



Cleveland Clinic Home Delivery Pharmacy Frequently Asked Questions (FAQs)

Answers to common questions about prescription refills, saved payment methods, and using Cleveland Clinic's Home Delivery in MyChart for medication needs.

What's changing with my online prescription refills from Cleveland Clinic's Home Delivery service in Ohio?

We're moving from MyRefills to MyChart. All medication refill requests, payment updates, and prescription communications now happen through MyChart.

What are the benefits of using MyChart?

MyChart offers convenient, 24/7 access to essential pharmacy services, including requesting refills, tracking orders, and securely messaging your pharmacy team with questions. The platform also allows you to update your saved payment method, helping you avoid shipment delays caused by missing payment details.

For patients enrolled in adherence programs, MyChart provides timely reminders seven days before a scheduled shipment and gives you the option to reply at least two days before shipping if you'd like to cancel or adjust your delivery.

What if I don't have a MyChart account?

If you don't already have a MyChart account with Cleveland Clinic, sign up today at <https://mychart.clevelandclinic.org>

How do I add home delivery to my preferred pharmacy list on MyChart?

Follow these steps when you are logged into MyChart:

1. Click the **Medications** button at the top of MyChart.
2. Select [Go to Manage My Pharmacies](#).
3. Click the + sign to add a pharmacy.
4. Type "home delivery" and choose Cleveland Clinic Home Delivery Pharmacy to add it.

How do I update my payment method?

Follow these steps when you are logged into MyChart:

- From the home screen, click **Account Summary**.
- At the bottom, click **Manage payment methods**.
- Select **Add a New Payment Method** and save your preferred payment option.

- This ensures that your prescriptions can be processed without delay.

How do I request prescription refills and home delivery?

You select Cleveland Clinic Home Delivery Pharmacy from your preferred pharmacy list when refilling a medication through MyChart.

How long does it take to process and ship my medication using Cleveland Clinic Home Delivery Pharmacy?

Allow 5-7 days from the time you place your order for processing and shipment. If more information is needed, you'll be contacted through a MyChart message. Make sure to respond promptly to avoid delays.

How do I get refills of my medications?

Refills are **not** automatically filled unless you are enrolled in an auto-refill or adherence program. Log into MyChart (<https://mychart.clevelandclinic.org>) to request refills electronically. This allows you to update your shipping and payment information to ensure safe, effective delivery.

How do I check my order status?

In MyChart, you can track your prescription status electronically. Once your order ships, a notification will be posted in MyChart.

What is Cleveland Clinic Home Delivery Pharmacy's return policy?

In compliance with pharmacy law, we cannot accept returns of medication once delivered. If you have concerns about your shipment, please call (216) 448-4200 to discuss available options.

What if I prefer to pick up my medication or need it immediately?

Cleveland Clinic operates over 20 outpatient pharmacies across Northeast Ohio and Florida. Locations are available here: <https://my.clevelandclinic.org/departments/pharmacy/locations>.

Please call your preferred location at least two days in advance to ensure stock is available.

Is a signature required for controlled substance deliveries?

Yes. If your order contains a controlled substance, a signature is required upon delivery.

If you want to waive this requirement, reply to the MyChart pharmacy message within three days of MyChart notification. Please note that the pharmacy is not responsible for lost, stolen, or damaged orders if you waive the signature requirement. If you don't reply, the signature requirement will remain.

How will I be contacted if I am in an adherence program?

Seven days before a scheduled shipment, you'll get a MyChart message confirming your order. If you don't need your order, reply to this message at least two days before shipping to cancel or change delivery. If you don't reply, your medication will ship as scheduled.

What number can I call to ask a specific pharmacy question?

Our pharmacy team is available at (216) 448-4200, Monday through Friday, 7:00 a.m. – 6:00 p.m. EST.