

New Hampshire Department of Health and Human Services
Therapeutic Cannabis Program
2017 Data Report

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Introduction

Pursuant to RSA 126-X:10, the Commissioner of the Department of Health and Human Services shall report annually on the Therapeutic Cannabis Program established under RSA 126-X. The report shall be made to the NH Health and Human Services Oversight Committee established under RSA 126-A:13, the NH Board of Medicine, and the NH Board of Nursing.

The report shall allow for identification of patterns of certification by qualifying patient and designated caregiver, location, age, medical condition, symptom or side effect, and medical provider, and for analysis and research to inform future policy, educational, and clinical decisions.

The report shall contain, at a minimum, the following data:

(a) The number of designated caregivers and the number of qualifying patients, by town or city and county.
(b) The ages of the qualifying patients and the ages of the designated caregivers.
(c) The qualifying medical conditions and the number of each qualifying medical condition.
(d) The qualifying symptoms or side effects and the number of each symptom or side effect.
(e) The number of physicians and the number of advanced practice registered nurses issuing written certifications.
(f) The number of providers in each medical specialty issuing written certifications.
(g) Any other issues related to the therapeutic use of cannabis permitted under this chapter that the health and human services oversight committee shall request.

In addition, the report shall contain a summary of the report submitted by each alternative treatment center as required under RSA 126-X:8, XII, and NH Administrative Rule He-C 402.10(q).

Therapeutic Cannabis Program Registry Data

The data presented in this section reflects data in the Therapeutic Cannabis Program Registry Database as of June 30, 2017. In order to protect the confidentiality of qualifying patients and designated caregivers, where fewer than five individuals are affected with regard to city or town the number of individuals has not been published.

Alternative Treatment Center (ATC) Annual Report Summary

The data presented in this section reflects ATC data between July 1, 2016 and June 30, 2017.

Qualifying Patient Satisfaction Survey Results

The data presented in this section reflects data gathered from qualifying patients between July 1, 2017 and August 15, 2017.

Therapeutic Cannabis Program Web Page: http://www.dhhs.nh.gov/oos/tcp/index.htm

Therapeutic Cannabis Program Registry Data

Qualifying Patients

	# of Patients
Active Qualifying Patients	3493
Minor Patients	8
Patients with a Designated Caregiver	264

Qualifying Patients by Alternative Treatment Center

ATC Name	# of Patients
Prime ATC - Merrimack	1105
Sanctuary ATC - Plymouth	951
Temescal Wellness - Dover	876
Temescal Wellness - Lebanon	561
TOTAL	3493

Qualifying Patients by County

County	# of Patients
Belknap	249
Carroll	264
Cheshire	229
Coös	166
Grafton	304
Hillsborough	798
Merrimack	439
Rockingham	551
Strafford	325
Sullivan	168
TOTAL	3493

Qualifying Patients by City/Town

City/Town	# of Patients
ACWORTH	<5
ALBANY	5
ALEXANDRIA	<5
ALLENSTOWN	8
ALSTEAD	12
ALTON	17
ALTON BAY	<5
AMHERST	22
ANDOVER	13
ANTRIM	9
ASHLAND	9
ASHUELOT	<5
ATKINSON	6
AUBURN	13
BARNSTEAD	<5
BARRINGTON	23
BARTLETT	<5
BATH	<5
BEDFORD	38
BELMONT	31
BENNINGTON	<5
BENTON	<5
BERLIN	74
BETHLEHEM	6
BOSCAWEN	10
BOW	21
BRADFORD	7
BRENTWOOD	<5
BRIDGEWATER	<5
BRISTOL	14
BROOKFIELD	<5
BROOKLINE	12
CAMPTON	13
CANAAN	20
CANDIA	17
CANTERBURY	9
CARROLL	<5
CENTER BARNSTEAD	7
CENTER CONWAY	14
CENTER HARBOR	9
CENTER OSSIPEE	10
CENTER SANDWICH	5
CENTER TUFTONBORO	<5
CHARLESTOWN	25

City/Town	# of Patients
CHATHAM	<5
CHESTER	11
CHESTERFIELD	<5
CHICHESTER	8
CHOCORUA	<5
CLAREMONT	46
CLARKSVILLE	<5
COLEBROOK	8
COLUMBIA	<5
CONCORD	99
CONTOOCOOK	8
CONWAY	42
CORNISH	5
CORNISH FLAT	<5
CROYDON	5
DALTON	<5
DANBURY	7
DANVILLE	7
DEERFIELD	7
DERRY	101
DORCHESTER	<5
DOVER	69
DREWSVILLE	<5
DUBLIN	<5
DUMMER	<5
DUNBARTON	5
DURHAM	9
EAST ALSTEAD	<5
EAST ANDOVER	<5
EAST HAMPSTEAD	<5
EAST KINGSTON	<5
EAST ROCHESTER	<5
EAST WAKEFIELD	<5
EASTON	<5
EATON CENTER	<5
EFFINGHAM	<5
ENFIELD	18
ENFIELD CENTER	<5
EPPING	19
EPSOM	13
ERROL	<5
ETNA	<5
EXETER	25
FARMINGTON	23

Patients by City/Town (cont.)

City/Town	# of Patients
FITZWILLIAM	8
FRANCESTOWN	<5
FRANCONIA	<5
FRANKLIN	44
FREEDOM	11
FREMONT	11
GEORGES MILLS	5
GILFORD	26
GILMANTON	9
GILMANTON IRON WORKS	5
GILSUM	<5
GLEN	12
GOFFSTOWN	36
GONIC	<5
GORHAM	16
GOSHEN	<5
GRAFTON	9
GRANTHAM	11
GREENFIELD	5
GREENLAND	6
GREENVILLE	<5
GROTON	<5
GROVETON	<5
HAMPSTEAD	12
HAMPTON	24
HAMPTON FALLS	<5
HANCOCK	6
HANOVER	18
HARRISVILLE	<5
HAVERHILL	<5
HEBRON	<5
HENNIKER	13
HILL	<5
HILLSBOROUGH	19
HINSDALE	14
HOLDERNESS	<5
HOLLIS	15
HOOKSETT	34
HOPKINTON	11
HUDSON	41
INTERVALE	<5
JACKSON	6
JAFFREY	13
JEFFERSON	<5
KEARSARGE	<5

City/Town	# of Patients
KEENE	56
KENSINGTON	<5
KINGSTON	13
LACONIA	60
LANCASTER	11
LANDAFF	<5
LANGDON	<5
LEBANON	42
LEE	11
LEMPSTER	6
LINCOLN	<5
LISBON	5
LITCHFIELD	13
LITTLETON	12
LONDONDERRY	43
LOUDON	17
LYME	10
LYNDEBOROUGH	<5
MADBURY	<5
MADISON	10
MANCHESTER	215
MARLBOROUGH	8
MARLOW	<5
MASON	6
MEREDITH	39
MERRIMACK	69
MIDDLETON	5
MILAN	8
MILFORD	38
MILTON	7
MILTON MILLS	<5
MIRROR LAKE	<5
MONROE	5
MONT VERNON	<5
MOULTONBOROUGH	14
NASHUA	157
NELSON	<5
NEW BOSTON	12
NEW CASTLE	<5
NEW DURHAM	17
NEW HAMPTON	18
NEW IPSWICH	7
NEW LONDON	9
NEWBURY	9
NEWFIELDS	<5

Patients by City/Town (cont.)

City/Town	# of Patients
NEWINGTON	<5
NEWMARKET	11
NEWPORT	26
NEWTON	6
NORTH CONWAY	26
NORTH HAMPTON	6
NORTH HAVERHILL	<5
NORTH SALEM	<5
NORTH SANDWICH	<5
NORTH STRAFFORD	<5
NORTH SUTTON	<5
NORTH SWANZEY	<5
NORTH WALPOLE	<5
NORTH WOODSTOCK	<5
NORTHFIELD	11
NORTHWOOD	14
NOTTINGHAM	8
ORFORD	<5
OSSIPEE	13
PELHAM	11
PEMBROKE	20
PENACOOK	5
PETERBOROUGH	9
PIERMONT	5
PIKE	<5
PITTSBURG	<5
PITTSFIELD	18
PLAINFIELD	<5
PLAISTOW	7
PLYMOUTH	25
PORTSMOUTH	43
RANDOLPH	<5
RAYMOND	26
RICHMOND	5
RINDGE	7
ROCHESTER	96
ROLLINSFORD	5
ROXBURY	<5
RUMNEY	14
RYE	8
SALEM	31
SALISBURY	5
SANBORNTON	5
SANBORNVILLE	11
SANDOWN	15

City/Town	# of Patients
SANDWICH	<5
SEABROOK	16
SHARON	<5
SILVER LAKE	<5
SOMERSWORTH	40
SOUTH ACWORTH	<5
SOUTH HAMPTON	<5
SOUTH TAMWORTH	<5
SPOFFORD	5
SPRINGFIELD	<5
STEWARTSTOWN	<5
STODDARD	5
STRAFFORD	11
STRATFORD	<5
STRATHAM	9
SUGAR HILL	<5
SULLIVAN	<5
SUNAPEE	14
SUNCOOK	<5
SURRY	5
SWANZEY	17
TAMWORTH	12
TEMPLE	<5
THORNTON	7
TILTON	17
TROY	6
TUFTONBORO	<5
TWIN MOUNTAIN	<5
UNION	<5
UNITY	<5
WAKEFIELD	<5
WALPOLE	12
WARNER	9
WARREN	5
WASHINGTON	6
WATERVILLE VALLEY	<5
WEARE	27
WEBSTER	8
WENTWORTH	<5
WEST CHESTERFIELD	<5
WEST LEBANON	14
WEST NOTTINGHAM	<5
WEST OSSIPEE	7
WEST PETERBOROUGH	<5
WEST STEWARTSTOWN	<5

Patients by City/Town (cont.)

City/Town	# of Patients
WEST SWANZEY	6
WESTMORELAND	8
WHITEFIELD	10
WILMOT	9
WILTON	10
WINCHESTER	9
WINDHAM	18
WINDSOR	<5
WINNISQUAM	<5
WOLFEBORO	21
WOLFEBORO FALLS	<5
WOODSTOCK	<5
WOODSVILLE	<5
TOTAL	3493

Qualifying Patients by Age

Age of Patient	# of Patients
5	2
8	1
12	2
14	1
16	1
17	1
19	2
20	8
21	4
22	7
23	12
24	11
25	18
26	13
27	21
28	19
29	22
30	28
31	23
32	26
33	28
34	31
35	31
36	39
37	40
38	54
39	53
40	48
41	43
42	51
43	34
44	56
45	70
46	73
47	69
48	80
49	75
50	86
51	89
52	83
53	87
54	109
55	131
56	106
57	123
58	131
59	116
60	140
61	115
62	92
63	106
64	101
65	94
66	95
67	83
68	65
69	72
70	42
71	51
72	37
73	36
74	39
75	27
76	11
77	14
78	13
79	17
80	8
81	13
82	12
83	7
84	10
85	4
86	10
87	4
88	2
89	5
90	2
92	2
94	1
95	3
96	1
99	1
	TOTAL 3493

Designated Caregivers

	# of Caregivers
Active Designated Caregivers	258
Caregivers with 1 Qualifying Patient	253
Caregivers with 2-4 Qualifying Patients	5
Caregivers with 5 or more Qualifying Patients	0

Designated Caregivers by County

County	# of Caregivers
Belknap	12
Carroll	20
Cheshire	22
Coös	8
Grafton	15
Hillsborough	50
Merrimack	48
Rockingham	44
Strafford	25
Sullivan	13
Out of state	1
	TOTAL 258

Designated Caregivers by City/Town

City/Town	# of Caregivers
ALBANY	<5
ALLENSTOWN	<5
ALSTEAD	<5
AMHERST	<5
ANDOVER	<5
ATKINSON	<5
AUBURN	<5
BARTLETT	<5
BEDFORD	<5
BELMONT	<5
BOSCAWEN	<5
BOW	<5
BRADFORD	<5
BRENTWOOD	<5
BRISTOL	<5
BROOKLINE	<5
CANDIA	5
CENTER BARNSTEAD	<5
CENTER CONWAY	<5
CHARLESTOWN	<5
CHICHESTER	<5
CHOCORUA	<5
CLAREMONT	5
COLEBROOK	<5
CONCORD	9
CONTOOCOOK	<5
CONWAY	<5
CROYDON	<5
DANBURY	<5
DEERFIELD	<5
DERRY	<5
DOVER	7
DURHAM	<5
EAST HAMPSTEAD	<5
EAST KINGSTON	<5
EPPING	<5
EXETER	<5
FARMINGTON	<5
FITZWILLIAM	<5
FRANKLIN	<5
FREEDOM	<5
GILFORD	<5
GILMANTON	<5
GILSUM	<5
GLEN	<5

City/Town	# of Caregivers
GOFFSTOWN	<5
GORHAM	<5
GRAFTON	<5
GREENFIELD	<5
GREENLAND	<5
HAMPSTEAD	<5
HAMPTON	<5
HANCOCK	<5
HANOVER	<5
HENNIKER	<5
HINSDALE	<5
HOLDERNESS	<5
HOLLIS	<5
HOOKSETT	5
HOPKINTON	<5
HUDSON	<5
JAFFREY	<5
JEFFERSON	<5
KEENE	<5
KINGSTON	<5
LACONIA	<5
LANCASTER	<5
LEBANON	<5
LEE	<5
LEMPSTER	<5
LINCOLN	<5
LONDONDERRY	<5
LOUDON	<5
LYME	<5
MADISON	<5
MANCHESTER	17
MARLBOROUGH	<5
MARLOW	<5
MASON	<5
MEREDITH	<5
MERRIMACK	<5
MILAN	<5
MILFORD	<5
MILTON	<5
MONROE	<5
NASHUA	7
NEW DURHAM	<5
NEW HAMPTON	<5
NEW LONDON	<5
NEWBURYPORT, MA	<5

Caregivers by City/Town (cont.)

City/Town	# of Caregivers
NEWPORT	<5
NEWTON	<5
NORTHFIELD	<5
NORTHWOOD	<5
OSSIPEE	<5
PELHAM	<5
PEMBROKE	<5
PETERBOROUGH	<5
PITTSFIELD	<5
PLYMOUTH	<5
PORTSMOUTH	<5
RAYMOND	<5
RINDGE	<5
ROCHESTER	5
RUMNEY	<5
RYE	<5
SALEM	<5
SANBORNTON	<5
SANBORNVILLE	<5
SANDOWN	<5
SANDWICH	<5
SEABROOK	<5
SOMERSWORTH	<5
STRAFFORD	<5
SUNAPEE	<5
SURRY	<5
SWANZEY	<5
TAMWORTH	<5
TUFTONBORO	<5
UNION	<5
WALPOLE	<5
WASHINGTON	<5
WEARE	<5
WEBSTER	<5
WEST OSSIPEE	<5
WILMOT	<5
WINCHESTER	<5
WINDHAM	<5
WOLFEBORO	<5
WOODSVILLE	<5
	TOTAL 258

Designated Caregivers by Age

Age of Caregiver	# of Caregivers
22	1
24	1
27	1
28	1
29	1
30	4
33	2
34	6
35	4
36	2
37	2
38	5
39	1
40	4
42	2
43	4
44	2
45	3
46	6
47	6
48	3
49	2
50	10
51	5
52	5
53	10
54	9
55	10
56	7
57	9
58	9
59	12
60	7
61	7
62	8
63	7
64	10
65	13
66	7
67	9
68	4
69	6
70	5
72	4
73	5
74	2
75	3
76	2
77	3
78	1
79	1
80	1
81	1
82	2
87	1
TOTAL	258

Certifying Medical Providers

Provider Type	# of Providers	# of Patients
APRN	124	1013
Physician	579	2480
TOTAL	703	3493

Provider Location by New Hampshire County

County	Provider Type		# of Providers
Belknap			
	APRN		2
	Physician		19
		County TOTAL	21
Carroll			
	APRN		9
	Physician		20
		County TOTAL	29
Cheshire			
	APRN		5
	Physician		32
		County TOTAL	37
Coös			
	APRN		5
	Physician		11
		County TOTAL	16
Grafton			
	APRN		22
	Physician		130
		County TOTAL	152
Hillsborough			
	APRN		22
	Physician		116
		County TOTAL	138
Merrimack			
	APRN		20
	Physician		62
		County TOTAL	82
Rockingham			
	APRN		14
	Physician		86
		County TOTAL	100
Strafford			
	APRN		15
	Physician		44
		County TOTAL	59
Sullivan			
	APRN		2
	Physician		10
		County TOTAL	12
		TOTAL	646

Out-of-State Providers

State	Provider Type	# of Providers
Mass		
	APRN	3
	Physician	31
	State TOTAL	34
Maine		
	APRN	3
	Physician	6
	State TOTAL	9
Vermont		
	APRN	2
	Physician	12
	State TOTAL	14
	TOTAL	57

Physicians by Specialty

Physician Specialty	# of Physicians
Addiction Medicine	1
Anesthesiology	4
Child Neurology	1
Clinical Pathology	1
Family Practice/Family Medicine	229
Gastroenterology	15
General Practice	3
General Surgery	2
Geriatric Medicine – FP	1
Gynecological Oncology	4
Gynecology	1
Hematology	10
Hematology - Oncology	21
Infectious Disease	5
Internal Medicine	130
Medical Oncology	23
Musculoskeletal Oncology	1
Neurodevelopmental Disabilities – Neurology	4
Neurological Surgery	2
Neurology	37
Occupational Medicine	2
Ophthalmology	7
Orthopedic Surgery	12
Osteopathic Manipulative Medicine OS	1
Otolaryngology	1
Pain Management	16
Palliative Medicine	4
Pediatric Gastroenterology	1
Pediatrics	9
Physical Medicine & Rehabilitation PS	5
Psychiatry	6
Radiation Oncology	2
Rheumatology	12
Thoracic Surgery	1
Urology	4
Vascular Medicine	1
TOTAL	579

Number of Patients per Provider

Patients per Provider	# of Providers
1	280
2	127
3	81
4	40
5	42
6	26
7	14
8	14
9	9
10	10
11	6
12	7
13	5
14	6
15	2
16	3
17	1
18	3
19	4
21	2
22	1
23	2
25	1
26	1
27	1
29	1
35	1
43	1
45	1
46	1
48	1
49	2
55	1
59	1
69	1
93	1
105	1
118	1
244	1

Qualifying Medical Conditions

Qualifying Medical Condition	# of Patients
ACQUIRED IMMUNE DEFICIENCY SYNDROME	17
ALZHEIMER'S DISEASE	7
AMYOTROPHIC LATERAL SCLEROSIS	12
CANCER	542
CHRONIC PANCREATITIS	57
CROHN'S DISEASE	121
EPILEPSY	119
GLAUCOMA	75
HEPATITIS C CURRENTLY RECEIVING ANTIVIRAL TREATMENT	16
LUPUS	50
MULTIPLE SCLEROSIS	265
MUSCULAR DYSTROPHY	23
ONE OR MORE INJURIES	1350
PARKINSON'S DISEASE	82
POSITIVE STATUS FOR HUMAN IMMUNODEFICIENCY VIRUS	18
SPINAL CORD INJURY OR DISEASE	1194
TRAUMATIC BRAIN INJURY	162
ULCERATIVE COLITIS	36

Qualifying Patients per Medical Condition

# of Conditions	# of Patients
1	2896
2	546
3	45
4	6

Symptoms/Side Effects

Symptom/Side Effect	# of Patients
AGITATION OF ALZHEIMER'S DISEASE	7
CACHEXIA	195
CHEMOTHERAPY-INDUCED ANOREXIA	195
CONSTANT OR SEVERE NAUSEA	504
ELEVATED INTRAOCULAR PRESSURE	73
MODERATE TO SEVERE VOMITING	136
SEIZURES	135
SEVERE PAIN THAT HAS NOT RESPONDED TO TREATMENT	2707
SEVERE, PERSISTENT MUSCLE SPASMS	1211
WASTING SYNDROME	73

Qualifying Patients per Symptom/Side Effect

# of Symptoms/Side Effects	# of Patients
1	2091
2	1133
3	205
4	56
5	8

Alternative Treatment Center Annual Reports Summary

Reporting Period

Alternative Treatment Center (ATC)	From	To	Reporting Period (Months)
Prime ATC of New Hampshire	August 11, 2016	June 30, 2017	10+
Sanctuary ATC	July 1, 2016	June 30, 2017	12
Temescal Wellness – Dover	July 1, 2016	June 30, 2017	12
Temescal Wellness – Lebanon	July 1, 2016	June 30, 2017	12

Qualifying Patients and Designated Caregivers Served

ATC	Patients and Caregivers Served
Prime	1,101
Sanctuary	828
Temescal – Dover	899
Temescal – Lebanon	552

Strains of Cannabis Dispensed

ATC	Strains of Cannabis Dispensed
Prime	47
Sanctuary	34
Temescal	31

Forms of Prepared Cannabis Dispensed

ATC	Forms of Prepared Cannabis Dispensed
Prime	Bubble Hash, Capsules, Edibles, Cannabis Flower, Pre-Rolls, Lozenges, Concentrates, Topicals, Transdermal Patches, Tincture
Sanctuary	Capsules, Edibles, Flower, Kief, Pre-Rolls, Salves/Oils, Tinctures, Transdermal Patches, Concentrate/Waxes, Lozenges, Suppositories, Vaporizer Cartridges
Temescal	Flower, Pre-rolls, Capsules, Tinctures, Salves, Transdermal Patches, Vape Pen Cartridges, Coconut Butter, Rosin, Cold Brew Concentrate, Bubble Hash, Chocolates, Lozenges, Gummies,

Effectiveness of Cannabis

ATC	Patients Providing Effectiveness Responses (% of Total Patients)	Effectiveness
Prime	166 (15%)	Very Much: 89 Somewhat: 50 Neutral: 18 Not So Much: 8 Not At All: 1
Sanctuary	148 (18%)	Positive: 99% Negative: 1% Mixed/Neutral: 0%
Temescal – Dover	215 (26%)	Positive: 87% Negative:2.3% Mixed/Neutral: 11%
Temescal – Lebanon	87 (17%)	Positive: 91% Negative: 3% Mixed/Neutral: 6%

Education Efforts for Qualifying Patients and Designated Caregivers

Education Methods	Education Topics
Prime • Paper Hand-Outs • Patient Consultations (initial and ongoing) • Patient Education Handbook • Email Newsletters • Website an Social Media • Product Labeling • Patient Data Tracking • In-Store Education	Prime • Dosage Instruction • Edible Recipe Instructions (baked goods, capsules, tinctures) • Strains of cannabis • Routes of administration (including onset and duration of effects) • Titration process • Cannabinoids and terpenoids • Side effects and strategies to minimize adverse side effects • Cannabis use disorder (dependence) • Child safety
Sanctuary • Patient Outreach • Patient Consultations (initial & ongoing) • Patient Handbook • Educational Literature • Email Newsletter • Website and social media • Patient Data Tracking • Product Labeling • Educational group classes for patients	Sanctuary • Strains of cannabis, routes of administration and potential effects, including onset and duration of effects • Cannabinoid and terpenoids • Dosing information for different routes of administration, with focus on optimal therapeutic dose • Cannabis preparation and use of ingestion equipment • Side effects, and strategies to minimize adverse side effects

Education Methods	Education Topics
Sanctuary (cont.)	• Cannabis use disorder information on tolerance, dependence, and withdrawal • Substance misuse signs and symptoms • Referral information to substance abuse treatment programs • Organic growing methods and product testing • Child safety • Safe transport and storage, with focus on preventing diversion • Program rules and laws • Preparation of cannabis infused products, including cooking classes on how to create edibles and make your own capsules
Temescal • Information session (open to the public) • Consultations	Temescal • General overview and use of therapeutic cannabis • Proper dosing • Record keeping • Safe storage

ATC Financial Report

ATC	Financial Report
Prime	Total Sales: $1,597,990.38 Total Expenses: $2,073,433.42 Total Capital Raised To Date: $5,262,500.00 Cash Reserves: $116,354.32
Sanctuary	Total Sales $1,418,307.08 Total Expenditures $1,764,123.33 Total Liabilities $1,715,547.87 Monetary Reserve $293,917.41
Temescal	Revenue (Dover): $1,257,214.75 Revenue (Lebanon): $856,297.18 Expenditures: $3,251,804.60 Reserve: $244,335.53

Patient Affordability Program

ATC	Affordability Program Elements	Patients Enrolled (% of Total Patients)	Total Discount
Prime	SSI/SSDI/Medicaid/Low Income/ Veterans/Seniors(65+): 10% discount on 2.5 ounces of cannabis or cannabis infused products (CIP) per month; and 10% discount on all other accessories and products.	228 (20.7%)	$48,398.06
Sanctuary	SSI/SSDI: 35% discount on up to ¼ ounce of cannabis, or CIP every 10 days. Medicaid: 30% discount on up to ¼ ounce of cannabis or CIP every 10 days. Low Income: 10%–20% discount on up to ¼ ounce of cannabis or CIP every 10 days, depending on income. Military: 10% discount on total purchase.	444 (54%)	$137,061.20
Temescal – Dover	SSI/SSDI: 35% discount on first ¼ ounce of cannabis, or $35 discount on cannabis infused products (CIP) of equal dollar value, per 10-day period. Medicaid: 30% discount on first ¼ ounce of cannabis, or $30 discount on CIP of equal dollar value, per 10-day period. Low Income: 10%–35% discount on first ¼ ounce of cannabis, or $10–$35 discount on CIP of equal dollar value, per 10-day period, depending on income and number of dependents. Veterans: 10% discount on first ¼ ounce of cannabis, or $10 discount on CIP of equal dollar value, per 10-day period.	305 (37%)	$157,791.47
Temescal – Lebanon	Same as above.	214 (42%)	$105,016.98

Reportable Incidents

ATC	Number of Reportable Incidents (Location)
Prime	1 (Dispensary Location)
Sanctuary	1 (Cultivation Facility)
Temescal	2 (Lebanon Dispensary); 1 (Dover Dispensary)

Product Recalls and Cannabis Batches Destroyed

ATC	Product Recalls	Cannabis Batches Destroyed
Prime	0	0
Sanctuary	0	0
Temescal	0	0

Complaints Received

ATC	Number of Complaints	Nature of Complaint
Prime	0	N/A
Sanctuary	0	N/A
Temescal	2	• Tardy response to customer email. • Disappointment with flower limit.

Recommendations for Program Improvement

ATC	Recommendations for Program Improvement
Prime	• Faster enrollment for patients or a temporary license that allows for faster access to the ATCs. • Removing the criminal background check and finger-printing process for caregivers
Sanctuary	• Allow the ATCs to make deliveries with one agent versus two. • Remove plant/usable weight limits. • Removing the 2oz per 10 day limit for people who require higher dosing. • Eliminate the non-profit requirement, which significantly constrains ATCs' cash flow, programmatic reinvestment and overall financial management.
Temescal	• Alternate process to photo on CD requirement- Allow ATCs to take photos and send to DHHS from retail locations. • One driver required for deliveries/lab drop off.

Qualifying Patient Satisfaction Survey Results

1. Which ATC facility are you registered with?

	Responses	Participation Rate
Prime ATC - Merrimack	106	9.6%
Sanctuary ATC - Plymouth	109	11.5%
Temescal Wellness – Dover	167	19%
Temescal Wellness – Lebanon	74	13.2%
Total	456	13.1%

2. How would you rate the process of registering for the Therapeutic Cannabis Program with DHHS?

1 (Very Easy)	2	3	4	5 (Very Difficult)
101 (22.15%)	79 (17.32%)	143 (31.36%)	88 (19.30%)	45 (9.87%)

3. How would you rate the convenience of the ATC's days and hours of operation?

1 (Very Convenient)	2	3	4	5 (Very Inconvenient)
164 (35.96%)	154 (33.77%)	106 (23.25%)	23 (5.04%)	9 (1.97%)

4. How would you rate the current selection of the therapeutic cannabis products available?

1 (Sufficient)	2	3	4	5 (Not Sufficient)
210 (46.05%)	130 (28.51%)	79 (17.32%)	23 (5.04%)	14 (3.07%)

5. How would you rate the customer service of the ATC overall?

1 (Excellent)	2	3	4	5 (Very Poor)
419 (91.89%)	27 (5.92%)	8 (1.75%)	1 (0.22%)	1 (0.22%)

6. How would you rate the quality of guidance provided by the ATC? (e.g., recommending dosage, routes of administration, strain, etc.)

1 (Very Helpful)	2	3	4	5 (Not Very Helpful)
376 (82.46%)	54 (11.84%)	17(3.73%)	5 (1.10%)	4 (0.88%)

7. How knowledgeable is the staff at the ATC?

1 (Very Knowledgeable)	2	3	4	5 (Not Knowledgeable)
399 (87.50%)	42 (9.21%)	11 (2.41%)	3 (0.66%)	1 (0.22%)

8. Has your wellness and quality of life improved since becoming a patient of the ATC?

1 (Very Much)	2	3	4	5 (Not At All)
273 (59.87%)	130 (28.51%)	41 (8.99%)	10 (2.19%)	2 (0.44%)

9. Have you been able to reduce the amount of prescription medication you take since becoming a patient of the ATC?*

Yes, all prescriptions	Yes, most prescriptions	Yes, some prescriptions	No prescriptions
67 (19.48%)	92 (26.74%)	144 (41.86%)	41 (11.92%)

*344 respondents; 9.8% participation rate

10. How would you rate the ATC overall?

1 (Excellent)	2	3	4	5 (Not Good)
329 (72.15%)	103 (22.59%)	21 (4.61%)	3 (0.66%)	0 (0.00%)

11. Would you recommend the Therapeutic Cannabis Program to others?

1 (Yes)	2 (No)
452 (99.12%)	4 (0.88%)

12. In what areas would you like to see improvement with the Therapeutic Cannabis Program?

Area of Improvement	Patients Commenting on Area of Improvement
Cost of product	360 (81.08%)
Hours of operation	132 (29.73%)
Strain availability	166 (37.39%)
Product availability	148 (33.33%)
Program registration process	125 (28.15%)
Dispensary locations	125 (28.15%)
Qualifying medical conditions	142 (31.98%)
Public education	137 (30.86%)
Dispensary staff knowledge	11 (2.48%)
Other issues	43 (9.68%)