



Changes to retail pharmacy services at Boston Children's Hospital

FAQs for patients and families



Where the world comes for answers

How are the retail pharmacy services at Boston Children's Hospital changing?

- The CVS Pharmacy (store #2162) located within Boston Children's will close on July 18 at 7 p.m.
- On Saturday, July 19 at 8 a.m., Boston Children's Pharmacy, located at 283 Longwood Ave (between the lobby of our Patient Family Garage and Starbucks), will expand its pharmacy services to both specialty and retail prescriptions.

What will happen to my preferred pharmacy in Epic?

Patients and families will need to select a new preferred pharmacy in their MyChart patient portal. Our pharmacy is listed as "Boston Children's Pharmacy, 283 Longwood Ave, Boston, MA 02115." Patients and families may also choose to use a different pharmacy.

What will happen to my refills from this CVS?

- All active prescriptions at CVS inside Boston Children's will legally transition to a prescription fillable at Boston Children's Pharmacy at the close of business on July 18.
- For refills needing pick-up **by July 18**, please continue to call CVS. For refills needing pick-up **after July 18**, please call Boston Children's Pharmacy.

- If you prefer to use another pharmacy for a refill, contact that new pharmacy and ask them to call us to initiate transferring your prescription to their store.
- Don't hesitate to call with questions and speak to our staff at 617-919-5330.

What will happen if I leave meds waiting for pick-up at CVS?

- Any prescriptions still awaiting pick-up when CVS closes on July 18 will be returned to stock.
- Call us at 617-919-5330 for assistance with coordinating your refill needs.

Will Boston Children's Pharmacy fill compounded prescriptions?

- Yes. Boston Children's Pharmacy offers the advantage of compounding specialized formulations.
- Initially, Boston Children's Pharmacy will be licensed to provide non-sterile non-hazardous compounded prescriptions. We will support patients and providers in finding alternative pharmacies for non-sterile compounded medications categorized as hazardous (e.g. certain immunosuppressants, chemo, other medications) until its new non-sterile hazardous compounding room opens in 2026.

What are Boston Children's Pharmacy hours and services?

- **Hours:** 8 a.m. to 11 p.m., 7 days a week
- **Home delivery:** Service available to MA, RI, CT, NH, ME, VT, and NY.
 - ~ UPS ground delivery: Monday to Friday
 - ~ Courier delivery: within 40 miles
- **Insurance compatibility:** We accept the same insurance plans as CVS, as well as some out-of-state Medicaid plans (RI, CT, NH, ME, VT).
- **Phone:** 617-919-5330

The Pharmacy team is dedicated to ensuring this transition is smooth and efficient. We're excited to take this significant step forward in enhancing care for our patients and families!

Jo Stewart, RPh, MS, CSP

Manager, Boston Children's Pharmacy

Thai Nguyen, PharmD, CSP, 340B ACE

Senior Director, Specialty & Retail Pharmacy

Joy Vreeland, PharmD, BCPS

VP, Chief Pharmacy & Therapeutics Officer