



CD 8.5.1 DISCIPLINE CURRICULUM

EDITION: 06

DATE: 20.09.2017

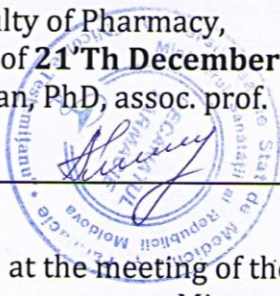
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FACULTY OF PHARMACY STUDY PROGRAM 0916.1 PHARMACY CHAIR OF SOCIAL PHARMACY "VASILE PROCOPISIN"

APPROVED

at the meeting of the Commission for Quality Assurance and Evaluation of the Curriculum, Faculty of Pharmacy,
Minutes no. 2 of 21Th December 2017
Chairman, PhD, assoc. prof.

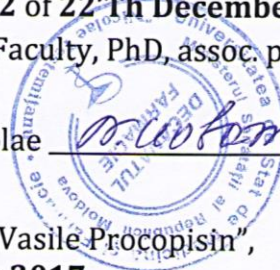
UNCU Livia



APPROVED

at meeting of the Council of the Faculty of Pharmacy,
Minutes no. 2 of 22Th December 2017
Dean of Faculty, PhD, assoc. prof.

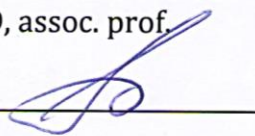
CIOBANU Nicolae



APPROVED

at the meeting of the chair of social pharmacy „Vasile Procopisin”,
Minutes no. 3 of 01Th November 2017
Head of chair, PhD, assoc. prof.

BRUMAREL Mihail



SYLLABUS

DISCIPLINE: PHARMACEUTICAL DEONTOLOGY

Integrated studies

Type of the course: **Optional discipline**

Chisinau, 2017



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I. INTRODUCTION

- **General presentation of the discipline: place and role of the discipline in the formation of specific competences of the professional/specialty training program**

Being the science of duty – deontology, is meant to address professional problems through the prism of morality, manifested in the relationship of the specialist with colleagues, staff, stakeholders, leaders, society etc. The necessity of the discipline of Pharmaceutical Deontology (PD) in the training process of the future pharmacist results from its place and role in relation to the medicine consumers, as well as pharmacist colleagues and physicians.

It is the notorious phrase "seven-star pharmacist", which has been approached by the international pharmaceutical community since the last decade of the last century: the pharmacist-specialist in the field of health; capable of responsible decisions in this area; - specialist in communication, being an intermediary between the doctor and the patient; leader – able to manage various resources; accept continuous training; participant in the professional education of future pharmacists.

This approach highlights the importance of the pharmacist personality and its human qualities. From this point of view, the pharmaceutical deontology, which encompasses all the rules of professional behaviour of the pharmacist specialist, becomes an actual discipline for everyone, especially for the future community pharmacy workers, and the hospital one.

- **Mission of the curriculum (aim) in professional training**

To provide the future pharmacist specialist with theoretical knowledge and practical skills in the field of pharmaceutical deontology aimed at observing the fundamental ethical and moral principles of the profession intended to ensure the benefits for the health of the consumers of medicines and the whole society.

- **Language of teaching the discipline:** Romanian, English.
- **Beneficiaries:** students of the 5-th year, faculty of Pharmacy, specialty Pharmacy

II. MANAGEMENT OF THE DISCIPLINE

| | | | |
|-----------------------------------|-----------|--|-----------|
| Code of discipline | | S.09.A.094 | |
| Name of the discipline | | Pharmaceutical deontology | |
| Responsible for the discipline | | Vladimir Safta , Dr. habil. in pharmaceutical sciences, professor | |
| Year | V | Semester | IX |
| Total number of hours, including: | | | 60 |
| Lectures | 14 | Practical/laboratory hours | - |
| Seminars | 28 | Self-training | 18 |
| Form of assessment | C | Number of credits | 2 |



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III. TRAINING AIMS WITHIN THE DISCIPLINE

At the end of the discipline study the student will be able to:

at the level of knowledge and understanding:

- ✓ theoretical foundations and principles of pharmaceutical deontology
- ✓ content of relationship: pharmacist-physician, pharmacist-patient, pharmacist-pharmacist;
- ✓ general characteristics of principles violations in the field of pharmaceutical deontology in Republic of Moldova;
- ✓ evolution of pharmaceutical deontology and determinant factors.

at the application level:

- ✓ theoretical knowledge to solve the possible conflicts arising in the process of providing pharmaceutical services;
- ✓ methods of achieving compliance in the communication process with patients-medicines consumers;
- ✓ self-esteem of their own behaviour, in relationships with patients, doctors, colleagues;
- ✓ professional knowledge obtained leading to the principles of social responsibility.

at the integration level:

- ✓ knowledges obtained- in context of practical pharmaceutical activities;
- ✓ the results of applying the principles of professional deontology in the argumentation of managerial decisions;
- ✓ situation that require deontological implication in argumentation of new idea in the activity of pharmaceutical enterprise.

IV. PROVISIONAL TERMS AND CONDITION

Fundamental knowledge in bioethics. Pharmaceutical deontology is part of the pharmaceutical assistance process, which directly influences the treatment and medication process. Knowledge of the requirements regarding the moral and intellectual aspect of the pharmacist, which is an important link in promoting healthy lifestyles, and behaviour, professionalism, and external appearance of the pharmacist directly affect the adherence and compliance of pharmacy visitors.

V. THEMES AND ESTIMATE ALLOCATION OF HOURS

| No. | THEME | Number of hours | | |
|-----|---|-----------------|--------------------|-------------------|
| | | Lec- tures | Practical hours | Self- training |
| 1 | Pharmaceutical deontology – scientific-practical discipline. | 2 | 2 | - |
| 2 | Ethical basics of pharmaceutical deontology. | 1 | 2 | - |
| 3 | Basic principles of pharmaceutical deontology. | 1 | 2 | 2 |
| 4 | Moral and normative aspects in the pharmaceutical profession. | 1 | 2 | - |
| 5 | Deontology of pharmacist-patient-society relationship. | 2 | 4 | - |
| 6 | Deontology of pharmacist-physician relationships. | 2 | 4 | 4 |
| 7 | Deontology of pharmacist-pharmacist-collective relationship. | 2 | 4 | 4 |
| 8 | Case studies in pharmaceutical deontology. | 1 | 4 | 4 |



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| No. | THEME | Number of hours | | |
|--------------|---|-----------------|--------------------|-------------------|
| | | Lec- tures | Practical hours | Self- training |
| 9 | Professional accountability of pharmacist. | 1 | 2 | - |
| 10 | Code of conduct of the pharmaceutical enterprise. | 1 | 2 | 4 |
| Total | | 14 | 14 | 28 |

VI. REFERENCE OBJECTIVES OF CONTENT UNITS

| Objectives | Content units |
|---|--|
| 1. Pharmaceutical deontology – theoretical bases and fundamental principles. | |
| <ul style="list-style-type: none"> ✓ to define the terms used in pharmaceutical deontology; ✓ to know the fundamental principles of pharmaceutical deontology; ✓ to demonstrate skills applying the methods of analysis used in pharmaceutical deontology; ✓ to apply principles of pharmaceutical deontology in practical activities of pharmacist; ✓ to integrate rules of pharmaceutical law with ethical and deontological aspects of pharmacist. | <p>Moral-ethical-deontological correlation. Ethical-deontological principles of pharmacist profession. Methods of analysis used in pharmaceutical deontology. The ethics of pharmaceutical deontology. Moral and normative aspects applicable in the pharmaceutical profession to various concrete forms of activity in pharmaceutical enterprises.</p> |
| 2. Deontology of the pharmacist's professional relationships. | |
| <ul style="list-style-type: none"> ✓ to define principal roles of pharmacist in exercising various concrete forms of pharmaceutical activity; ✓ to know the essence of the pharmacist relationships with the patient, doctor, colleague, leader, control bodies, society; ✓ to demonstrate effective communication skills with patients, health workers and colleagues; ✓ to apply promptly the principle of obtaining the benefits to human health; ✓ to integrate the knowledge gained at the bioethics course with the aim and principles of pharmaceutical deontology. | <p>Deontology of pharmacist-patient-society relations. Compliance and factors that influence it. Patient needs. Algorithm of pharmacist-patient communication. The role of the pharmacist in educating the consumer of medicines and the whole society. Deontology of pharmacist-physician relationships. Stages of physician-pharmacist relations. Pharmacist-physician collaboration for the benefit of the patient. The Deontology of pharmacist – pharmacist – pharmacy staff, pharmacist – manager of pharmaceutical company. Pharmacist professional relationships through research into the development and promotion of new drugs.</p> |
| 3. Case studies in pharmaceutical deontology. | |
| <ul style="list-style-type: none"> ✓ to define the roles made by the pharmacy in various pharmaceutical companies.; ✓ to know the classification of the types of situational problems in pharmaceutical deontology; | <p>Classification of ethical and deontological pharmaceutical issues. Register of complaints and suggestions. Analysis of them.</p> |



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- | | |
|--|--|
| <ul style="list-style-type: none">✓ to demonstrate capacities to analyse and self-analyse compliance with the principles of pharmaceutical deontology by the pharmacist in professional relationships;✓ to apply the knowledge obtained in order to solve the situational problems of pharmaceutical deontology;✓ to integrate the pharmaceutical deontology principles in order to increase the effectiveness of the essential pharmaceutical service "promoting healthy lifestyles". | <p>The factors that lead to the emergence of conflict situations in the pharmacist professional relationships.</p> <p>Research in order to highlight the situational problems with deontological origin in pharmaceutical activity.</p> <p>Ways to prevent the onset of the situational (conflictual) problem of deontological origin in the pharmaceutical activity carried out in various enterprises.</p> |
|--|--|

4. Code of conduct of the of the pharmaceutical enterprise

- | | |
|---|---|
| <ul style="list-style-type: none">✓ to define the importance and necessity of developing and adopting the Code of conduct (ethical and deontological) of the pharmaceutical enterprise;✓ to know the behavioural content of the Code of conduct of the pharmaceutical enterprise;✓ to demonstrate skills to collaborate and approve the Code of conduct of the pharmaceutical enterprise;✓ to apply the Code of conduct to the pharmaceutical enterprise in practice;✓ to integrate regulation norms with deontological standards and professional knowledge in the field of medicines and pharmaceutical activity - all of which need to be reflected in the Code of conduct of the pharmaceutical enterprise. | <p>Code of deontology of the pharmacist from Republic of Moldova.</p> <p>Code of ethics and deontology of the medical and pharmaceutical worker of the Republic of Moldova.</p> <p>Code of Conduct of the pharmaceutical enterprise: Correlation with codes of deontology.</p> <p>Comparative analysis of the Code of ethics of the pharmacist of the Republic of Moldova with the respective codes from different countries.</p> <p>Content of the Code of conduct of the pharmaceutical enterprise.</p> <p>Statement of members of the pharmaceutical company's staff in relation to the Code of Conduct.</p> |
|---|---|

VII. PROFESSIONAL (SPECIFIC) (SC) AND TRANSVERSALS (TC)) COMPETENCES AND STUDY OUTCOMES

Professional (specific) (SC) competences:

PC1: Defining and describing the principles of pharmaceutical deontology.

PC2: Practical application of knowledge and skills of effective communication with the patient, medical worker and pharmacist colleagues.

PC3: Solving the problems of the annual situation of pharmaceutical deontology, possibly occurring during pharmaceutical activity.

PC4: Applying deontological norms of behaviour in professional activity, and awareness of responsibility for non-compliance with them.

PC5: The creative and innovative use of the knowledge gained in the field of pharmaceutical deontology in order to develop the Code of Conduct for the pharmaceutical company.

Transversal competences (TC):

TC1: Timely and efficient use of information sources and contemporary resources in communication to achieve: Compliance - from medicines users to partnership - from medical workers and teamwork within the pharmaceutical enterprise team.

TC2: Responsible and ethical behavior in relations with the leader and subordinates, with representatives of the higher / lower hierarchy bodies as well as those from abroad.



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TC3: Permanent use of continuing professional development resources and techniques, oriented towards their own development, and to the professional growth of the members of the pharmaceutical enterprise.

Study outcomes

At the end of the course, the student will be able to:

- To know the purpose and importance of pharmaceutical deontology in conducting practical work within the pharmaceutical enterprise;
- To become familiar with the behavioural modalities of relationships with patients, medical workers and pharmacists, who will ensure positive results of professional activity;
- To be able to solve practical situational problems of pharmaceutical deontology;
- To prevent actions that do not comply with pharmaceutical deontology principles in dealing with the patient, the medical worker, the pharmacist colleague;
- To be able to develop/contribute to the development of the Code of conduct for the pharmaceutical enterprise;
- To apply research methods applicable to pharmaceutical deontology;
- To apply the competencies obtained in the field of pharmaceutical deontology in general purpose of the health system.

VIII. THE STUDENT'S SELF-TRAINING

| No. | Expected product | Strategies for achieving | Evaluation criteria | Deadline |
|-----|---|---|--|---------------------|
| 1. | Working with Recommended Literature. | Systematic work in library. Use of current electronic sources on the topic under discussion. | 1. The level of problems knowledge 2. The capacity of logical thinking 3. The quality of the summaries made | During the semester |
| 2. | Presentation (subject of course) | Seeking information based on evidence, analyzing and systematizing it. Elaboration of the presentation on the individual theme. | 1. Quality and relevance of selected information. 2. Quality of presentation and exposure. | During the semester |
| 3. | Drafting pharmaceutical company Code of Conduct | Selecting the variant of Code, in relation to the type of pharmaceutical enterprise. Working in groups with the assignment of responsibilities to each student. Presentation of the draft Code. | 1. The quality of the elaborated draft Code of Conduct. 2. The level of participation of each student in team work. | During the semester |

IX. METHODOLOGICAL SUGGESTIONS FOR TEACHING-LEARNING-ASSESSMENT

• *Teaching and learning methods used*

Presentation, interactive lecture, problem solving, brainstorming, group work, individual study, work with scientific literature, debate, situational problem-solving, role play, interactive listening.

• *Applied teaching strategies /technologies applied (specific to the discipline)*



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Frontal activities, individual brainstorming, group discussions, community pharmacies simulation situations, case study, teambuilding, mini-research, comparative analysis.

- **Methods of assessment** (including the method of final mark calculation)

Current: Frontal/individual control trough:

- a) presentation of the course theme and interactive discussion;
- b) analysis of the problems of the situation;
- c) presentation of the draft Code of Conduct and interactive discussion.

Final: The course ends with a colloquium. The mark for the colloquium includes the annual average mark.

The annual average mark is calculated based on coursework, intermediate assessment and individual work.

The annual average mark will be expressed in numbers according to the grading scale indicated in the table.

Marks 5 and above are equivalent to "pass", which will be entered in the student record book.

Method of marks rounding at the assessment stages

| Grille of intermediate marks (annual average, mark for oral answer) | National grading system | Equivalent ECTS |
|---|-------------------------|-----------------|
| 1,00-3,00 | 2 | F |
| 3,01-4,99 | 4 | FX |
| 5,00 | 5 | E |
| 5,01-5,50 | 5,5 | |
| 5,51-6,00 | 6 | |
| 6,01-6,50 | 6,5 | D |
| 6,51-7,00 | 7 | |
| 7,01-7,50 | 7,5 | C |
| 7,51-8,00 | 8 | |
| 8,01-8,50 | 8,5 | B |
| 8,51-8,00 | 9 | |
| 9,01-9,50 | 9,5 | A |
| 9,51-10,0 | 10 | |

Remark: Failing to come to the colloquium test without motivated reasons is recorded as "absent" and is equivalent to 0 (zero). The student has the right to pass 2 times the not passed colloquium.



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X. RECOMMENDED LITERATURE:

A. Compulsory:

1. Vladimir Safta, Mihail Brumărel, Nadejda Ciobanu, Stela Adauji. Management și Legislație farmaceutică. Chișinău: FEP "Tipografia centrală", 2011, P.530-538
2. Safta, Vladimir. Farmacie socială/Vladimir Safta. Chișinău: FEP "Tipografia centrală", 2011. 376 p.
3. Reglementarea activității farmaceutice în Republica Moldova. Chișinău "Vector", 2007. Codul deontologic al farmaciștilor din Republica Moldova. pag.553-555
4. Hotărârea Guvernului Republicii Moldova nr.192 din 24.03.2017 cu privire la aprobarea Codului deontologic al lucrătorului medical și al farmacistului.

B. Additional:

1. C. Ețco, Iu. Fornea, E. Davidescu, Psihologia generală : suport de curs. Chișinău. 2012. Ed. Informatică
2. Tintiuc D., Raevschi M., Spinei L. Etica și deontologia medicală (Materiale didactice). Chișinău: CEP Medicina, 2007, 223 p.
3. Codul deontologic al farmacistului, Colegiul farmaciștilor din România, 2005
4. Code of Ethics for Pharmacists and Pharmacy Technicians, Royal Pharmaceutical Society of Great Britain, London, 2007
5. Code of Ethics for the Pharmaceutical Profession, Pharmacy Council, Malta, 2007
6. Карева Н.Н, Марченко Е.А. Вопросы этики и деонтологии М.: Медицина 2000. – 482 с.
7. Suport curs "Notiuni de psihologie, deontologie si etica farmaceutica"
(http://www.academia.edu/31350159/Suport_curs_Notiuni_de_psihologie_deontologie_si_etica_farmaceutica).