

Customer Review - Thomas B., Age 35

My experience with this CVS Health pharmacy has been consistently frustrating and unprofessional. The biggest issue is their unreliable inventory management – I've been told multiple times that my regular prescriptions are "out of stock" with no estimate of when they'll be available. Last month, I had to visit three different CVS Health locations to find my blood pressure medication, which is a common, generic drug that should always be in stock.

The pharmacy hours are also problematic for working people. They close at 6 PM on weekdays and are closed entirely on Sundays, making it nearly impossible for me to pick up prescriptions during normal business hours. When I've tried to use their drive-through during my lunch break, I've often found it closed for "system maintenance" or staff breaks with no posted schedule or advance notice.

The staff's attitude and competence are concerning as well. I've had prescriptions filled incorrectly twice – once with the wrong dosage and another time with a completely different medication. When I brought these errors to their attention, they acted like I was being unreasonable rather than acknowledging the serious safety issue. The CVS Health pharmacist also seems impatient when answering questions and has interrupted me mid-sentence on several occasions. Their insurance processing is slow and error-prone, often requiring multiple visits to resolve billing issues. I'm actively looking for a new pharmacy that can provide basic, reliable service that CVS Health has failed to deliver.