

Customer Review - Mark S., Age 48

I've been using this CVS Health pharmacy for about a year now, and overall it's been a decent experience with both positives and areas for improvement. The pharmacist is knowledgeable and professional, and I appreciate that they take the time to explain any questions I have about my medications. The drive-through is convenient, though the wait times can be inconsistent – sometimes it's quick, other times I've waited 15-20 minutes even when there aren't many cars ahead of me.

The prescription filling accuracy has been good, and I like that CVS Health sends text notifications when my prescriptions are ready. However, the automated refill system has occasionally ordered medications I no longer need, resulting in unnecessary charges that I had to get reversed. The store hours are reasonable, though I wish they were open a bit later on Sundays since that's often the only day I can make it in.

The staff is generally friendly, though there seems to be high turnover which means I often deal with new faces who aren't familiar with my prescription history. The prices are competitive with other chain pharmacies, and my insurance is accepted without issues. While there have been a few minor hiccups over the past year, nothing that would make me want to switch to a different pharmacy. CVS Health serves my basic needs adequately, though the service could be more consistent.