New Hampshire Department of Health and Human Services
Division of Public Health Services
Therapeutic Cannabis Program
2021 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.

Therapeutic Cannabis Program Registry Data

The data in this section is sourced from the Therapeutic Cannabis Program Registry Database as of June 30, 2021. In order to protect the confidentiality of patients and 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 Annual Report Summary

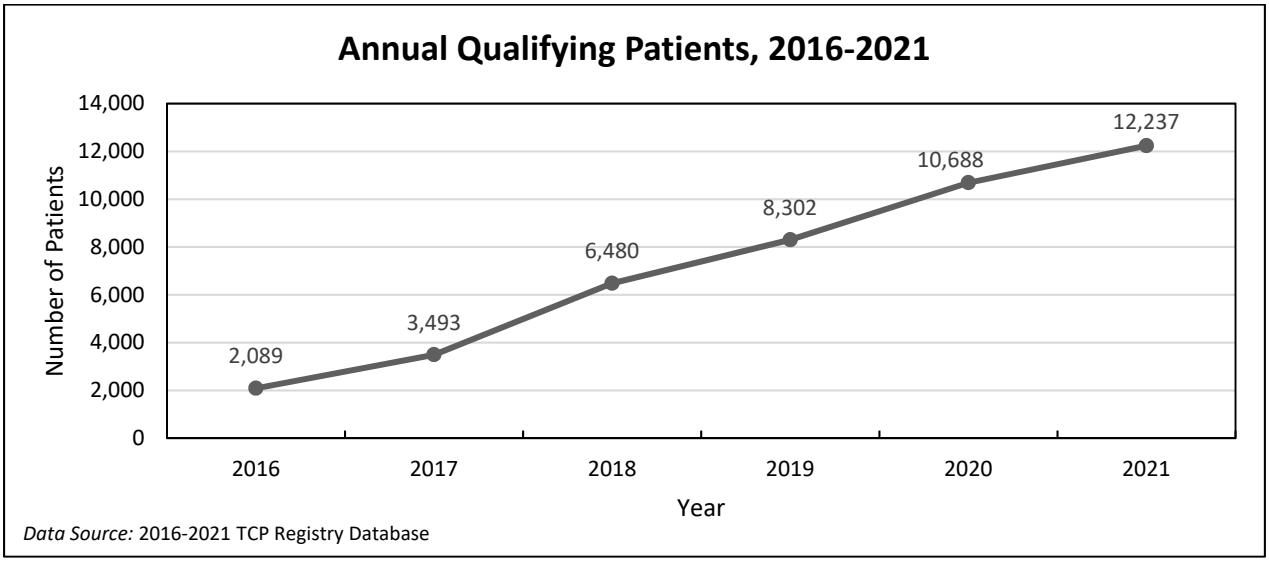
The data in this section is a summary of the Alternative Treatment Centers' (ATCs) Annual Reports submitted to the Department pursuant to He-C 402.10(q), showing data from July 1, 2020 to June 30, 2021.

Qualifying Patient Satisfaction Survey Results

The data presented in this section reflects data gathered from qualifying patients July and August 2021.

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

Program Growth, 2016-2021



Data Source: 2016-2021 TCP Registry Database

Therapeutic Cannabis Program Registry Data

Qualifying Patients

	# of Patients
Qualifying Patients	12,237
Minor Patients	6
Patients with a Designated Caregiver	608

Qualifying Patients by Alternative Treatment Center

ATC Name	# of Patients
Prime ATC – Merrimack	4597
Sanctuary ATC – Plymouth/Conway	3636
Temescal Wellness – Dover	2630
Temescal Wellness – Lebanon	1374
TOTAL	12,237

Qualifying Patients by County

County	# of Patients
Belknap	911
Carroll	1001
Cheshire	629
Coos	680
Grafton	893

County	# of Patients
Hillsborough	2865
Merrimack	1492
Rockingham	2092
Strafford	1215
Sullivan	459
TOTAL	12,237

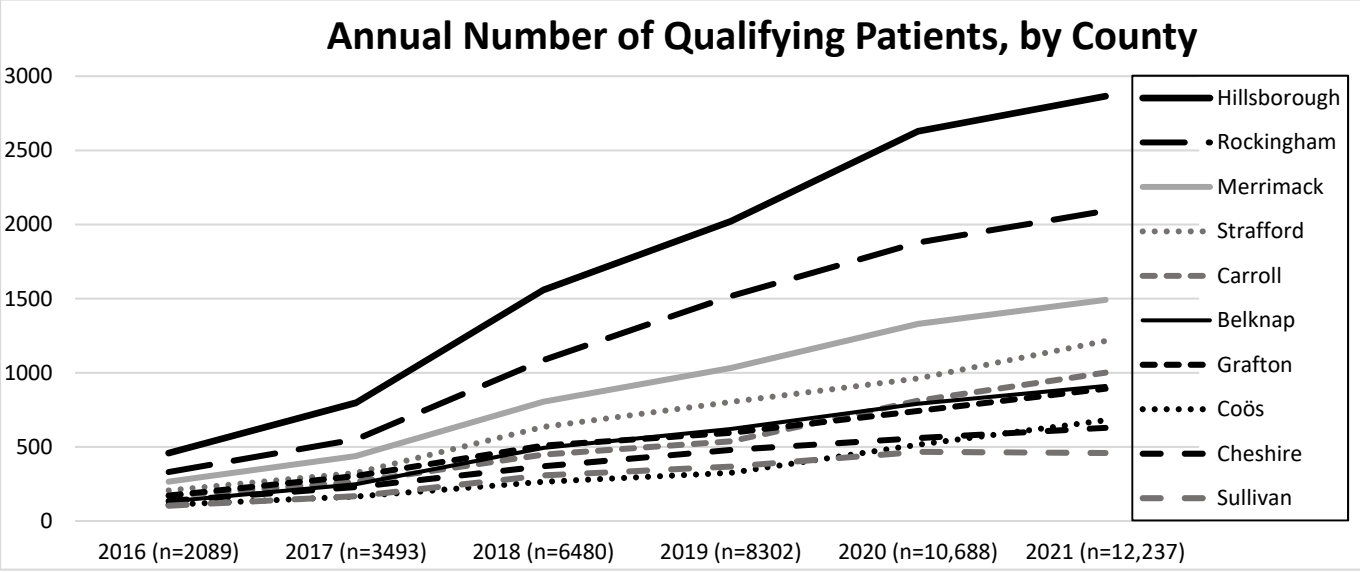


Table 1. Annual number of qualifying patients by county.

Qualifying Patients by City/Town

City/Town	# of Patients
ACWORTH	6
ALBANY	14
ALEXANDRIA	20
ALLENSTOWN	48
ALSTEAD	25
ALTON	80
AMHERST	103
ANDOVER	35
ANTRIM	29
ASHLAND	38
ATKINSON	30
AUBURN	45
BARNSTEAD	38
BARRINGTON	99
BARTLETT	54
BATH	8
BEDFORD	138
BELMONT	92
BENNINGTON	16
BENTON	< 5
BERLIN	311
BETHLEHEM	31
BOSCAWEN	44
BOW	51
BRADFORD	22
BRENTWOOD	24
BRIDGEWATER	< 5
BRISTOL	47
BROOKFIELD	6
BROOKLINE	20
CAMPTON	70
CANAAN	42
CANDIA	42
CANTERBURY	25
CARROLL	9
CENTER HARBOR	30
CHARLESTOWN	63
CHATHAM	< 5
CHESTER	28
CHESTERFIELD	38
CHICHESTER	25
CLAREMONT	157
CLARKSVILLE	< 5
COLEBROOK	31
COLUMBIA	< 5
CONCORD	407
CONWAY	383
CORNISH	13
CROYDON	7
DALTON	13
DANBURY	13
DANVILLE	32
DEERFIELD	38
DEERING	18
DERRY	276
DORCHESTER	< 5
DOVER	315
DUBLIN	10
DUMMER	6
DUNBARTON	21
DURHAM	43
EAST KINGSTON	9
EASTON	< 5
EATON	8
EFFINGHAM	27
ENFIELD	55
EPPING	57
EPSOM	42
ERROL	6
EXETER	96
FARMINGTON	69
FITZWILLIAM	23
FRANCESTOWN	7
FRANCONIA	8
FRANKLIN	145
FREEDOM	27
FREMONT	28
GILFORD	90
GILMANTON	42
GILSUM	5
GOFFSTOWN	98
GORHAM	58
GOSHEN	9
GRAFTON	14
GRANTHAM	26
GREENFIELD	17
GREENLAND	24
GREENVILLE	16
GROTON	6
HALES LOCATION	< 5
HAMPSTEAD	58
HAMPTON	112
HAMPTON FALLS	16
HANCOCK	18
HANOVER	35
HARRISVILLE	13
HAVERHILL	36
HEBRON	15
HENNIKER	33
HILL	12
HILLSBOROUGH	64
HINSDALE	27
HOLDERNESS	19
HOLLIS	43
HOOKSETT	126
HOPKINTON	46
HUDSON	152
JACKSON	21
JAFFREY	45
JEFFERSON	18
KEENE	200
KENSINGTON	< 5
KINGSTON	50
LACONIA	293
LANCASTER	72
LANDAFF	< 5
LANGDON	< 5
LEBANON	118
LEE	40
LEMPSTER	8
LINCOLN	34
LISBON	18
LITCHFIELD	58
LITTLETON	54
LONDONDERRY	211
LOUDON	59
LYMAN	< 5
LYME	15
LYNDEBOROUGH	18

Patients by City/Town (cont.)

City/Town	# of Patients
MADBURY	17
MADISON	56
MANCHESTER	800
MARLBOROUGH	24
MARLOW	6
MASON	8
MEREDITH	101
MERRIMACK	248
MIDDLETON	13
MILAN	32
MILFORD	140
MILTON	50
MONROE	8
MONT VERNON	21
MOULTONBOROUGH	60
NASHUA	522
NELSON	< 5
NEW BOSTON	38
NEW CASTLE	6
NEW DURHAM	30
NEW HAMPTON	39
NEW IPSWICH	25
NEW LONDON	41
NEWBURY	19
NEWFIELDS	10
NEWINGTON	7
NEWMARKET	63
NEWPORT	87
NEWTON	7
NORTH HAMPTON	19
NORTHFIELD	55
NORTHUMBERLAND	34
NORTHWOOD	54
NOTTINGHAM	40
ORANGE	< 5
ORFORD	< 5
OSSIPEE	85
PELHAM	49
PEMBROKE	74
PETERBOROUGH	69
PIERMONT	6
PITTSBURG	11
PITTSFIELD	50
PLAINFIELD	12
PLAISTOW	33
PLYMOUTH	76
PORTSMOUTH	166
RANDOLPH	6
RAYMOND	100
RICHMOND	10
RINDGE	28
ROCHESTER	346
ROLLINSFORD	22
ROXBURY	< 5
RUMNEY	31
RYE	27
SALEM	147
SALISBURY	22
SANBORNTON	38
SANDOWN	52
SANDWICH	25
SEABROOK	52
SHARON	< 5
SHELBURNE	< 5
SOMERSWORTH	131
SOUTH HAMPTON	< 5
SPRINGFIELD	10
STARK	7
STEWARTSTOWN	12
STODDARD	15
STRAFFORD	40
STRATFORD	13
STRATHAM	43
SUGAR HILL	< 5
SULLIVAN	< 5
SUNAPEE	34
SURRY	< 5
SUTTON	11
SWANZEY	54
TAMWORTH	72
TEMPLE	5
THORNTON	22
TILTON	68
TROY	23
TUFTONBORO	26
UNITY	< 5
WAKEFIELD	62
WALPOLE	30
WARNER	33
WARREN	6
WASHINGTON	19
WATERVILLE VALLEY	9
WEARE	73
WEBSTER	18
WENTWORTH	10
WESTMORELAND	14
WHITEFIELD	39
WILMOT	17
WILTON	47
WINCHESTER	32
WINDHAM	82
WINDSOR	< 5
WOLFEBORO	58
WOODSTOCK	19

TOTAL 12,237

Qualifying Patients by Age

Age of Patient	# of Patients
6	1
9	1
10	1
15	2
16	1
18	1
19	10
20	31
21	43
22	53
23	41
24	50
25	77
26	75
27	85
28	89
29	128
30	134
31	135
32	120
33	148
34	155
35	176
36	175
37	193
38	175
39	193
40	207
41	223
42	219
43	209
44	185
45	217
46	181
47	191
48	210
49	217
50	230
51	278
52	254
53	272
54	231
55	290
56	286
57	308
58	298
59	343
60	338
61	328
62	361
63	357
64	335
65	340
66	325
67	304
68	309
69	275
70	258
71	215
72	203
73	169
74	161
75	130
76	115
77	81
78	73
79	79
80	57
81	48
82	37
83	33
84	35
85	29
86	14
87	18
88	16
89	13
90	8
91	10
92	7
93	4
94	1
95	2
96	4
98	2
TOTAL	12,237

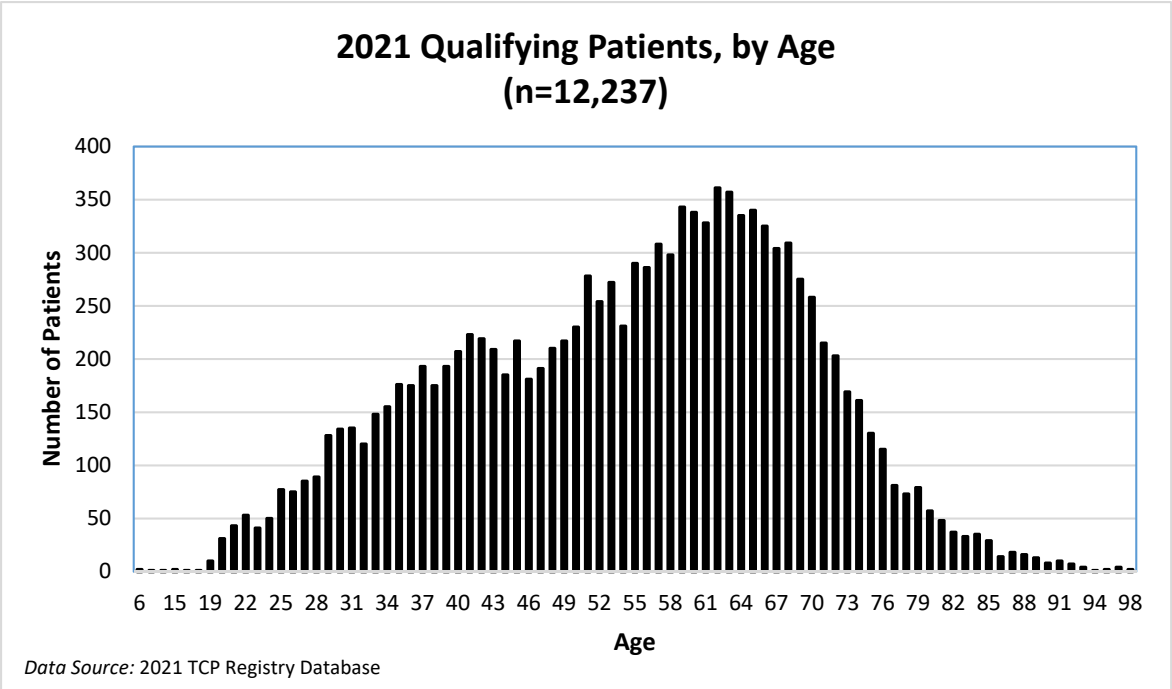


Table 2. Qualifying patients by age.

Designated Caregivers

	# of Caregivers
Designated Caregivers	608
Caregivers with 1 Qualifying Patient	576
Caregivers with 2–5 Qualifying Patients	32
Caregivers with 6 or more Qualifying Patients	0

Designated Caregivers by NH County

County	# of Caregivers
Belknap	54
Carroll	28
Cheshire	32
Coos	22
Grafton	55
Hillsborough	154
Merrimack	93
Rockingham	99
Strafford	49
Sullivan	15
*Seven registered caregivers do not reside in NH.	TOTAL 601*

Designated Caregivers by City/Town

City/Town	# of Caregivers
ALEXANDRIA	<5
ALLENSTOWN	<5
ALSTEAD	<5
ALTON	<5
AMESBURY, MA	<5
AMHERST	5
ANDOVER	<5
ANTRIM	<5
ASHLAND	<5
ATKINSON	<5
AUBURN	<5
BARNSTEAD	<5
BARRINGTON	<5
BARTLETT	<5
BEDFORD	9
BELMONT	10
BENNINGTON	<5
BERLIN	<5
BETHLEHEM	<5
BOSCAWEN	<5
BOW	6
BRADFORD	<5
BRENTWOOD	<5
BRIDGEWATER	<5
BRISTOL	<5
BROOKFIELD	<5
BROOKLINE	<5
CAMPTON	<5
CANAAN	<5
CANDIA	<5
CANTERBURY	<5
CENTER HARBOR	<5
CHARLESTOWN	<5
CHESTER	<5
CHESTERFIELD	<5
CHICHESTER	<5
CLAREMONT	6
CLAY, NY	<5
COLUMBIA	<5
CONCORD	19
CONWAY	<5
DALTON	<5

City/Town	# of Caregivers
DANBURY	<5
DANVILLE	<5
DEERFIELD	<5
DEERING	<5
DERRY	8
DOVER	11
DUBLIN	<5
DUNBARTON	<5
DURHAM	<5
EAST KINGSTON	<5
ENFIELD	<5
EPPING	<5
EPSOM	<5
EXETER	<5
FARMINGTON	<5
FITZWILLIAM	<5
FRANCONIA	<5
FRANKLIN	9
FREMONT	<5
GILFORD	<5
GILMANTON	<5
GOFFSTOWN	7
GORHAM	<5
GRAFTON	<5
GRANTHAM	<5
GREENFIELD	<5
GREENLAND	<5
HAMPSTEAD	<5
HAMPTON	<5
HAMPTON FALLS	<5
HANCOCK	<5
HANOVER	<5
HARRISVILLE	<5
HAVERHILL	<5
HILL	<5
HILLSBOROUGH	<5
HINSDALE	<5
HOLDERNESS	<5
HOLLIS	<5
HOOKSETT	9
HOPKINTON	<5
HUDSON	7

City/Town	# of Caregivers
JAFFREY	<5
JEFFERSON	<5
KEENE	7
KINGSTON	<5
LACONIA	15
LANCASTER	5
LEBANON	5
LEE	<5
LISBON	<5
LITCHFIELD	<5
LITTLETON	<5
LONDONDERRY	10
LOUDON	<5
LOWELL, MA	<5
LYME	<5
MADISON	<5
MANCHESTER	38
MARLBOROUGH	<5
MASON	<5
MEREDITH	7
MERRIMACK	16
MIDDLETON	<5
MILFORD	8
MILTON	<5
MONROE	<5
MONT VERNON	<5
MOULTONBOROUGH	<5
NASHUA	26
NELSON	<5
NEW BOSTON	<5
NEW CASTLE	<5
NEW DURHAM	<5
NEW HAMPTON	<5
NEW IPSWICH	<5
NEW LONDON	<5
NEWFIELDS	<5
NEWMARKET	<5
NEWPORT	<5
NEWTON	<5
NORTH HAMPTON	<5
NORTH READING, MA	<5
NORTHFIELD	11

Caregivers by City/Town (cont.)

City/Town	# of Caregivers
NORTHUMBERLAND	<5
NORTHWOOD	<5
OSSIPEE	<5
PELHAM	<5
PEMBROKE	<5
PETERBOROUGH	7
PIERMONT	<5
PITTSFIELD	<5
PLAINFIELD	<5
PLAISTOW	<5
PLYMOUTH	9
PORTSMOUTH	8
RAYMOND	6
RINDGE	<5
ROCHESTER	12
ROLLINSFORD	<5
RUMNEY	<5
RYE	<5
SALEM	9
SALISBURY	<5
SANBORNTON	<5
SANDOWN	<5
SANDWICH	<5
SEABROOK	<5
SOMERSWORTH	11
SOUTH BERWICK, ME	<5
STRAFFORD	<5
STRATFORD	<5
STRATHAM	<5
SUNAPEE	<5
SURRY	<5
SUTTON	<5
SWAMPSCOTT, MA	<5
SWANZEY	<5
TAMWORTH	<5
TEMPLE	<5
TILTON	<5
TROY	<5
TUFTONBORO	<5
WAKEFIELD	<5
WARREN	<5
WASHINGTON	<5
WEARE	<5
WEBSTER	<5
WHITEFIELD	<5
WILMOT	<5
WINDHAM	5
WOLFEBORO	<5
WOODSTOCK	<5
TOTAL	608

Designated Caregivers by Age

Age of Caregiver	# of Caregivers
23	3
25	5
26	1
27	4
28	5
29	2
30	3
31	8
32	4
33	3
34	7
35	5
36	5
37	4
38	5
39	9
40	9
41	6
42	15
43	9
44	7
45	7
46	6
47	11
48	9
49	16
50	16
51	19
52	14
53	19
54	19
55	19
56	10
57	23
58	15
59	11
60	22
61	20
62	11
63	13
64	20
65	14
66	14
67	13
68	15
69	19
70	20
71	12
72	10
73	7
74	8
75	9
76	9
77	8
78	7
79	3
80	2
81	5
82	3
83	5
84	1
85	3
88	2
	TOTAL 608

Certifying Medical Providers

Provider Type	# of Providers	# of Patients
PA	80	402
APRN	356	5348
Physician	837	6487
TOTAL	1273	12,237

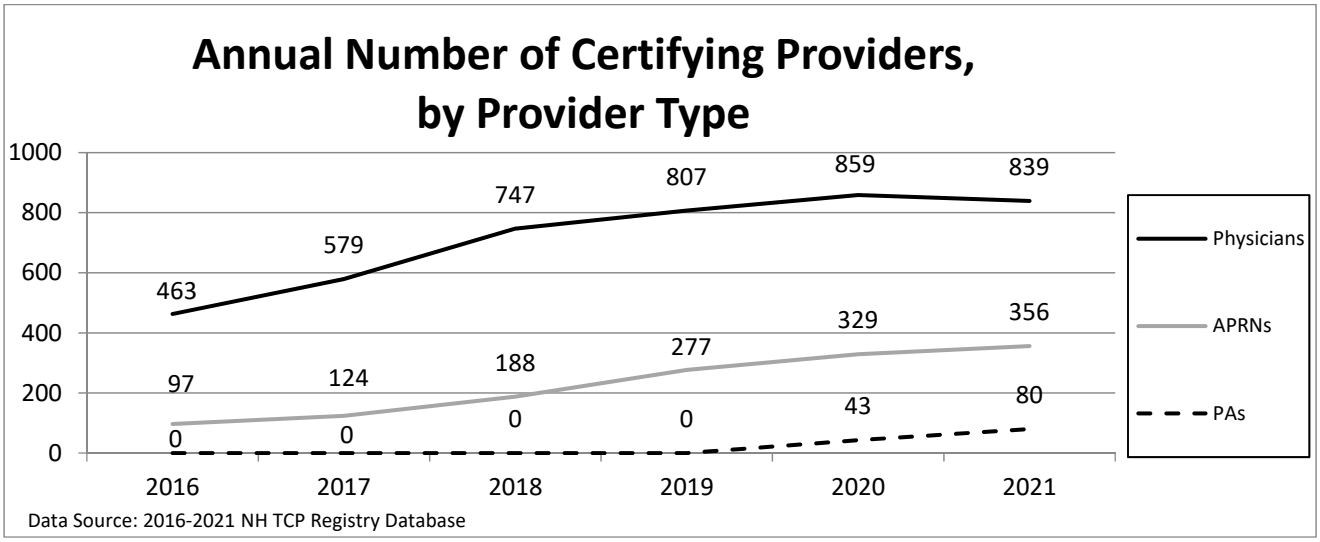


Table 3. Annual number of certifying providers, by provider type (combined in-state and out-of-state).

Provider Location by NH County

County	Provider Type	# of Providers
Belknap	APRN	19
	PA	2
	Physician	29
	County TOTAL	50
Carroll	APRN	18
	PA	5
	Physician	23
	County TOTAL	46
Cheshire	APRN	22
	PA	1
	Physician	28
	County TOTAL	51
Coos	APRN	11
	PA	3
	Physician	10
	County TOTAL	24
Grafton	APRN	29
	PA	13
	Physician	149
	County TOTAL	191
Hillsborough	APRN	86
	PA	14
	Physician	186
	County TOTAL	286
Merrimack	APRN	46
	PA	10
	Physician	83
	County TOTAL	139
Rockingham	APRN	47
	PA	21
	Physician	146
	County TOTAL	214
Strafford	APRN	41
	PA	9
	Physician	56
	County TOTAL	106
Sullivan	APRN	10
	PA	2
	Physician	12
	County TOTAL	24
	TOTAL	1131

Out of State Providers

State	Provider Type	# of Providers
Massachusetts	APRN	11
	Physician	72
	State TOTAL	83
Maine	APRN	7
	Physician	17
	State TOTAL	24
Vermont	APRN	9
	Physician	26
	State TOTAL	35
	TOTAL	142

Physicians by Specialty

Physician Specialty	# of Physicians
Addiction Medicine	2
Anesthesiology	4
Clinical Pathology	1
Critical Care Medicine - IM	1
Endocrinology	2
Family Practice/Family Medicine	335
Gastroenterology	21
General Practice	5
General Surgery	2
Geriatric Medicine – FP	1
Geriatric Medicine – IM	2
Geriatric Psychiatry	2
Gynecological Oncology	3
Gynecology	2
Hematology	7
Hematology - Oncology	29
Hepatology	1
Infectious Disease	9
Internal Medicine	178
Maternal & Fetal Medicine	1
Medical Oncology	33

Physician Specialty	# of Physicians
Neurodev. Disabilities – Neurology	2
Neurological Surgery	1
Neurology	49
Obstetrics & Gynecology	3
Occupational Medicine	1
Ophthalmology	6
Orthopedic Surgery	13
Osteopathic Manipulative Medicine OS	2
Pain Management	22
Pain Medicine	3
Palliative Medicine	8
Pediatric Hematology/Oncology PO	1
Pediatrics	13
Physical Medicine & Rehabilitation PS	8
Psychiatry	23
Radiation Oncology	2
Rheumatology	32
Sleep Medicine	1
Surgical Critical Care	1
Urology	6

Number of Patients per Provider

Patients Certified	# of Providers
1	374
2-9	620
10-19	164
20-49	93
50-99	11
100+	13
TOTAL	1275

Qualifying Medical Conditions

Qualifying Medical Condition	# of Patients
Moderate to severe chronic pain	6689
One or more injuries or conditions that has resulted in one or more qualifying symptoms	2441
Moderate or severe post-traumatic stress disorder	2195
Severe pain that has not responded to prescribed medication, surgical measures, or other treatments	2051
Cancer	793
Spinal cord injury or disease	774
Multiple sclerosis	368
Epilepsy	210
Crohn's disease	179
Traumatic brain injury	136
Parkinson's disease	109
Ulcerative colitis	96
Ehlers-Danlos syndrome	96
Glaucoma	91
Lupus	62
Chronic pancreatitis	54
Hepatitis C	42
Acquired immune deficiency syndrome	29
Muscular dystrophy	29
Alzheimer's disease	24
Positive status for human immunodeficiency virus	21
Amyotrophic lateral sclerosis	12

Note: Patients may be certified for more than one qualifying medical condition.

Symptoms/Side Effects

Symptom/Side Effect	# of Patients
Severe pain that has not responded to prescribed medications, surgical measures, or other treatment	3777
Severe, persistent muscle spasms	1173
Constant or severe nausea	614
Seizures	262
Cachexia	196
Chemotherapy-induced anorexia	174
Moderate to severe vomiting	119
Elevated intraocular pressure	77
Wasting syndrome	57
Agitation of Alzheimer's disease	24

Note: Patients may be certified for more than one qualifying symptom

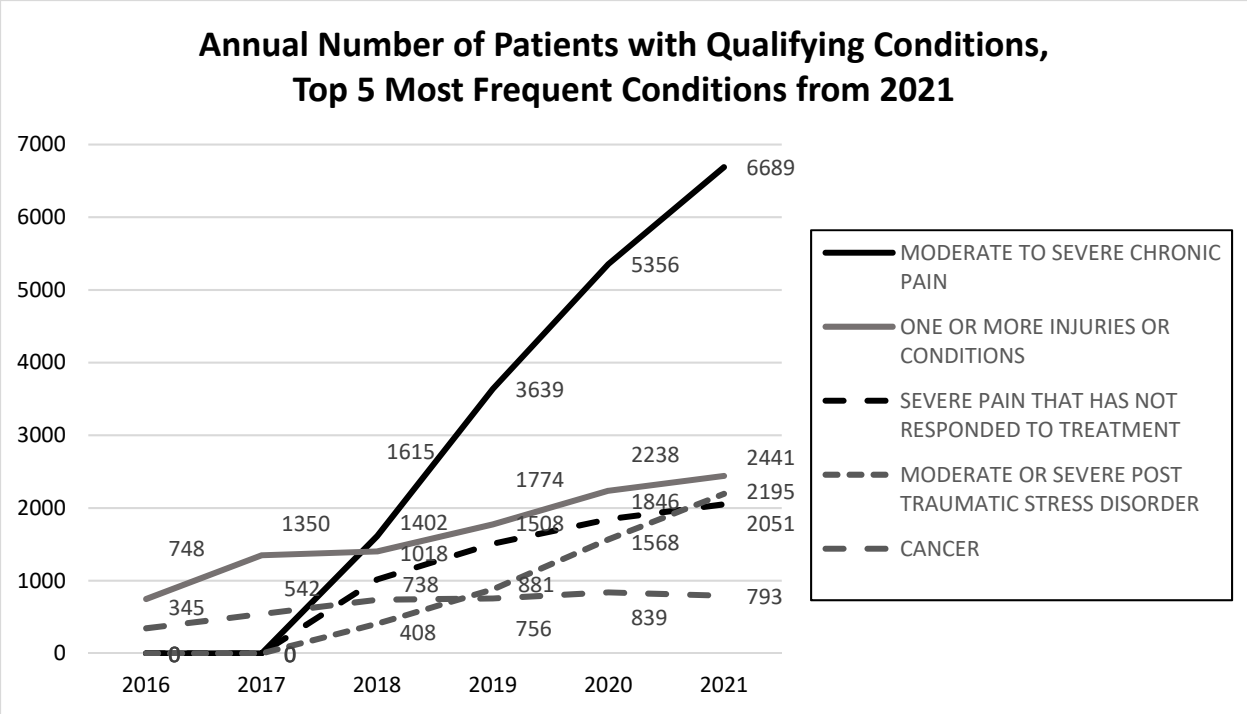


Table 4. Annual number of patients with most frequent qualifying medical conditions in 2021.

Alternative Treatment Center Annual Reports Summary

The data presented in this section is a summary of the ATC Annual Reports submitted to the Department pursuant to He-C 402.10(q), showing data from July 1, 2020 to June 30, 2021.

Qualifying Patients Served

ATC	Patients Served
Prime	4,860
Sanctuary	2,840
Temescal – Dover	1,868
Temescal – Lebanon/Keene	1,108

Strains of Cannabis Dispensed

ATC	Strains of Cannabis Dispensed
Prime	50
Sanctuary	41
Temescal	38

Forms of Prepared Cannabis Dispensed

ATC	Forms of Prepared Cannabis Dispensed	
Prime	• Cannabis flower • Capsules • Concentrates (crumble, diamonds, rosin, shatter, budder, isolates, kief, bubble hash) • Edibles (fruit chews, lozenges, chocolate crunchies, chocolate kisses, mints, cookies, brownies, peanut butter bites/cups, honey, powdered drink mixes-hot and cold)	• Lip balm • Oral Syringes • Pre-rolled joints • RSO (Rick Simpson Oil) • Suppositories • Tinctures • Topicals • Vaporizer Cartridges
Sanctuary	• Cannabis flower • Capsules • Concentrates (shatter, sauce, diamonds-crystal, crumble, hash, bubble hash, sugar) • Edibles (beverages, brownies, butter, chocolate bars, cookies, fruit chews, ice pops, lozenges, peanut butter cups, peppermints, truffles)	• Pre-rolled joints • RSO (Rick Simpson Oil) • Tinctures • Topicals (massage oil, salves, transdermal gel) • Vaporizer cartridges
Temescal	• Cannabis flower • Cannabis trim • Capsules • Concentrates (cold brew concentrate, diamonds, kief, rosin) • Edibles (chocolates, cookies, fruit chews, coconut butter, lozenges)	• Powdered drink mix • Pre-rolled joints • Sublingual spray • Tinctures • Topical salve • Transdermal patches • Vaporizer cartridges

Effectiveness of Cannabis

ATC	Patients Providing Effectiveness Responses (% of Total Patients)	Effectiveness
Prime	1,139 (23.43%)	Positive: 88.14% Neutral: 10.18% Negative: 1.66%
Sanctuary	276 (9%)	Positive: 97% Mixed/Neutral: 3% Negative: 0%
Temescal – Dover	425 (16%)	Positive: 93% Neutral: 7% Negative: 0%
Temescal – Lebanon	436 (32%)	Positive: 95% Neutral: 5% Negative: 0%

Education Efforts for Qualifying Patients and Designated Caregivers

Education Methods	Education Topics
<u>Prime</u> • Paper handouts • Patient consultation (initial and ongoing) • Patient education handbook • Email newsletters • Website and social media • Product labeling • Patient data tracking • In-store education • Independent support group education (outside of Prime ATC) • Third-party informational sessions • New patient orientation • Complimentary wellness education	<u>Prime</u> • Dosage instructions • Edible recipe instructions (baked goods, capsules, tinctures) • Strains of cannabis • Routes of administration (including onset and duration of effects) • Titration process (finding optimal dosage) • Cannabinoids and terpenes • Side effects (and strategies to avoid or minimize adverse side effects) • Potential drug interactions • Cannabis abuse disorder (dependence) • Child safety • Avoiding operating a vehicle or heavy machinery (if impairment occurs) • Alternative complimentary therapies
<u>Sanctuary</u> • Patient Consultations (Initial & Ongoing) • Patient Outreach • Educational Literature • Patient Handbook • Email Newsletter • Website • Patient Data Tracking • Product Labeling • SMS (text messaging) • Social media	<u>Sanctuary</u> • Strains of Cannabis • Routes of Administration & Potential Effects • Cannabinoids & Terpenes • Dosing information for Different Routes of Administration • Cannabis Preparation and Uses • Laws and Responsible Use • Side Effects and Strategies to Minimize Adverse Effects

Education Methods	Education Topics
Sanctuary (cont.)	• Cannabis Use Disorder • Information on Tolerance, Dependence, and Withdrawal • Substance Abuse Signs and Symptoms • Referral Information to Substance Abuse Treatment Programs • Growing Methods and Product Testing • Child Safety Tips • Safe Transport and Storage • Preventing Diversion • Program Rules and Laws • Contaminant info sheet • Understanding Product Labels Info Sheet
<u>Temescal</u> • Patient Outreach • Patient Consultations (initial & ongoing) • Telehealth phone consultations • Patient Educational Handbook • Email Newsletters • Website • Social Media • Patient Data Tracking • Product Labeling • In-Store Hand-outs • In-Store Education • 3rd Party Information Sessions • Virtual Education • Monthly Cannabis Trivia Questions	• What are cannabinoids? (Cannabis Science) • Introduction to terpenoids • Cannabis categories and classifications • Delivery methods (onset & duration) • Proper dosing • Vaping vs. smoking • Product descriptions • Clinical journal studies and organization sources • Patient strain and Product logs • Using cannabis safely • Potential side-effects • Information on addiction • Child safety tips • Preventing youth use • Laws and responsible use/storage • Substance misuse signs and symptoms • Testing limitations • Vape cartridge informational handout • TCP program information • List of certifying providers • Coconut butter dosing and recipes • How to cook with cannabis

Patient Affordability Programs

ATC	Affordability Program Elements	Patients Enrolled (% of Total Patients Served)	Total Discount
Prime	**Compassionate Care** (including SSI, SSDI, Medicaid, and Low Income) **Veterans** **Seniors** (65+) All categories are eligible for 10% discount on all purchases, all the time, including accessories and ancillary products	**Total Enrollment:** 807 (17%) **Compassionate Care**: 217 (5%) **Veterans**: 159 (3%) **Seniors**: 431 (9%)	$432,984.80
Sanctuary	**SSI/SSDI**: 35% discount on cannabis & CIP up to ¼ oz every 10 days. **Medicaid**: 30% discount on cannabis & CIP up to ¼ oz every 10 days. **Veteran**: 10% discount on cannabis and CIP *Some patients qualify for both a SSDI/SSI/Medicaid discount and the veteran discount, this is reflected in the number of total patients enrolled.	**Total patients enrolled*** = 1420 (50%) **SSDI/SSI** = 1071 (38%) **Medicaid** = 259 (9%) **Veterans** = 258 (9%)	$541,621.37
Temescal – Dover	**SSI/SSDI/Medicaid/Low-Income:** 15% discount all purchases of all cannabis and accessories **Veterans:** 22% discount all purchases of all cannabis and accessories	**Total Enrollment:** 1494 (80%) **SSI/SSDI/Medicaid/Low-Income**: 1228 (66%) **Veterans**: 266 (14%)	$243,817.41
Temescal – Lebanon/Keene	Same as above	**Total Enrollment:** 927 (83.6%) **SSI/SSDI/Medicaid/Low-Income**: 776 (70%) **Veterans**: 151 (13%)	$261,170.26

Patient Complaints Received by ATCs

ATC	Nature of Complaint
Prime	• Remove mask mandate • Pricing for all products should be lowered • Increased variety of cannabis flower • More consistent variety of cannabis flower • Increased THC content in cannabis flower • More pre-rolls • More sales overall • Get rid of strain acronyms • Having to register with only one ATC • Out-of-state patients complaining about their inability to purchase in NH
Sanctuary	• Hours of operation • Cost of products • Financial hardship discount • Not being able to visit all ATCs • Not being able to accept out-of-state medical cards • Online ordering difficulties
Temescal	• Complaints persist regarding the reported difficulty and redundancy of the yearly renewal process for a Registry ID Card, especially from those with chronic conditions or terminal illnesses that will not improve • Patients continually ask why they cannot visit more than one ATC without going through the formal change of ATC process • Pricing has been a common complaint since opening. Patients look at other legal markets and wonder why NH is so expensive and why it cannot be covered by their insurance • Product variety and availability is inconsistent • Long travel times to ATCs even with second dispensary locations open • Limited hours of operation • Lack of public education about the NH program

ATC Recommendations for Program Improvement

ATC	Recommendations for Program Improvement
Prime	• Therapeutic Cannabis Program sponsored educational events for providers and prospective patients • State sanctioned program awareness notifications and outreach for the general public • Monthly meetings or conference calls with ATC stakeholders to discuss potential rule or regulatory changes / updates, and discuss ways to improve the program as a group
Sanctuary	• Adding a virtual gateway for medical providers and patients to help streamline the process of applying to the NH Therapeutic Cannabis Program • Continue to expand upon the list of qualifying conditions and symptoms • Allow out-of-state patients to purchase at NH ATCs • Change the 2-ounce limit for patients that need higher doses or who live far away • Eliminate the non-profit requirement, which significantly constrains ATC's cash flow, programmatic reinvestment, and overall financial management • Allow patients/caregivers to grow • Allow ATCs to deliver therapeutic cannabis to patients
Temescal	• Streamline and modernize patient application process and eliminate the paper process • Allow patients who live beyond a certain distance or travel time or who have certain conditions to obtain more than two ounces in a ten-day period • Allow for patients and caregivers to grow their own cannabis • Expand qualifying conditions to allow for physicians to recommend based on need, and not just specific condition • Longer card expirations • Eliminate the non-profit requirement, which significantly constrains ATCs' cash flow, programmatic reinvestment and overall financial management. The non-profit requirement prevents businesses from exchanging equity for investment as a for-profit entity is allowed to do. Instead, we are limited to taking loans, which creates debt- service, akin to a home mortgage. The loan is repaid each month, at a set amount, regardless of economic conditions. Whereas in the case of a for-profit business, equity is granted for a specific dollar investment and monthly loan payments do not exist, which is why equity is considered "patient". The current structure limits the ATC's ability to make timely investments in the business (e.g., equipment, technology, people and patient discounts). If ATCs were not constrained by these "non-profit shackles", Temescal Wellness would have been able to have an even more robust product offering for patients, deeper patient discounts, lower prices and a larger employee base to accelerate product innovation. We believe that modifying this structure will allow more patients to be served and benefit from the use of therapeutic cannabis.

Charitable Activities

ATC	Efforts/Activities that Contribute to the ATC's Mission as a Charitable Trust to Benefit Qualifying Patients
Prime	Over the past year Prime ATC has contributed to the following charities: • November 2020. Food collection and donation to Peterborough Food Pantry. • December 2020. Toy collection and donation to Chaos and Kindness to distribute to children on NH. • January 2021. Coat collection and donation to Southern NH Services in Peterborough. • February 2021. Donated to American Heart Association $749 • March 2021. Donated to National MS Society Greater New England Chapter $1465.98 • April 2021. Donated to NH Coalition Against Domestic and Sexual Violence $1796.83 • May 2021. Donated to National Alliance on Mental Illness $3200.76 • June 2021. Donated to Chichester Fire Department $1005 to help purchase infra-red cameras
Sanctuary	• Patient affordability program • Monetary Donations to patients participating in fundraising activities (Lupus Walk, etc) • Ongoing food drives to benefit local non-profits • Monetary donations to local non-profits
Temescal	• Making charitable company donations to local non-profits • Collecting cash donations in the ATCs for local non-profits to involve patients/caregivers • Collecting in-kind donations in the ATCs for local non-profits to involve patients/caregivers • Staff community service/volunteer work • Charity fundraiser sponsor/donator • Free cannabis education events for patients/caregivers • Free education presentations for providers and their support groups or conference attendees

Qualifying Patient Satisfaction Survey Results

1. Which ATC facility are you registered with?

	Responses	Participation Rate*
Prime ATC – Merrimack/Chichester	**466**	**9.6%**
Sanctuary ATC – Plymouth/Conway	**59**	**2.1%**
Temescal Wellness – Dover	**219**	**11.7%**
Temescal Wellness – Lebanon/Keene	**345**	**31.1%**
Total	**1,089**	**10.2%**

*Note: Participation rate based on the number of patients served at each ATC, as reported by the ATCs on page 16.

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)
523 (48.03%)	**280 (25.71%)**	**186 (17.08%)**	**73 (6.70%)**	**27 (2.48%)**

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)
697 (64.00%)	**256 (23.51%)**	**88 (8.08%)**	**35 (3.21%)**	**13 (1.19%)**

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

1 (Sufficient)	2	3	4	5 (Not Sufficient)
557 (51.15%)	**246 (22.59%)**	**191 (17.54%)**	**54 (4.96%)**	**41 (3.76%)**

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

1 (Excellent)	2	3	4	5 (Very Poor)
1,006 (92.38%)	**60 (5.51%)**	**15 (1.38%)**	**6 (0.55%)**	**2 (0.18%)**

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)
871 (79.98%)	**141 (12.95%)**	**60 (5.51%)**	**11 (1.01%)**	**6 (0.55%)**

7. How knowledgeable is the staff at the ATC?

1 (Very Knowledgeable)	2	3	4	5 (Not Knowledgeable)
908 (83.38%)	**132 (12.12%)**	**39 (3.58%)**	**8 (0.73%)**	**2 (0.18%)**

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)
690 (63.36%)	278 (25.53%)	103 (9.46%)	11 (1.01%)	7 (0.64%)

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
156 (14.33%)	253 (23.23%)	485 (44.54%)	195 (17.91%)

10. How would you rate the ATC overall?

1 (Excellent)	2	3	4	5 (Not Good)
831 (76.31%)	198 (18.18%)	48 (4.41%)	11 (1.01%)	1 (0.09%)

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

1 (Yes)	2 (No)
1,077 (98.90%)	12 (1.10%)

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	818 (75.11%)
Strain availability	439 (40.31%)
Product availability	322 (29.57%)
Dispensary locations	259 (23.78%)
Public education	243 (22.31%)
Qualifying medical conditions	188 (17.26%)
Hours of operation	173 (15.89%)
Program registration process	135 (12.40%)
Other issues	72 (6.61%)
Dispensary staff knowledge	28 (2.57%)