

Best drugstores Ratings

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Store	Reader score	Survey results			
		Speed and accuracy	Helpfulness and courtesy	Knowledge	Personal service
	0 100				
Independent drugstores	93	●	●	●	●
Health Mart	92	●	●	●	●
The Medicine Shoppe	92	●	●	●	●
Bi-Mart	91	●	●	●	●
Publix	91	●	●	●	●
Hy-Vee	90	●	●	●	●
Wegmans	90	●	●	●	●
Jewel-Osco	89	●	●	●	●
Kinney Drugs	89	●	●	●	●
Sam's Club	89	●	●	●	●
Albertsons (Sav-on & Osco)	88	●	●	●	●
Raley's	88	●	●	●	●
Shopko	88	●	●	●	●
Winn-Dixie	88	●	●	●	●
Stop & Shop	88	●	●	●	●
Target	88	●	●	●	●
Hannaford	87	●	●	●	●
Kmart	87	●	●	●	●
Safeway	87	●	●	●	●
ShopRite	87	●	●	●	●
Costco	87	●	●	●	○
Meijer	86	●	●	●	○
Smith's	86	●	●	●	○
Giant Food (Maryland)	84	●	●	●	○
King Soopers	84	●	●	●	○
Kroger	84	○	●	●	○
Fred Meyer	83	○	●	●	○
H-E-B	83	○	●	●	○
CVS	82	○	●	●	○
Giant Eagle	82	○	●	●	○
Walgreens	82	○	●	●	○
Rite Aid	81	○	●	●	○
Walmart	78	●	○	○	●

Guide to the Ratings

The Ratings are based on 43,739 responses to a survey by the Consumer Reports National Research Center, reflecting 53,795 reader experiences buying prescription drugs at walk-in chain, independent, supermarket, and mass-merchandise stores between April 2009 and April 2010. The results represent our subscribers' experiences, not necessarily those of the general population. Pharmacies consistently satisfy readers better than most stores or services (better than supermarkets and cell-phone service; about as well as electronics stores). As a group, 80 percent of respondents were completely or very satisfied with their experiences buying prescription medication. **Reader score** indicates overall satisfaction. A score of 100 would mean all readers were completely satisfied; 80 means they were very satisfied, on average; 60, fairly well satisfied. Differences of less than 5 points are not meaningful. **Survey results** reflect how each pharmacy did compared with the others. They encompass important aspects of the shopping experience: **Speed and accuracy**, the factor most closely tied to satisfaction, reflects how long readers had to wait for service at the pharmacy counter and whether their medications were ready when promised. Other aspects include **helpfulness and courtesy**; pharmacists' **knowledge** (readers' judgment of professionalism and competence); and **personal service** (readers' perception of how well the pharmacist understood their medical history and tailored care to their needs).