



Member Success Stories

PCCA Helps Entrepreneur Launch Thriving Pharmacy

Introduction

Kevin Borg fell in love with compounding in pharmacy school, where he also got his introduction to PCCA. Later, while working for a mail-order pharmacy, Kevin was presented with a crossroads moment that reignited his early-life entrepreneurial spirit. He decided it was time to open his own business to make a meaningful difference by providing personalized medicine to his patients — so he called PCCA to get started. Thirteen years later, he describes PCCA as an essential extension of his business.

The Story of Potter's House Apothecary

In December 2007, hearing the word “no” was Kevin’s last straw. After three years as the founding pharmacist-in-charge at a mail-order pharmacy, he introduced the idea of compounding to the owner, and was brusquely dismissed. At that moment, Kevin decided it was time to follow his dream of opening his own pharmacy. He wanted to do things his way, including focusing on compounding.

His first call was to PCCA. PCCA’s coaching team helped Kevin put together the business and marketing plans that secured him a U.S. Small Business Administration loan. Thanks to the team’s help, he had Potter’s House up and running by April 2009. Today, Potter’s House is a compounding pharmacy with a state-of-the-art cleanroom and about 50 employees. In 2021, Kevin joined other partners to open a second location, Prescott Compounding Pharmacy, in nearby Prescott, with five employees. With PCCA’s help, both pharmacies continue to make a difference in their patients’ lives.

The Opportunity

Based on his introduction back in pharmacy school, Kevin knew if he wanted to do compounding right, he had to have a relationship with PCCA.

PCCA’s Clinical Services team helped him better understand his craft, deepening his knowledge of the art and science of compounding. “It made me sleep a lot easier at night knowing I had a line of consultants I could reach out to at any time,” he says. “And I did, especially early on, when I had questions about a compound, a formula or the best way to do something. That support is what allowed me to do what I needed to do to get the business started.”

Kevin believes PCCA stands apart from its competitors because a PCCA relationship goes beyond transaction. PCCA is committed to helping pharmacies grow their business by offering coaching, educational events and unmatched R&D to deliver innovative industry-leading products. At the core of it all is a focus on providing exceptional customer care.

"I feel like I have PCCA's full support. I have people behind me doing whatever they need to to ensure my patients' lives are taken care of — because that's what's most important."

Why Potter's House Chose Membership

Kevin believes you get what you pay for. He makes no apologies for not being the cheapest option in town because there's a reason he's not.

Quality.

PCCA has allowed him to give his patients the best results because he has access to the best chemicals, the best bases and the best resources. Despite being a PCCA member since Day One, he once tried another supplier who offered a fairy tale price on a chemical. It failed miserably. He never made that mistake again. PCCA chemicals ensure he and his patients get exactly what they need.

For someone committed to doing things right, PCCA membership offers a return on investment he just can't put a price on.

How PCCA Helped

When Kevin opened Potter's House, he only had limited experience with compounding, and he knew even less about what it took to launch and run a business.

"PCCA is really there to be a partner with you." he said, "They're there to help you grow your business; whether it's the educational events that they're providing, the different services that they provide that other people don't provide, [or] the business coaching."

The combination of PCCA's expert support and its superior products was the formula Kevin needed to succeed in the early days. It has also helped him thrive for more than a decade, growing his operation to include a premier lab that creates as many as 250 compounds a day and even opening a second location.

The Results

In the past 13 years, Kevin's relationship with PCCA has evolved as his needs as a business owner and pharmacist have changed. Though he's no longer an inexperienced new kid on the block, PCCA continues to help him fulfill his mission of service to his patients by making a difference in their health and their lives. "PCCA is like family. My relationship with PCCA has grown stronger each year because I've been well-connected with them from Day One. They're my friends, my colleagues, my coaches," he says.

"PCCA is an extension of my business, and I can't run it without what they're doing. We have sick people, sick children, who need their medication. For me, helping our patients is everything. What PCCA does makes helping that much more possible."

Call-to-Action

Regulatory changes on the horizon will complicate the compounding landscape, making PCCA an even more valuable resource for members. Whether you're new to compounding or have years of experience under your belt, PCCA is the partner you need for top-notch products and solutions-focused support to help you get ahead — and stay ahead — in today's environment.

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

