, Medical reps and Drs Others.

Understand Social, Economic, and other Society and real-life factors.

Patient Communication / Patient Education

Patient Counselling **

- Disease Counselling (Pharmacological and non-pharmacological related to conditions)
- Medicine Related Counselling:

- | | |
|--|---|
| ✓ How to Use This Medicine | ✓ اهم استخدام للدواء |
| ✓ Drugs and Foods to Avoid | ✓ كيفية استخدام هذا الدواء بأشكاله |
| ✓ Warnings While Using Medicine (Pregnancy, Interactions ... etc) | ✓ الادوية و الاطعمة التي يجب مراعاتها |
| ✓ Call your doctor right away, if you notice these side effects | ✓ عند أخذ هذا الدواء |
| ✓ If you notice these less serious side effects, talk with your doctor | ✓ تحذيرات أثناء استخدام هذا الدواء |
| ✓ Upsides | ✓ اعراض جانبية للدواء تحتاج انتباه سريع |
| ✓ Downsides | ✓ أعراض جانبية للدواء أقل خطورة |
| ✓ Tips | ✓ الايجابيات |
| | ✓ المحددات |

- Patient Centralized Management (Professional Communication skills, Engagement, Motivational Interviewing, Adherence, Believes, Quality of life and **cost issues** ...etc)
Note: exclusive after 4th year module

2.3 Management Domain

Insurance related issues

Regulation and Authorities related issues (Tax income, Audit authorities, laws, Ethics ...etc)

Pharmacy Management Systems (Smart, Falcon, Galaxy, Uniorders, Advance Cloud services ... etc)

Stock Management process (orders, expires ...etc)

Operation management (payments, income vs expenses, recruitment)

Staff management (staff recruiting, development and leading ...etc)

2.4 Guidelines and evidence-based practice

2.4.1 Pharmacological overview, basic algorithms المستوى المعرفي الاساسي لعلاج الامراض

2.4.2 Pharmacy Practice, basic algorithms المستوى المعرفي

2.4.3 Clinical Pharmacy, basic algorithms المستوى المعرفي

2.4.4 Lines of Information دوائر المعلومات الاساسية و المتقدمة لكل دواء

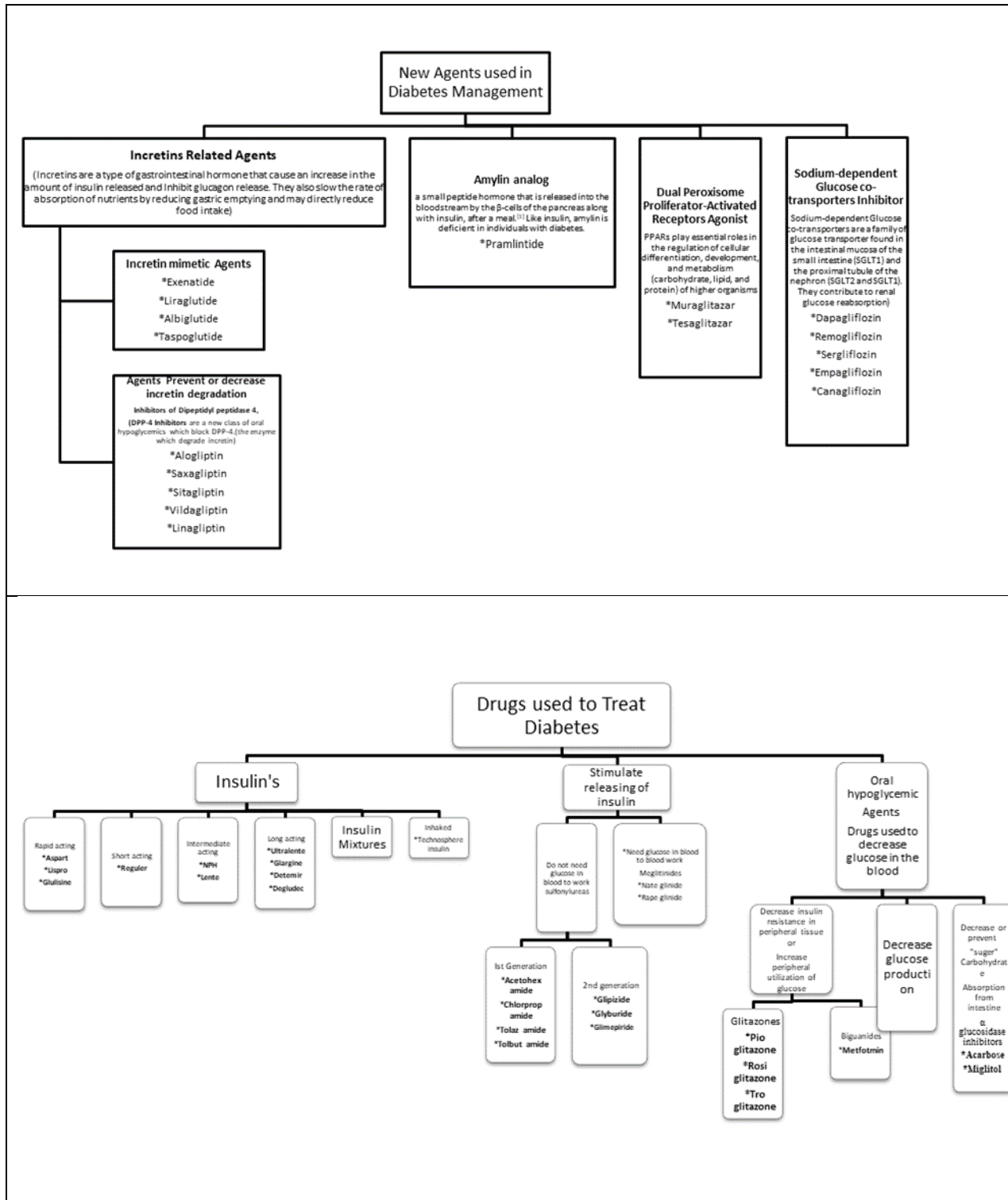
Books are available in this link.

https://drive.google.com/drive/folders/1vIQdAxGXSsw_1NuUz0jAKOEHduHe1qRC?usp=sharing

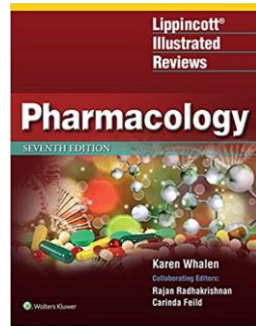
2.4.1 Pharmacological overview, basic algorithms المستوى المعرفي الاساسي لعلاج الامراض

- Diseases and main options to treat the conditions ...

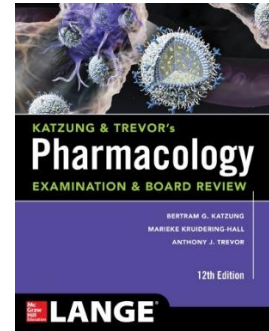
1. Drugs in Jordan plus Basic Pharmacological Review, By Dr Mohanad Odeh



2. Pharmacology (Lippincott Illustrated Reviews Series) Latest editions Edition (7th).

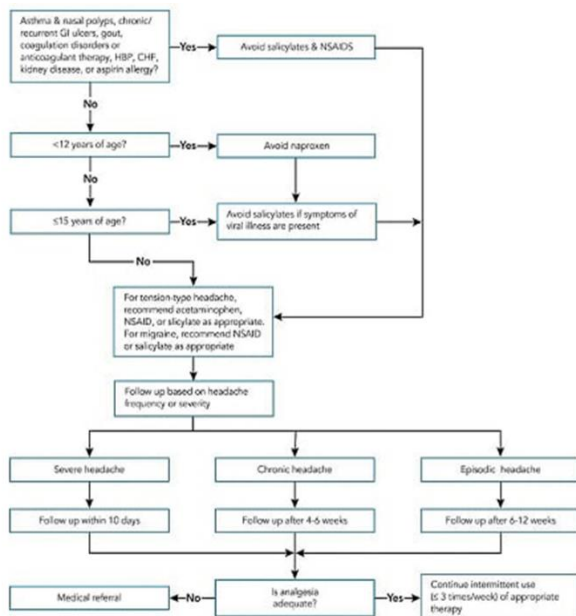


3. Katzung & Trevor's Pharmacology Examination and Board Review, Latest editions Edition (12).



2.4.2 Pharmacy Practice, basic algorithms المستوى المعرفي

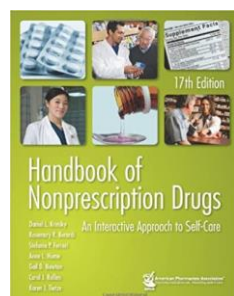
- Pharmacists manage the disease at pharmacy and Self Care guidance
- Alert signs to transfer patients to Drs / Box to exclude patients from self-care



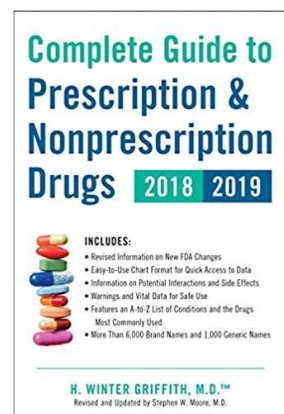
Exclusions for Self-Treatment

- Severe head pain
- Headaches that persist for 10 days with or without treatment
- Last trimester of pregnancy
- <8 years of age
- High fever or signs of serious infection
- History of liver disease or consumption of ≥3 alcoholic drinks per day
- Headache associated with underlying pathology (secondary headache)
- Symptoms consistent with migraine, but no formal diagnosis of migraine headache

1. Handbook of Nonprescription Drugs: An Interactive Approach to Self-Care



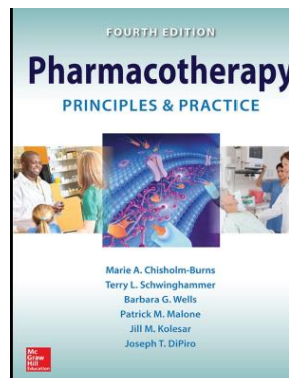
2. Complete Guide to Prescription Nonprescription Drugs



Patient education and Patient counselling

➤ Disease Counselling (Pharmacological and non-pharmacological related to conditions)

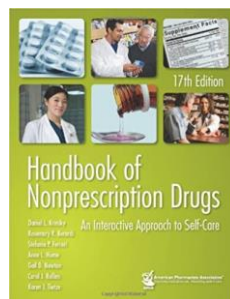
1. Pharmacotherapy Principles & Practice Sections: patient care process and Patient encounters



2. Merck Manual For the Consumers



3. Pharmacy Practice, Patient Professional Counselling



➤ Medicine Related Counselling

1. Data sheet موسوعة الجامعة الهاشمية لأرشاد المرضى منصة سندي Not available in 2021

<https://www.sanadyme.com/en/home/hudrugpage>

<https://www.sanadyme.com/ar/home/hudrugpage>

EN دخول

من سندي مقالات شارك قصتك نوع الداء تسجيل الدخول للمشتاق

موسوعة الجامعة الهاشمية للإرشادات الدوائية

ابحث عن طريق ادخال اسم الدواء

ابحث عن طريق ادخال كود ATC

بحث

أدوات متابعة أبحاثك

الحالات المرضية

سندي

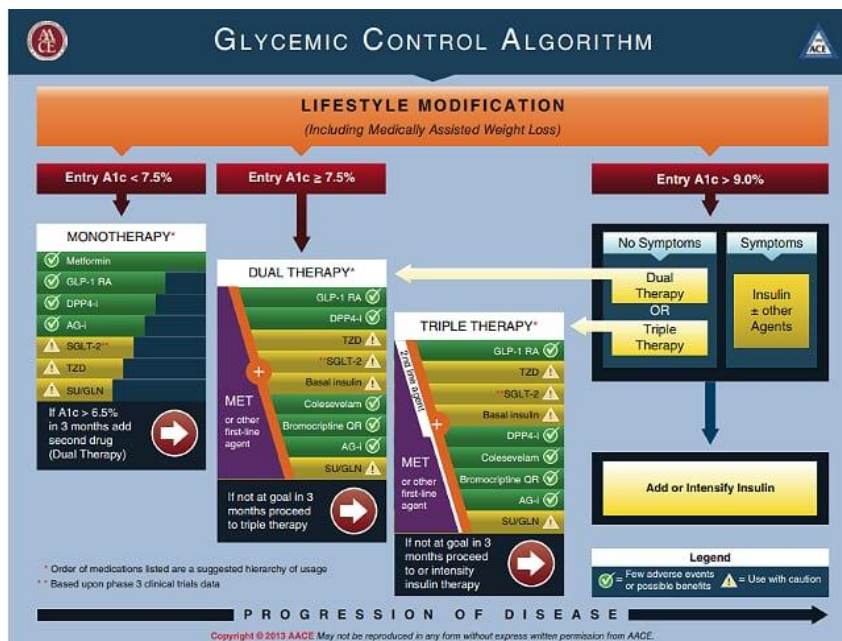
من سندي

الرئيس

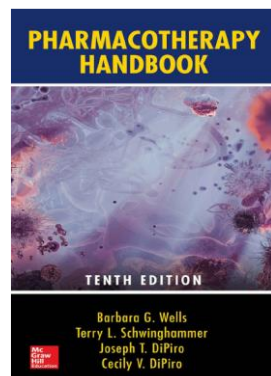
2. www.Drugs.com / for consumers AND/Or www.Patient.info

2.4.3 Clinical Pharmacy, basic algorithms المستوى المعرفي

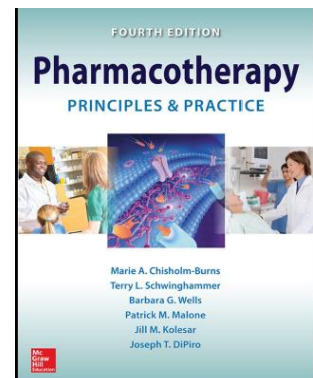
➤ Therapeutics guidelines



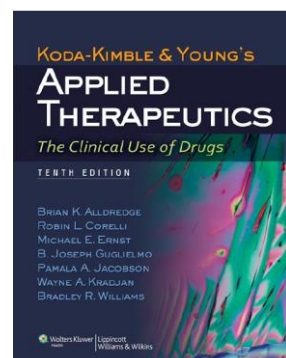
1. Pharmacotherapy Handbook



2. Pharmacotherapy Principles & Practice



3. Applied Therapeutics, The clinical use of drugs



4. Merck Manual for professional users, online resource



2.4.4 Lines of Information دوائر المعلومات الأساسية والمتقدمة لكل دواء

A) Information about Medication , A lot of resources : Drug Information handbook

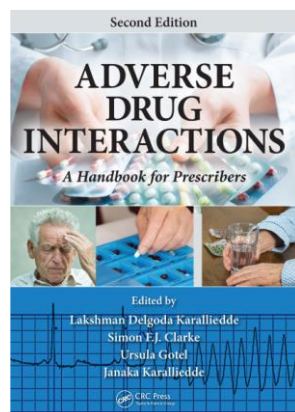
(Active ingredient, Indication / Therapeutic Class, Contraindication, Dose for adults / Paediatrics
Dose adjustment, Pregnancy risk, warnings ... etc)

- Drug Information handbook
- Physicians' Desk Reference
- Martindale: The Complete Drug Reference
- BNF (British National Formulary)
- Micromedex
- [Drugs.com \(Recommended\)](#)
- Lexi Comp group

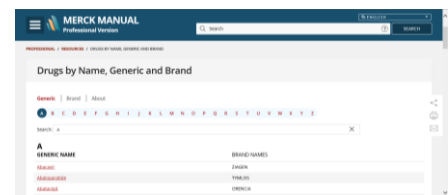
B) Specific for Drug interactions (Drug – drug, Drug – food, Drug – test 'disease' and Drug - genetics).

[Drgs.com](#)

1. Adverse Drug Interactions A Handbook for Prescribers



2. Merck manual for professional version – Drug Info



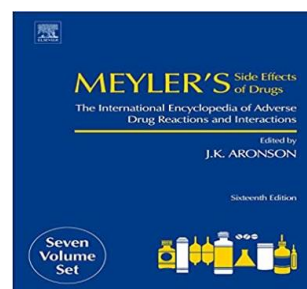
Link:

<https://www.merckmanuals.com/professional/resources/brand-names-of-some-commonly-used-drugs>

C) The Story of Side Effects (Details of side effects classification will be introduced in 4th year Module)

- General information related to side effects from the Information about Medication references
- Specific Detailed information

Meyler's Side Effects of Drugs: An Encyclopedia of Adverse Reactions and Interactions



- Note: Hashemite University, New way to think about side effects

9. Disorders of skin	
Hair loss	Cytotoxics, lithium, anticoagulants, proton pump inhibitors, leflunomide, vigabatrin, mefloquine, ACE inhibitors, many chemotherapeutic agents used in cancer.
Facial or excessive hair growth	<i>Danazol</i> , phenytoin, tibolone, corticosteroids, minoxidil
Flushing	Nitrates, calcium-channel blockers, nicorandil, vancomycin, opioids, ACE inhibitors
Oedema	Corticosteroids, NSAIDs
Pigmentation/ discoloration	Oral contraceptives, antimalarials, minocycline, amiodarone, phenothiazines
Acne like eruptions	Steroids, danazol, isoniazid, progestogens, phenytoin
Photosensitivity	Chlorpromazine, tetracyclines, amiodarone, proton pump inhibitors, NSAIDs, quinolone antibiotics
Exacerbation of psoriasis	Beta-blockers, NSAIDs, antimalarials, lithium
Urticaria	Aspirin, opioids, penicillins

Drugs Available in Jordan

1. Your site of training
2. JFDA website
3. Trial version (www.drugsinjordan.com) username and password will be provided by Dr Odeh

3) Specific to Hashemite University issue

Mark split and the details of Summer course 2021

In other file

Accountable Behaviour



Hold responsibility and ownership

Looking for facts not assumptions

Complement rather than complain



Problem solver rather trouble maker

Take initiatives and implement actions

Resilient and independent



Talk about ideas and objectives

Exuding connection and collaboration

Want others to succeed



Negative Mindset



Finger point and blame

Assume without validation

Complain and sabotage



Provide no practical solutions

Want others to carry out the work

Always dependent and demanding



Talk about people and conflicts

Exuding hatred grudge and anger

Can not appreciate others success



صفات السلوك الواعي المسؤول



يتحمل نتائج تصرفاته ويمتلك إدارة قراراته

يبحث عن الحقائق ولا يتبع الطنون

متعاون أكثر مما هو متذمر وكثير الشكوى



يبادر لتقديم الحلول ولا يفعل المشاكل

يتخذ زمام المبادرة فعلا وليس قولا فقط

قادر على التأقلم و العمل دون انكالم على الآخرين



يهتم بالأفكار و التقييم الموضوعي للأمور

يبادر بالتعاون و الاتصال الإيجابي مع الآخرين

يحب لغيره من الخير ما يحب لنفسه



منظومة السلوك السلبي



يلوم الآخرين و يشكك بهم و يتهمهم دوما

يفترض دون الاعتماد على دليل واقعي ملموس

كثير الشكوى و افتعال المشاكل أو التمرات



لا يقدم أية حلول عملية أو واقعية

يتطلب من الآخرين القيام بأعماله و أعمالهم

دائم التذمر و الشكوى و الانكالم على الآخرين



مشغول بأشخاص الآخرين والتعليق عليهم

مشغول بالكراهية الحاقدة و الغيرة و حمل الضغائن

لا يستطيع تشجيع الآخرين على النجاح

