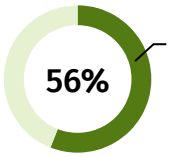
Are pharmacies ready for what's next?

Retail pharmacies are looking ahead to a future that will be shaped by AI and that will see their businesses continue to evolve to meet consumer demand and grow into care destinations.

At the 2026 NACDS Total Store Expo, attendees to the Wolters Kluwer **UpToDate®** and **Medi-Span®** booth answered questions on how they are preparing for the future of pharmacy.

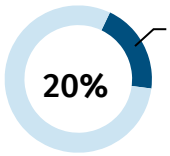
What is pharmacy's most important strategic priority over next five years?

And how important of a role will AI play in helping achieve that priority?



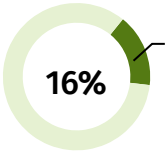
Expanding clinical services

- 50% AI will play a critical/major role
- 50% AI will play a moderate role



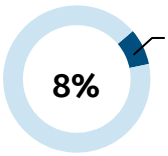
Improving workflow efficiency

- 20% AI will play a critical/major role
- 60% AI will play a moderate role
- 20% AI will play a minor/no role



Adapting to reimbursement and regulatory changes

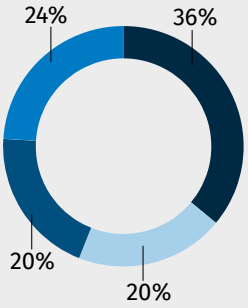
- 100% AI will play a critical/major role



Strengthening patient engagement and loyalty

- 100% AI will play a critical/major role

What will patients most expect from their pharmacy moving forward?

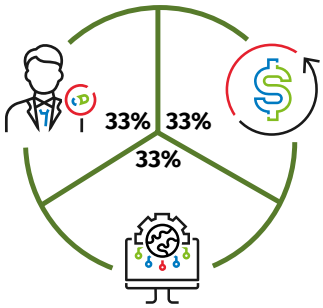


- Expanded clinical care offerings
- Patient cost optimization
- Faster, more convenient service
- Effective coordination with broader care teams

What kind of support will be most critical?

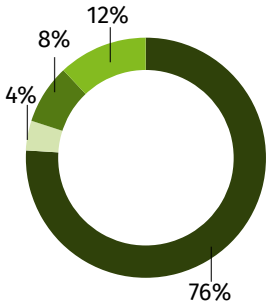
1. **28%** Expansion of patient education
2. **16%** (tie) Workflow automation
   - Additional staff and training
   - Better interoperability
3. **12%** (tie) Billing and credentialing
   - Clinical decision support and drug information

What are the biggest barriers to scaling clinical services?



- Limited pharmacist time
- Reimbursement challenges
- Lack of integrated technology

Where will AI deliver the most value to pharmacies?



- Optimizing workflow and reducing administrative burden
- Improving patient communications and engagement
- Supporting clinical decision-making
- Supply chain optimization



Is your pharmacy ready for the next era of clinical care expansion and AI-driven workflows?

Explore your options →

Speak with a Retail Pharmacy Specialist

Connect with a Specialist →

Wolters Kluwer NACDS TSE 2026 In-booth pharmacy survey. August 16-17, 2026. N=25.

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