Email to CVS Jessica sending Accurate Clinic survey

10/1/2026

Good morning,

I have sent a link for you to download the results of the survey I told you of that I initiated in May, 2026 in response to pharmacies enforcing 50 mile policies resulting in turning away many of my patients. As I indicated to you previously, this is a major contributor to why CVS has gained more patients from me. In an effort to provide pharmacists with evidence as to why my patients chose to come to my clinic, I devised this survey. It was my intention to provide the results of the survey to any pharmacist who contacted me to request documentation relative to this concern. I never received a single request from any pharmacist, despite multiple pharmacies turning away my patients.

I have now scanned every patient survey response and have redacted their names to protect their privacy. There are multiple PDF documents, each demonstrating a collection of individual survey responses. There is also a separate PDF document in the folder that demonstrates the blank survey document itself before being filled out by someone.

My IT person is still working on perfecting the OCR feature in the scanner that will allow us to tally statistics on how patients responded to this questionnaire and to stratify the statistics based on individual variables. As soon as he is able to get this functioning properly and accurately I will send you the statistics.

Incidentally, during your inquiry, you asked me why do I have patients paying cash for their prescriptions when they have insurance. I identified a patient yesterday who pays cash for their prescriptions despite the fact that they had insurance. When I asked them why did they pay cash if they have insurance, they replied that the pharmacist told them that they would lose money filling the prescription and therefore required them to pay cash, denying them the ability to pay with their insurance. I believe their medication was an oxycodone prescription. I don't know how common this occurrence is, but I have heard it before on more than one occasion.

Thank you for your patience while awaiting me sending you the survey results. I believe there are 150 total survey responses and many of them have a text field for additional comments that the patient included. I believe these responses would be a value for you to read.

Please let me know if you have any difficulties with the downloads.

Also, while I have your attention there is another matter I would like to present. In my response, you may recall I discussed the specifics of regulations governing a pharmacist corresponding duty relative to dispensing prescriptions. As noted, the pharmacist duty includes contacting a prescriber if they have any safety concerns prior to refusing to dispense a medication. This includes “Red Flags” such as exceeding a 50 mile radius and high quantity immediate release opioids.

As reported by my patients, many pharmacists, unfortunately do not carry through with their duty to contact the physician, including in some cases, CVS pharmacists. I have found that my patients are reluctant to challenge a pharmacist behavior or file a complaint due to fear of retaliation, timidness, ignorance of whom to turn to, and/or concerns of being labeled a troublemaker or worse, a drug addict. In truth, I myself have felt the same reluctance to contact CVS for similar reasons.

For this reason, I would like a pipeline that would simplify communications to overcome this problem. If a patient of mine reports to me an irregularity in this process, such as a pharmacist refusing to fill a prescription without contacting me first or other inappropriate or unprofessional behavior, I would like access to an individual representative of CVS whom I could report the problem to directly.

In the spirit of a common goal and the need for teamwork between physicians and pharmacists to maintain appropriate and safe management of chronic pain, I believe we can and should do better. Thank you for your time and attention to this matter.

Sincerely,

Eric Ehlenberger MD
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