

# SEAM Tanzania

## ADDOs: The Role of Training

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### Preparing Owners and Dispensers for ADDO Responsibilities

All ADDO dispensing staff must be accredited through a Pharmacy Board–approved\* dispenser’s course developed by the Muhimbili University College of Health Sciences School of Pharmacy and conducted jointly by the TFDA and MSH. The course provides basic dispenser training on

ADDO-approved drugs, common indications and contraindications, common dosages, side effects, patient information, and effective communication skills. Training for owners also provides an understanding of the laws governing dispensing practices, teaches skills in management and record keeping, and discusses pharmacy practice ethics. The Mennonite Economic Development Association (MEDA), which is administering the microfinance component of the ADDO program, will conduct the business skills and management training. Recertification will be required at intervals through completion of continuing education programs.



First class of ADDO dispensers

### Training Standards

- Personnel possessing the minimum requirement of nurse assistant or above will be required to complete a four week TFDA-approved training course. Trainee competency and training effectiveness will be evaluated at the end of the course; those who pass will be awarded a TFDA ADDO Dispensing Certificate.
- An ADDO dispensers’ reference manual will be distributed to students who complete training successfully.

### Owners’ Curriculum

- Three-day training on legal requirements, quality, ethics of pharmacy practice, and record keeping
- Three-day training on basic business skills, including bookkeeping and record keeping, financial management, marketing, and credit management, provided by MEDA

### Inspectors’ Training

- Local government inspectors will take a short TFDA course covering the basic inspection responsibilities.

### ADDO Dispensers’ Curriculum

#### ADDO Drugs and Common Conditions

- ADDO drug list—drug actions, uses, and precautions
- Basic pharmacological terms, plus side effects, toxicity, drug resistance and interactions, etc.
- Factors affecting drug absorption
- Common diseases/conditions—symptoms, standard treatments for common conditions such as bacterial infections, malaria, worms, and gastrointestinal tract disorders



ADDO staff members will complete pharmacy internships.

#### Internship

- Dispensing
- Proper labeling/packing
- Calculation of doses
- Patient counseling
- Record keeping

#### Ethics of ADDO Practice

- Ethical issues
- ADDO dispenser/owner–patient relationship
- Confidentiality
- Rational use of resources

#### Basics of Drug Quality

- Physical characteristics of all dosage forms
- Registration and basic Good Manufacturing Practice
- Defective drugs

#### ADDO Legal Requirements and Standards

- Relevant laws and policy guidelines
- Drug management standards
- Drug registration and standards
- Licensing/application procedures
- Consequences of breaching regulations

#### Communication Skills for Dispensers

- Interpersonal skills to foster positive relationships between dispensers and consumers