







recommendation more than 50% of the pharmacists refuse to treat apart from other minor ailments that was being treated by the OTC upon advice seek from a pharmacist. More than 185 (n=232) 79.74% response from pharmacist in the community pharmacy common cold, fever, running nose, sneezing, headache and sore throat were being treated in the community pharmacy itself. Responding to symptoms has always been an integral part of the pharmacist's role. The overall aim of responding to symptoms is to make a clear distinction between a minor illness and a more serious condition that needs to be referred.

#### CONCLUSION

The community pharmacies can undertake many initiatives within their objectives by increasing the awareness and involvement as the pharmacists are experts in pharmaceutical care, health promotion and act as gateway to the healthcare system, disease prevention and chronic disease management. As most of the minor ailments are being presented to evaluate the condition may need immediate medical attention in the community pharmacy, the pharmacist as a professional being a frontline of healthcare provider, can judge in right time to refer and provide a healthy environment to prevent further complications. Confidence in the quality of the counseling and the interaction will depend on the pharmacist taking sufficient time to gain important information before offering advice. A rushed consultation where the pharmacist appears distracted or gives the impression that they have been interrupted will not put a patient at their

ease. The patient must be allowed to state their case clearly and be able to engage fully in interaction. The quality of interaction can sometimes be influenced by the first impressions that are made. The public is entitled to expect that medicines purchased over the counter will be safe, effective and appropriate for the condition to be treated. The profession expects pharmacists to ensure that they are competent in any area in which such advice is given to the public.

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