



Member Success Stories

Supporting A New Pharmacy's Long-Term Success

Koshland Pharm has been a PCCA member since Day One. Owner Peter Koshland worked with PCCA at a local pharmacy before launching his own business in 2009. That positive experience and his own passion for delivering personalized medicine through compounding made PCCA membership a must for Peter. In fact, he never considered opening without being a member. He knew a PCCA membership would be foundational to his success.

The Story of Koshland Pharm

When one door closes, another door opens. Peter Koshland had a wife, a child and another on the way when the pharmacy where he worked abruptly closed. The pressure was on for Peter to find a new job, but there were no available openings that would allow Peter to continue compounding. So he wrote a business plan and took the plunge to become his own boss.

Peter called PCCA even before he opened his business. From the first call, his rep, Gayle, gave him "tough love." Peter thought he would be able to open and run his compounding pharmacy out of a 600 square foot space. As a first-time business owner, Peter relied heavily on his PCCA rep's extensive experience helping pharmacies build and grow their compounding practice.

Within eight months, he opened the door to the 1,500 square foot Koshland Pharm for the first time. After the opening, Gayle would visit fairly often and share trends and best practices. Erin Michael (PCCA's Director of Member Engagement) would also visit and consult with Peter's staff and technicians about building their careers in compounding.

"They were just always very present and involved. Whatever we needed, they were ready to help us... They're going to show up. They're going to help motivate our staff. They're going to help us with business questions."



More Than Business Advice

Compounding was Peter's passion and a key differentiator for Koshland Pharm right from the start. As a first-time business owner, Peter relied on PCCA's expertise for everything from business advice to clinical. By utilizing our Clinical Services team, Peter was able to serve more patients by getting answers to new and challenging questions.

When an oncologist reached out looking for a plan for their patient, Peter knew that despite his personal inexperience with oncology patients, he had PCCA on his side. He called Clinical Services, explained the situation, and our pharmacists helped him deliver a plan to the doctor that served their patient extremely well.

Over the years, Peter's relationship with PCCA has evolved and deepened, but our shared values of delivering consistent, repeatable patient outcomes have remained the same.

"I care about patient outcomes, about getting people well, about getting good medical information to people who are not getting it, and providing high-quality custom care. The only way to do that in the beginning was with PCCA. And I believe it still is today."

Why Koshland Chose PCCA Membership

As a new pharmacy owner, Peter believed PCCA membership was the only way to give his new pharmacy the support and care it needed to thrive. Our hands-on approach to new member support gave Peter a successful start and helped him build momentum in his market. And he's still going strong as a PCCA member 13 years later.

One of his most loyal customers is a vitamin rep who moved her prescription to Koshland. What she didn't know was that her exact same prescription, when compounded with PCCA's Special Micronized Progesterone would lead her to have (in her own words) "the best night of sleep I've had in three years." From that day on, she became not only a customer, but an evangelist for Koshland Pharm, referring her own network of providers.

"You get what you pay for, and sometimes it pays for itself when you get those good outcomes. That was a huge win for me and it just came out of that relationship with PCCA and the exclusive access to better-quality hormones."

How We Helped

PCCA's importance to Koshland Pharm goes beyond access to industry-leading bases and access to Clinical Services. Peter describes the PCCA community as a vast, valuable and collaborative community of experts and members around the country.

"I can't even imagine running this business without PCCA, or what it would be like," he says. "Maybe I'd still be in business, but I wouldn't be as big or have as much reach and as good of a reputation."

We Can Do The Same For You

Whether you've been compounding for a while or just getting started, we can help you strengthen and grow your business by empowering you to build strong outcome-focused relationships with your customers.

Learn how by contacting our team today at
<https://www.pccarx.com/Membership>.

