



## Community Pharmacy Guidelines and Operation Standards: Constituting an Eminent Pharmacy Retail in Dubai

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### Learning resources

1. Dubai Community Pharmacy Licensure and Pharmaceutical Practices Guide from Ministry of Health, UAE.
2. The Merck Manual of Medical Information (Home Edition).
3. British Medical Journal.
4. Royal Pharmaceutical Society of Great Britain.
5. Good Pharmacy Practice from World Health Organization.
6. Developing Pharmacy Practice-International Pharmaceutical Federation
7. Natural Standards Herbs and Supplements (Elsevier).

### Learning need

To become a pioneered health care professional who can manage any level of position in an esteemed health care organization in the United Arab Emirates. To learn the basic structure, operating procedures about healthcare system, pharmacies that are presently available in modern Dubai and compare the quality of healthcare with world standards.

### Objective

Health is a right of every individual human being. According to WHO, health is seen as a resource of everyday life. The health of the public is fundamental to every community. A community pharmacy aims to improve health of a community as well as a nation. Rising costs of healthcare, limited resources, shortage of human in the health care sector, inefficient health systems, huge burden of disease, and changing social and economic health behavior is which most countries face. A healthcare system should be very strong enough to break all the bars to provide a best quality and affordable health service to the community.

Most of the pharmacies are open around the clock. A consumer doesn't need an appointment to consult with a Pharmacist. Medicine related illness can occur anytime a patient who is already receiving the medicine. A Pharmacist must be friendly and easily approachable. A well educated pharmacist and his assistant should be able to educate the patient regarding safe usage of drugs.

'Customer' and 'Consumer' are both entirely different terms that must be understood by any healthcare service provider. A 'customer' is who will buy a thing, but not sure he/she will use it. But a 'consumer' is who desire to use a product (including pharmaceutical) in order to receive some health benefit.

Pharmacies are not only meant to dispense a physician prescribed medication. A Community Pharmacy should provide easily accessible health service, counselling, patient care, supplement medication which can aide the health complication, also provide prophylaxis treatment for a particular disease to ensure well being of a society. The concept of healthcare system should understand the value of Pharmacists/ Drug therapists. It is very important, a society to be assured that they spending valuable money to get some health benefit.

This self study reveals that Dubai Pharmacies are well known about the current healthcare strategy and actively implementing it. Medical tourism sector also growing rapidly in the UAE, which proves the sustainability of pharmacies.

### Outcome

By using well experienced knowledge in the industry, fulfilling current professional requirements, and strictly abiding healthcare

professional ethics, I can become a leader of 'industrial professional healthcare system'. This learning is very important as I'm a responsible healthcare professional to serve the United Arab Emirates. As an authority licensed professional, obliged to provide pharmaceutical services in a highest level of safety and secure environment accordance with all legal and professional requirements and present an image which enhances the pharmacy and the profession.

#### **Impact**

This learning impacts on a Pharmacy Technician's knowledge about primary health of an individual human being and operations of allied health organizations.

#### **Before**

Not able to understand the role of particular science professional. Not clear about the importance of healthcare regulation and significance of continues professional development which can impact everyday practice.

#### **After**

I will learn more about my particular science profession in order to provide best health care service in efficient, timely manner- in accordance to rules and regulation framed by the Ministry of Health and Dubai Health Authority to provide a excellent and world's best best health service.

#### **Changes**

Improved the current skills and professional adaptability  
Changes in practice: Skills to be applied on everyday practice.

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