GPS

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Growth. Performance. Success.

NCPA 2025 ANNUAL CONVENTION

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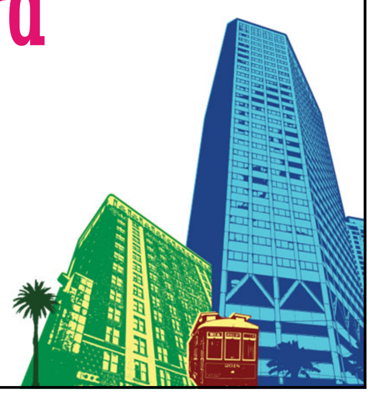
Take 5: Incorporating Credit Card Fee Pass-through

NCPA 2025 Annual Convention and Expo



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Disclosure Statement

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Pharmacist and Technician Learning Objectives

1. Discuss opportunities for pharmacies to incorporate credit card fee pass-through.

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Speaker

Jonathan G. Marquess, PharmD, CDCES, FAPhA
President & CEO, The Marquess Group
Vice President, Academy of Independent Pharmacy

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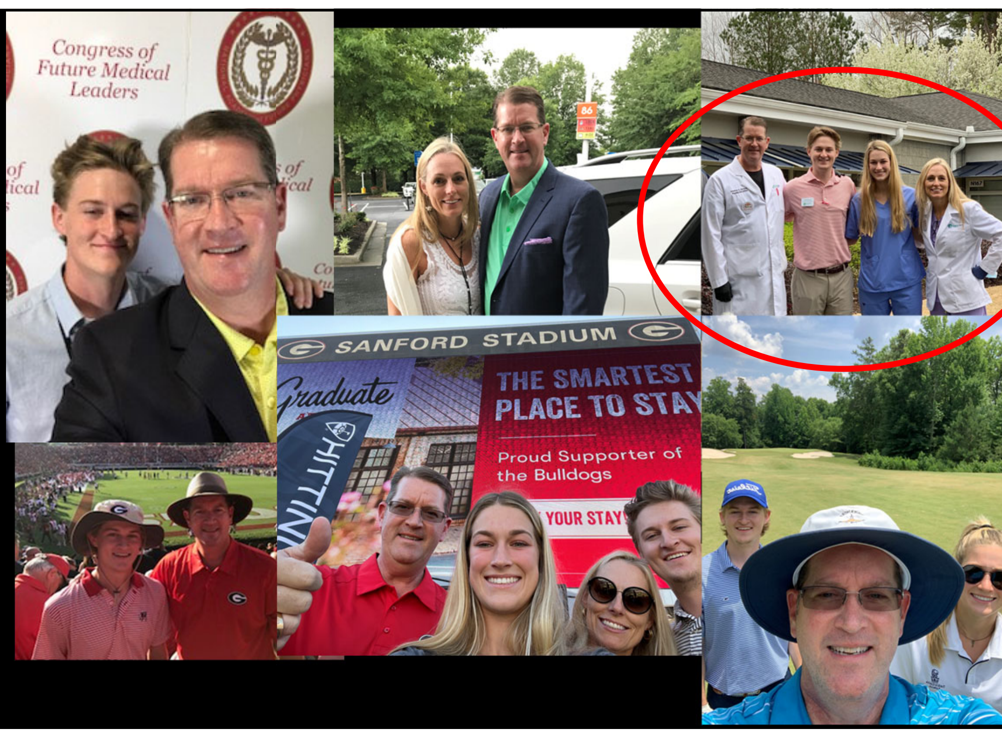

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What is a Credit Card Fee Pass-Through ??

- Small surcharge or convenience fee when using a credit card.
- Do you know how much you are paying ??

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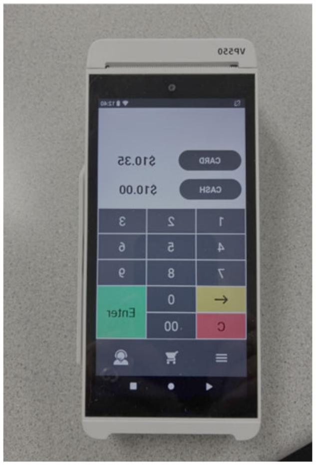
Why it matters ??



- Margins are razor thin
- $100 transaction
- Pharmacies can recoup these costs
  - Staff raises
  - Tech upgrades
  - Clinical programs

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Pros

- Protects your margin
- Creates transparency
- Encourages cash payment
- Common and legal
- Easy to implement

Cons/Risks

- Patient perception
- Compliance complexities
- Communication required
- Technology limits

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Best Practices

CHECK YOUR STATE LAWS

POST CLEAR SIGNAGE

TRAIN YOUR STAFF

MONITOR FEEDBACK AND ADJUST

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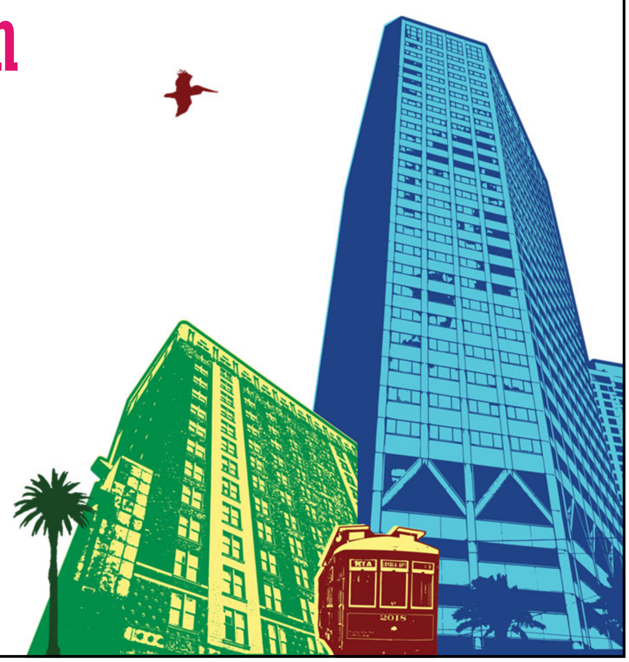

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Take 5:
Benefits of a Longitudinal APPE Rotation Experience

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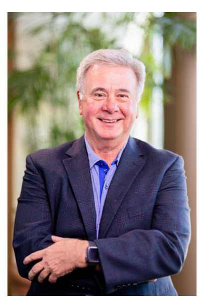
Speaker



Bob Lomenick, RPh

Owner

Tyson Drug Company

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Pharmacist and Technician Learning Objectives

1. Review the structure and benefits of a longitudinal APPE program for both pharmacies and student pharmacists.

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Rotation Structure/Schedule

- Extending to a 3-month experience
- Meet the student where they are at
  - Ex: "Back Stage" focus

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Benefits for the Pharmacy

The Med Sync Advantage: Clinical Excellence = Financial Health

BUSINESS METRIC	REACTIVE IMPACT	PROACTIVE IMPACT (Med Sync)
Operational Efficiency	High daily interruptions; Constant firefighting; High risk of burnout.	**Predictable workload;** Time creation for clinical services; Better staff morale.
Patient Adherence (PBMs)	Random adherence scores (low PDC on 90% of patients).	**Measurable improvement;** Enrollment drives 90−100% adherence for synced scripts.
Revenue & Reimbursement	Flat dispensing revenue; Missed MTM and immunization opportunities.	**Improved Star Ratings;** Better performance metrics unlock higher reimbursement rates.
Community Reputation	Known for speed and accuracy.	Known as the **trusted clinical provider** and healthcare destination.

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Benefits for the APPE Student

1. Clinical Confidence ⚕️

•**Moves beyond technical advice.** You are making therapeutic decisions and performing targeted interventions, not just verifying prescription entries.

•You use the time **Med Sync creates** to apply your full pharmacy school training.

2. Operational Leadership ⚙️

•You learn the **"why"** behind workflow—understanding how **Med Sync** is the central scheduling system that drives efficiency.

•You graduate knowing how to **design and implement change**, not just work within a broken system.

3. Unmatched Market Value 📈

•You gain **C-Suite Perspective** (HR, Finance, Data Analysis) that few peers have.

•You become a **strategic asset** for any organization, proving you can manage processes that impact the bottom line.

•***Your education is an investment: DEMAND these strategic experiences from your preceptors.***

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