Enhanced Services Boot Camp  
Rye Brook, NY  
New York City Metro Area  
March 24, 2019

**PRELIMINARY Agenda (Subject to change)**

<table>
<thead>
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<th>Time</th>
<th>Session</th>
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<td>7:30 – 8 a.m.</td>
<td>Registration and Continental Breakfast (Non-CE)</td>
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| 8 – 8:15 a.m.  | **Introduction—What is the Opportunity? (CE)**  
Changes in health care delivery and payment along with shortages of primary care physicians have put independent pharmacy owners in a unique position to partner with physician practices to expand their clinical service offerings to better serve patients and transform their pharmacies’ into healthcare destinations. |
| 8:15 – 9:30 a.m. | **Workflow Best Practices (CE)**  
Incorporating additional activities in an already busy and stressful environment can be overwhelming. Clinical pharmacist, lead technician, delivery driver – every member of the pharmacy team has a role to play with new opportunities in clinical services. Developing and streamlining an efficient proactive workflow and staffing model is the key to growth and long-term success. |
| 9:30 – 9:45 a.m. | **Break (Non-CE)** |
| 9:45 – 11:15 a.m. | **Implementation Practices: Motivating and Training Your Staff (CE)**  
A pharmacy team can make or break a pharmacy. In this session, we will discuss introducing new ideas to your pharmacy team and examine strategies for motivating team members. |
| 11:15 a.m. – 12:15 p.m. | **Lunch (non-CE)** |
| 12:15 – 1:45 p.m. | **Financial Planning: Building the Business Case for Expanded Services (CE)**  
Finding the right time to expand your business, the right portfolio of services to be offered, and the right budget for each stage of pharmacy growth can be daunting. Before adding or making changes in your practice, it’s important to outline a plan. |
| 1:45 – 2 p.m. | **Break (Non-CE)** |
| 2 – 3:30 p.m. | **Making Connections, Developing Your Brand (CE)**  
Creating a brand and enhancing your practice image is a critical component of launching a new suite of services. This segment of the program will give you the tools and resources to get the word out to patients and physicians. |
| 3:30 – 4:30 p.m. | **Enhanced Services Networks (CE)**  
If you think payment reform for pharmacy services is a thing of the future, think again. Community pharmacy enhanced service networks are developing all across the country. |
| 4:30 – 5:30 p.m. | **Meet Your Luminaries (Non-CE)** |