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ZIMBABWE

MINISTRY OF HIGHER AND TERTIARY EDUCATION,  
INNOVATION, SCIENCE AND TECHNOLOGY  
DEVELOPMENT

HIGHER EDUCATION EXAMINATIONS COUNCIL  
(HEXCO)

NATIONAL CERTIFICATE

IN

PHARMACEUTICAL TECHNOLOGY

MODULE: Pharmaceutical Communications  
and Computer Applications

PAPER NO: 406/22/M03

DURATION: 3 Hours

**JUNE 2023 EXAMINATION**

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

1. Section A is Compulsory
2. Answer Question 3 (Compulsory) and any other two from Questions 4 to 6

*This paper consists of 3 printed pages.*

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PAPER NO: 406/22/M03 – PHARMACEUTICAL COMMUNICATIONS AND  
COMPUTER APPLICATIONS

SECTION A: COMPULSORY



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PAPER NO: 406/22/M03 – PHARMACEUTICAL COMMUNICATIONS AND COMPUTER APPLICATIONS

**SECTION A: COMPULSORY**

QUESTION 1

With the aid of well defined relevant pharmacy examples describe the four main barriers to effective communication. (20 marks)

QUESTION 2

a) Decipher the following latin abbreviations:

- |            |           |
|------------|-----------|
| i) Mane    | (2 marks) |
| ii) ung    | (2 marks) |
| iii) mitte | (2 marks) |
| iv) qid    | (2 marks) |

b) Outline the relevance of face to face communication within a pharmacy. (5 marks)

c) Describe any 3 factors that should be considered to aid in the choice of a channel of communication within the pharmacy. (7 marks)

**SECTION B: QUESTION 3 IS COMPULSORY**

QUESTION 3

a) Justify the most appropriate Microsoft office package to carry out on each of the following tasks.

- |                                                     |           |
|-----------------------------------------------------|-----------|
| i) Application letter for a job.                    | (2 marks) |
| ii) Personal budget showing income and expenditure. | (2 marks) |
| iii) A birthday card.                               | (2 marks) |
| iv) A presentation on COVID-19 for a conference.    | (2 marks) |
| v) Details of all customers for a pharmacy.         | (2 marks) |

b) Define the term ethics. (2 marks)

c) Explain the following ethical issues in relevance to a pharmacy.

- |                       |           |
|-----------------------|-----------|
| i) Software license.  | (2 marks) |
| ii) Hacking           | (2 marks) |
| iii) Data protection. | (2 marks) |
| iv) Copyright         | (2 marks) |



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PAPER NO: 406/22/M03 – PHARMACEUTICAL COMMUNICATIONS AND COMPUTER APPLICATIONS

**CHOOSE ANY TWO FROM THE FOLLOWING QUESTIONS**

QUESTION 4

With the aid of relevant pharmacy examples describe the 7C's of communication as they apply to the pharmaceutical field. (20 marks)

QUESTION 5

- a) A patient walks into the pharmacy presenting with muscle weakness and a faint headache. Upon patient examination you record a blood pressure reading of  $76/60$  mmHg and a blood sugar reading of 3.6mmol/litre.
- Comment on the above results. (6 marks)
  - Describe how you would advise the patient suggesting the appropriate Non-pharmacological management. (6 marks)
- b) Comment on the following prescription from the doctor for a 2month old baby who has presented to the pharmacy with a high temperature.

Paracetamol syrup po 5mls tds x  $5/7$

4C's syrup 1.25mls po tds x  $3/7$

Flumel syrup 1.25 mls po tds x  $5/7$  (8 marks)

QUESTION 6

Describe the dispensing process to be followed by a Pharmacy Technician from a period the patient enters the pharmacy to a point they leave pharmacy. (20 marks)

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NATIONAL CERTIFICATE

IN

PHARMACEUTICAL TECHNOLOGY

MODULE: Pharmaceutical Consultations PAPER NO: 406/22/M05

DURATION: 3 hours

**OCTOBER/NOVEMBER 2024 EXAMINATION**

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

1. Answer five (5) questions.
2. Do not write your name on the answer booklet.
3. Do not write anything on the question paper.

*This paper consists of 3 printed pages.*



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PAPER NO: 406/22/M05 - PHARMACEUTICAL CONSULTATIONS

#### QUESTION 1

- a) Define constipation. (1 mark)
- b) List the causes of constipation. (5 marks)
- c) Outline the signs and symptoms of constipation. (5 marks)
- d) Explain the drug treatment of constipation giving examples in each case. (5 marks)
- e) What are non-pharmaceutical interventions in the management of constipation. (4 marks)

#### QUESTION 2

- a) Write down the normal range of the following:
  - i) Blood pressure. (1 mark)
  - ii) Sugar (blood sugar). (1 mark)
  - iii) Breathing rate. (1 mark)
  - iv) Pulse. (1 mark)
- b) List three (3) different types of equipment that can be used to measure blood pressure. (3 marks)
- c) List five (5) measures that can be taken to prevent someone from acquiring ringworm. (5 marks)
- d) Outline the causes, signs and symptoms and treatment of acne Vulgaris. (8 marks)

#### QUESTION 3

- a) List four (4) types of headaches. (4 marks)
- b) Explain the causes, signs and symptoms and treatment of tension headache. (8 marks)
- c) List five (5) over the counter medications, those one pain killers which contain codeine phosphate. (5 marks)
- d) Explain the management of scabies using over the counter medications available in Zimbabwe. (3 marks)



PAPER NO: 406/22/M05 - PHARMACEUTICAL CONSULTATIONS



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PAPER NO: 406/22/M05 - PHARMACEUTICAL CONSULTATIONS

QUESTION 4

- a) Outline the function of an endoskeleton in humans. (7marks)
- b) Discuss the structure and function of the ears. (13marks)

QUESTION 5

- a) Outline the major <sup>disturbance</sup> decrease between a vein and an artery. (10marks)
- b) Discuss long term effects of exercise on the cardio vascular system. (6marks)
- c) Give two (2) ways in which changes in diet could reduce the risk of cardio-vascular disease. (4marks)

QUESTION 6

- a) Define diarrhoea. (1mark)
- b) List the causes of diarrhoea; mention at least three (3) causes that you know. (3marks)
- c) List four (4) signs and symptoms of diarrhoea. (4marks)
- d) Explain the management of a person suffering from diarrhoea. (2marks)
- e) Outline the causes, signs and symptoms and treatment of vaginal yeast infection using pharmacist initiated medicine. (10marks)

.../dlk

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