

Pharmacy Drone Delivery – Frequently Asked Questions

What is pharmacy drone delivery?

Pharmacy drone delivery is a new option that allows some prescription medications to be delivered to a patient's home using drones. Cleveland Clinic is working with the medical delivery company Zipline to provide this service.

When will drone delivery be available?

The program is expected to begin in July 2026 for eligible patients in select locations in Northeast Ohio.

Where will drone delivery be offered first?

Initially, deliveries will be available within a 5-mile radius of Cleveland Clinic's Beachwood Administrative Campus. Additional locations may be added over time.

What medications are eligible for drone delivery?

Eligible medications include certain non-refrigerated, maintenance prescriptions. Controlled substances are not eligible.

Is drone delivery required?

No. Drone delivery is optional. Patients can choose whether they want to use this delivery method.

Is there a cost for drone delivery?

No – there is no cost for drone delivery.

How do patients agree to drone delivery?

Patients must give consent before using drone delivery. Consent can be provided in MyChart after reviewing Zipline's terms and privacy policy. This consent is documented in the patient's medical record.

Who is Zipline?

Zipline is an American robotics company that has delivered tens of millions of medical products using autonomous drones that they design, manufacture, and operate. Zipline has made medical deliveries since 2016 and flies with the approval of the Federal Aviation Administration (FAA).

How does the drone delivery work?

The Zipline drone stays high in the air and lowers the order precisely down to the ground in a special robotic carrier. The order is left behind, and the carrier rises back into the drone and flies away. A video showing the full process is [here](#).

Where will my medication be delivered?

Deliveries are autonomously made to a flat, clear area of the front or backyard. Currently, apartments are not eligible for drone delivery.

Can patients track their delivery?

Yes. You will receive a tracking link from Zipline in MyChart. Through this link, you can provide additional information regarding your package delivery location.

Are the drones safe and secure?

Yes. Drone deliveries follow the pharmacy's established safeguards, including photo confirmation of deliveries, to ensure secure, reliable, and accountable medication delivery for patients. Zipline is an American robotics company that designs, manufactures, and operates the world's largest autonomous delivery system. Zipline operates with the approval of the FAA and has secured the most comprehensive approvals for drone delivery in the United States. Zipline's aircraft include many redundant flight critical systems and are designed to minimize human interactions by keeping the aircraft far away from humans and physical obstacles.

Are the drones noisy?

No. Zipline deliveries are quieter than common neighborhood sounds and operate with multiple layers of safety.

What are the benefits of drone delivery?

Drone delivery can reduce delivery times, expand access to care, and lower vehicle emissions. It offers a convenient and environmentally friendly option for patients.

Do patients need to be home to receive a drone delivery?

No, patients do not need to be home at the time of delivery.

What happens if a patient does not give consent?

If consent is not provided, the prescription will be delivered using Cleveland Clinic's standard Home Delivery process.

Who can I contact if there is an issue with my prescription or I have additional questions?

If there are any concerns about your prescription or delivery, please contact the Cleveland Clinic Home Delivery Pharmacy through MyChart or call XXX.

Who can I contact at Zipline if there is an issue with the drone?

Zipline Safety systems immediately notify their team of any technical issues that arise with their technology. If you have additional concerns or issues, please contact Cleveland Clinic Home Delivery Pharmacy. We will follow up with Zipline to resolve your concerns.