

## **GUIDELINE ON INTERVIEWING CANDIDATES FOR ACCREDITED DRUGS DISPENSING OUTLETS DISPENSERS' COURSE**

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The Strengthening Pharmaceutical Systems (SPS) Program strives to build capacity within developing countries to effectively manage all aspects of pharmaceutical systems and services. SPS focuses on improving governance in the pharmaceutical sector, strengthening pharmaceutical management systems and financing mechanisms, containing antimicrobial resistance, and enhancing access to and appropriate use of medicines.

## **Recommended Citation**

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## FOREWORD

The Tanzania Food and Drugs Authority (TFDA) came into existence under the Food, Drugs and Cosmetics Act, 2003, with the aim of controlling the quality, security, and effectiveness of food substances, drugs, cosmetics and diagnostics items. The main purpose is to provide good care for the health of the communities. To implement these roles, the TFDA has the responsibility to register all premises which provide and dispense medicines, after fulfilling and abiding to regulations and requirements put forward.

In the process of making sure that the community is getting quality health services, which goes hand in hand with the availability of essential medicines at all times, the authority is also implementing the ADDO program. This aims to upgrade drug shops part II, commonly known as *duka la dawa baridi* (DLDB) into ADDOs to solve many problems which emerge from management of drug shops and livestock shops.

ADDOs and other sites involved in the business of selling human and livestock drugs need to be well managed and closely supervised to ascertain that regulations and Acts are properly followed and adhered to. To realize this, TFDA is collaborating with the local government in inspecting and overseeing drug shops. The inspectors of drug shops are in level of region, districts, and wards.

Inspectors from all levels need training to know how to inspect and control drug selling business outlets. It is therefore expected after this training, all inspectors will acquire an understanding on the Food, Drugs and Cosmetics Act, 2003, regulations for ADDOs, and strategies for inspection.

It's my hope and expectation that the participants of the inspection training course will use this training manual as one of the reference materials during the control of drugs selling business in the country.

**M. Ndomondo-Sigonda**  
**Director General**  
**Tanzania Food and Drugs Authority**

The TFDA would like to encourage you—as stakeholders in the TFDA—to give us your opinion of these materials and guidelines. Please write us at the following address and let us know your opinions and recommendations.

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**Hiiti B. Silo**  
**Director, Medicine and Cosmetics**  
**TDFA**



### Section A: Interview Objectives

1. To validate the individual's qualifications as submitted on the general application form
2. To test basic knowledge in dispensing based on experience as claimed in the application form
3. To evaluate the sellers regarding their possible capability in successfully completing the dispenser's course
4. To reduce the potential risk of enrolling candidates with little capability to absorb the materials within such a short period

### Section B: Personal Information

Full Name:
Current Residence:
Employer's Full Name:
Name of DLDB and Location:
Age and Sex: <input type="checkbox"/> Years <input type="checkbox"/> Male <input type="checkbox"/> Female
Employment nature: Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Owner <input type="checkbox"/>

### Section C: Final Evaluation

Total score:	Points
Name of Interviewer:	
Signature:	
Date:	

## SECTION D: BASIC MEDICINE KNOWLEDGE

Questions on over-the-counter medicines (OTC) and common health problems (Probe background knowledge on following health issues)	Points
1. Common diseases such as malaria, diarrhea, dysentery, and typhoid	5
2. Treatment of most common diseases	5
3. How to advise a community on preventing or handling the spread of common infectious diseases	5
4. Motive to become a dispenser for ADDO	5
5. Types of medicine formulations	5
6. Knowledge on proper storage of medicines	5
7. Different routes for medicines administration	5
8. Proper use of general OTC medicines like paracetamol, aspirin, magnesium, and others (see attached)	5

### BROAD RESPONSES FROM INTERVIEWEES ON THE INFORMATION FOR THE OTC MEDICINES LISTED

The information below provides a guide in evaluating responses to some of the questions above.

#### 1. Magnesium trisilicate compound tablets/mixture

**Presentation:** Mostly tablets of 500 mg or mixture

**Indications:** It neutralizes stomach acid and it is used in gastric and duodenal ulcers, gastritis, and heartburn

**Dosage:** One to two tablets to be chewed or 10-15 mL of mixture every 4-6 hours, one after meals and at bed time.

**Precautions:** Avoid usage when patient is vomiting or has kidney problems.  
Do not give with tetracycline/doxycycline products

**Side effects:** May cause mild diarrhea

**Vital information for the patient:** More effective if the tablets are chewed, not swallowed whole. For the mixture, shake the bottle well each time before taking a dose.

#### 2. Benzoic acid-salicylic acid (Whitefield ointment)

**Presentation:** Ointment or lotion

**Indication:** Superficial fungal infections (like ring worm and athlete's foot)

**Dosages (for children and adults):** To be applied 2-3 times daily for up to 2 weeks after the lesions have healed

**Precautions:** Do not apply on open wounds or ulcers or on inflamed skin. Avoid contact with the eyes.

**Vital information for the patient:** Apply long enough to ensure full eradication of the infection. Keep away from children, especially the lotion.

### 3. Benzyl benzoate emulsion (BBE)

**Presentation:** Emulsion 25%, ready for use. Concentrated emulsion 75% dilutes 1:4 before use.

**Indication:** Scabies, pediculosis

**Dosages (for children and adults):** Use 25% emulsion. For children dilute emulsion 1:3. Apply the diluted emulsion on the whole body after every 24 hours without washing for the whole period. May repeat treatment after 7 days.

**Precautions:**

- Do not apply to the face, broken skin, and genitalia
- Do not use the concentrated form undiluted
- Do not take orally—poisonous

**Side effects:** Skin irritation and itching, even one week after application

**Vital information for the patient:**

- Treat the whole family
- Boil and iron all infested clothes and bed sheets

### 4. Calamine Lotion

**Presentation:** Ointment, lotion

**Indication:** Puritis, itching skin (try and find the cause of the problem and treat it)

**Dosages (for children and adults):** Apply several times per day as needed

**Vital information for the patient:**

- Shake the bottle of lotion before use
- Keep out of the reach of children

### 6. Chlorinated lime-boric acid (Eusol)

**Presentation:** Freshly prepared solution

**Indication:** Disinfect septic wounds, burns, and cuts: wet dressings

**Dosages (for children and adults):** To be applied as antiseptic on infected skin; for wound cleaning and dressing apply once or twice a day.

**Precautions:**

- Store in well-filled bottles
- Make sure bottles are tightly sealed
- Store below 20°C
- Protect from light
- Use within 2 weeks after opening

**Vital information for the patient:**

- Make sure bottles are tightly sealed
- Store below 20°C
- Protect from light
- Use within 2 weeks after opening

## 7. Sulfadoxine/pyrimethamine (SP)

### Presentation:

- 525 mg tablets
- Suspensions are also available in the market

**Indication:** Treatment of uncomplicated malaria

**Dosages (for children and adults):** As a single dose of 25 mg/kg body weight of SP (should be able to indicate dosage ranges for adult and children of different ages)

### Precautions:

- Not recommended for pregnant women in their third trimester
- Ask the patient about possible allergies to sulfur products

**Side effects:** Skin rashes; Stevens-Johnson Syndrome (fatal reaction)

### Vital information for the patient:

- Fever may not subside after taking SP—this does not mean that the medicine is not working
- Use paracetamol or aspirin to lower the temperature
- Do not take another dose of SP or other antimalarials for up to 72 hours

## 8. Chlorpheniramine

### Presentation:

- Tablets—10 mg; 2 mg
- Elixir/syrup—2 mg/5 mL

**Indication:** Conditions caused by allergic reactions—contact allergy, seasonal rhinitis, insect stings or bites, drug allergy

### Dosages (for children and adults):

- Adult: 4 mg every 6-8 hours
- Children: 0–1 year—1 mg every 12 hours  
1–5 years—1-2 mg every 12 hours  
6–12 years—2-4 mg every 12 hours
- Duration of treatment usually 3 days

### Precautions:

- Not be given to patients with serious heart/liver diseases
- Patients suffering from muscular weakness
- Not for common colds
- Not be used when breast feeding or during pregnant
- Use with caution in epileptic patients

**Side effects:** Can cause drowsiness; convulsions

### Vital information for the patient:

- Do not use alcohol
- Do not drive vehicles/bicycles
- Do not work with dangerous machines

## 9. Clotrimazole products

### Presentation:

- Vaginal cream 2% and 10%
- Vaginal pessaries 100 mg
- Skin cream 1%

**Indication:** Vaginal and skin fungal infections

### Dosages (for children and adults):

- 1% cream—apply over the affected parts for not less than two weeks
- 2% cream—insert intravaginally once at night for 6 consecutive nights
- 10% cream—insert intravaginally as single dose at night
- Pessaries—insert intravaginally one tablet once nightly for 6 consecutive nights

### Vital information for the patient:

- Finish the whole course of medicine to prevent re-occurrence of the infection
- Sexual partner(s) should also be treated
- Insert the medicine regardless of menstruation

## 10. Ferrous Sulphate

**Presentation:** 200 mg tablets

**Indication:** Treatment and prevention of iron deficiency anemia

### Dosages (for children and adults):

#### Treatment:

- Children—3.3 mg/kg body weight every 8 hours for 3 months
- Adult—1 tablet every 8 hours for 3 months

#### Prevention:

- Children—3.3 mg/kg body weight once daily
- Adult—1 tablet daily
- Pregnant women—1 tablet daily for up to 3 months after delivery

**Precautions:** Not to be taken with tetracycline and antacids

#### Side effects:

- Darkened stool
- Constipation
- Stomach upset

#### Vital information for the patient:

- Best taken with empty stomach
- If stomach upset, take with food
- Take medicine as long as required
- It takes time to restore the blood iron level
- Store medicine in dry, safe place out of reach of children

## 11. Folic Acid

**Presentation:** 1 mg and 5 mg tablets

**Indication:** Treatment and prevention of anemia due to folic acid deficiency and prevention of neural tube defects

**Dosages (for children and adults):** Treatment: 5 mg daily for 2 months or more

**Prevention:** During pregnancy to prevent neural tube defects

**Precautions:** Give with caution to patients taking high dose of phenytoin

**Vital information for the patient:** Take the medicine as long as it is prescribed—it take a long time to restore normal blood levels

## 12. Gentian Violet

**Presentation:** Powder to be dissolved to make a 0.5% solution

**Indication:**

- Treatment of fungal infections of skin, scalp, oral, and vaginal mucous membranes
- Treatment of wet dermal disorders (eczema, impetigo, burns, and superficial wounds)

**Dosages (for children and adults):** Apply a 0.5% solution 2-3 times per day to the affected parts

**Precautions:**

- Avoid contact with the eyes
- May cause permanent pigmentation of the skin
- Stains fabric

**Side effects:** Skin irritation, allergic reactions, mucosal ulcerations

**Vital information for the patient:** Keep out of reach of children

## 13. Hydrogen peroxide solution

**Presentation:** Solution 3-6%

**Indication:** Dilute solution with distilled water for skin disinfection like cleaning and deodorizing wounds and ulcers

**Dosages (for children and adults):**

- Concentration of up to 6% are used to clean wounds and ulcers
- Diluted solution 1.5% used as a mouthwash in the treatment of acute stomatitis
- 3% solution used as ear drops to clean the external ear canal

**Precautions:**

- Bleaches fabric
- Strong hydrogen peroxide solutions of 27%-30% severely irritates and burns when applied to the body
- Overuse as a mouthwash should be avoided

**Side effects:** Irritation of skin and mucous membranes

**Vital information for the patient:**

- Use and/or apply the solution as instructed
- Never swallow the solution
- Do not close the bottle tightly—it may explode

## 14. Mebendazole

**Presentation:**

- 100 mg tablets
- 100 mg/5 mL suspension

**Indication:** Infection with roundworms, hookworms, whipworms, and threadworms

**Dosages (for children and adults)**

Equal for adult and children over 2 years

- Round, hook, and whipworms—100 mg every 12 hours for 3 days
- Threadworms—100 mg stat, repeat after 14 days

**Precautions:**

- Do not use during the first 3 months of pregnancy
- Do not give to children under 2 years

**Side effects:** Some gastrointestinal discomfort

**Vital information for the patient:**

- Take the full dose or treatment may fail
- Chew the tablets before swallowing

## 15. Oral rehydration salts (ORS)

**Presentation:** ORS sachets of powder for preparation of one-half and one liter solutions

**Indication:** Treatment and prevention of dehydration in all forms of diarrhea

**Dosages (for children and adults):** Give orally as often as the patient can take, depending on the degree of dehydration.

**Precautions:**

- Severe dehydration would require IV infusion
- Do not stop normal feeding including breast feeding

**Vital information for the patient:**

- Contents should be dissolved in one-half or one liter of clean, boiled water (half a liter equals one beer bottle)
- The solution should be used within 24 hours
- Cover the solution thorough and store in a cool place

## 16. Paracetamol

### Presentation:

- 500 mg tablets
- 120 mg/5mL syrup

### Indication:

- Light to moderate pain
- Light to moderate fever
- Alternative to aspirin

### Dosages (for children and adults):

- Children 2.5–10 mL every 8 hours
- Adult 500 mg–1,000 mg every 6-8 hours, maximum 3 g per 24 hours

### Precautions

- Avoid giving patients with liver or kidney diseases
- Avoid giving to alcohol addicts

### Side effects: Rare

### Vital information for the patient:

- Store the medicine out of reach of children
- If pain persists, go for medical advice

## 17. Aspirin

### Presentation: 300 mg tablets

### Indication:

- Light to moderate pain
- Light to moderate fever
- Alternative to paracetamol

### Dosages (for children and adults):

- 5 years old and under, not recommended
- 6–12 years, 150–300 mg every 6 hours
- Adult 300–1,200 mg every 6 hours, maximum 4 g per 24 hours

### Precautions: Not to be given to patients who—

- Have epigastric pain
- Have peptic ulcers
- Are asthmatic
- Are children under the age of six

### Side effects:

- Stomach pain
- Occult blood loss
- Nausea
- Vomiting and allergic reaction

### Vital information for the patient:

- Take the medicine with food and water
- If medicine smells strongly like vinegar, do not take it
- Store in a dry place and out of reach of children

## 18. Potassium permanganate solutions

### Presentation

- Powder for preparing solutions
- Solutions—1:1,000; 1:2,000; 1:4,000

### Indication

- Cleaning and deodorizing suppurating eczematous reactions
- Cleaning wounds, ulcers, and abscesses

**Dosages (for children and adults):** Fresh solutions applied as wet dressing or in baths

### Precautions

- Note the concentration of the solution before use
- Strong solution may cause serious irritation of membranes and skin
- Ingestion of potassium permanganate may cause corrosive poisoning, hemorrhage, kidney and liver damage, even death
- Powders in closed container may explode if enough moisture gets in or when it comes into contact with organic or oxidizing agents

**Side effects:** Irritation of mucous membranes

### Vital information for the patient

- Always store the powder in dry place
- Store solutions out of reach of children

## 19. Povidone iodine

### Presentation

- 10% solution
- 0.5% solution

### Indication

- Treatment of infected skin, contaminated wounds, traumatic wounds, and burns
- Disinfection of skin
- Treatment of infections of mouth and throat

### Dosages (for children and adults)

- Use on skin—apply the undiluted 10% solution
- Use as gargle for infection of mouth or throat—0.5% solution

### Precautions

- Do not apply to large area of skin or on severe burns on children under the age of two
- Do not apply to patients allergic to iodine
- Do not apply together with soap or organic materials (makes solution ineffective)

**Side effects:** Skin irritations/allergic reaction rare

### Vital information for the patient

- Use solution as directed
- Do not swallow
- Do not apply together with soap or organic materials (makes solution ineffective)