

Customer Review - Patricia F., Age 52

I am extremely disappointed with the service at this CVS Health location and will be transferring my prescriptions elsewhere. Over the past six months, I've experienced multiple problems that have seriously impacted my healthcare management. The most significant issue was when they failed to order my heart medication on time, leaving me without it for three days. When I called to inquire, the CVS Health staff seemed unconcerned and told me it would be "a few more days" before they could get it in stock.

The pharmacy appears to be understaffed and overwhelmed, resulting in consistently long wait times even for simple prescription pickups. I've waited over 45 minutes in the drive-through line multiple times, and the inside counter often has 8-10 people waiting with only one person working. The pharmacist rarely has time to answer questions properly, and on two occasions they've given me incorrect information about drug interactions that contradicted what my doctor told me.

The final straw was when CVS Health incorrectly billed my insurance for a medication I returned unopened, then took over two weeks to process the refund despite multiple phone calls. Their customer service is poor – staff members often seem irritated when asked questions and don't follow through on promises to call back or resolve issues. For something as important as prescription medications, this level of service from CVS Health is completely unacceptable. I cannot recommend this location to anyone.