1. Please describe how the Applicant/Licensee will assure that every twelve months, registered dispensary agents will be educated on the most recent data regarding potential drug interactions and consumer safety issues with marijuana use. *
[Reference 10.62.26.07 of the regulation. Graded 0 to 5 scoring. Weighted 6% of the Medical Cannabis Professionalism subsection. Maximum length 405 words]

SAMPLE ANSWER

Every twelve months all dispensary agents will be given recurrent training in new discoveries in potential drug interactions and consumer safety issues with medical cannabis use. Our standard protocol for training on recent data concerning drug interactions and consumer safety include:

(a) We will utilize the services of a certified trainer to update our dispensary agents annually.

(b) Our internal patient educator will lecture and provide review materials of the newest information regarding potential drug interactions.

(c) The patient educator will hand out and review our current literature for drug interaction and consumer safety and will ask for recommendations and anecdotal evidence about the subject matter.

(d) Our dispensary agents will have online knowledge exams to insure their currency in drug interactions and consumer safety issues

(e) Our patient education material is updated every sixty days. All of our dispensary agents receive an email containing the material.

(f) *Every year our dispensary agents will be provided and quizzed on specific parts of published pharmacological effects that have been peer reviewed and published by responsible medical or pharmalogical associations.*

In addition to the above, the dispensary has an inhouse newsletter that is published weekly and emailed to all of our staff and patients. Within the newsletter we utilize multiple news feeds that provide updated scientific information on the most recent data regarding potential drug interactions and consumer safety issues with marijuana use. We provide our own interpretation of the news articles as well, in a format that is more easily understood by the layman. Additionally, we semi-annually have a retreat for our employees where we have different sessions that address business practices, the latest information gathered from reputable sources about current and experimental therapeutic and prophylactic uses of medical marijuana, and also noted adverse effects, and what our protocols are in order to empirically track these effects and our response to them.

2. Please describe how doors and other access points between zones will be secured. *

[Reference 10.62.27.08 of the regulation. Graded Yes or No. Weighted 2% of the Safety and Security subsection. Maximum length 180 words]

SAMPLE ANSWER

All doors, access points and methods of egress will be controlled by computer encoded swipe cards. The electronic locking mechanisms are all Underwriters Laboratories approved, and each card will contain the dispensary agents name, and when scanned will create a tamper-proof record in our access database which will control specific permissions and access to all locked rooms. In addition to physical security through swipe cards, there will be a password protected database that will control permissions for entrance to restricted rooms, and it will have the ability to block access to all personnel through the control software. At certain restricted access areas including but not limited to the inventory safe and cash counting rooms, there will be a physical log that will require any employee entering to sign in with their name, time of entry/exit, and reason for entering.

3. Please describe how security alarm systems and video surveillance, as described in COMAR 10.62.27.06 and 10.62.27.07 will be used to monitor the separation between zones. *

[Reference 10.62.27.08 of the regulation. Graded Yes or No. Weighted 2% of the Safety and Security subsection. Maximum length 180 words]

SAMPLE ANSWER

The separation between back office and employee restricted operations and patient retail point of sale and other rooms in the retail zone will be accomplished through multiple safeguards to record entry and exit of all people who cross through. The door to the operations zone will have a security alarm that will sound if it is not accessed with a legitimate swipe card, and also after three failed attempts using an invalid or damaged card it will notify security through a silent alarm. The egress between the operations zone and the retail zone will have a mandatory scan system; if any attempt is made to defeat it by not entering the agent's card, the system will sound an audible alarm. Additionally, if the person entering or exiting leaves the door open for more than fifteen seconds, an audible alarm will be sounded. All exits and methods of egress will have surveillance monitoring which will be watched by our security employees, and also recorded to a storage server both on and off site.

1. Please describe how the Applicant, as a member of one of the following - a licensed grower, licensed processor, licensed dispensary, certifying physician, and the Commission- shall establish a procedure to receive, organize, store and respond to all oral, written, electronic or other complaints regarding medical cannabis and adverse events. *

[Reference 10.62.17.01 of the regulations. Graded 0 to 5 scoring. Weighted 1% of Production Control subsection. Maximum length 70 words]

SAMPLE ANSWER

The facility will have an SOP that deals with responding to any sort of complaint or adverse event regarding medical cannabis. Each part of the procedure is broken down as follows:

a) *Receipt of complaint – The first step to document and resolve the issue is to have the facility agent listen to the complaint. They will take notes to understand the issue and document the intake. If it is not part of an SOP, the agent will report it to a manager.*

b) *The manager will also question the source of the complaint, and will document the issues of the complaint and attempt to resolve it with the facility agent. In the event the manager can not offer a solution, they will escalate it to a higher level.*

c) *The upper management will take over the complaint, analyze it and offer a solution. In the event is an issue with an SOP that is causing problems with product quality, purity or safety, it will be further escalated to insure it reaches the right departments.*

d) *The problem will be analyzed to insure each department that is involved is aware of the situation, and each department head will insure that their part of the problem is resolved, and will adapt the SOP's to reflect the necessary change.*

e) *All complaints and issues will be documented, and stored in a master file of trouble tickets, complaints, and adverse issues. Every department head involved will receive a hard copy of the entire file.*

f) *The documentation of the complaints and adverse complaints will be organized and stored based on date, where the issue happened, and a triage method to insure if there are multiple complaints they are dealt with starting with the most serious.*

g) *All complaints and adverse events will be responded to. The person tasked with responding to the complaint or adverse event will document each part of the solution, and will insure that all department SOP's reflect a change to any issue that may need resolution.*