



MARYLAND
MMCC

Natalie M. LaPrade
Maryland Medical Cannabis Commission

Larry Hogan, Governor • Boyd Rutherford, Lt. Governor • Robert R. Neall, Secretary

June 5, 2018

Dear Patients, Caregivers and Industry Professionals,

The Maryland Medical Cannabis Commission would like to express sincere apologies for any inconvenience you may have experienced purchasing or processing transactions for medical cannabis this past weekend. We recognize the frustration this has caused and are working very hard to make sure that this does not happen again.

The MMCC was alerted on Friday of technical issues regarding intermittent delays in the patient verification function used by the dispensaries. Working with our technology team and METRC, the issue was identified as a volume-based issue. During peak times of transactions (volume) the system was taxed to the point that, in some cases, it was unresponsive and did not work. In order to allow transactions to occur as quickly as possible it was necessary to temporarily disable the function that allowed patients to query their personal balances of medical cannabis. This reduced the number of queries (volume) to the system and reduced the delay for transactions. At this time the system is functioning as intended and there have been no further reports of problems.

MMCC and METRC teams are continuing to work on changes to the systems that will allow patients to query their balances in the future, without disruption to the transaction system. At this time there is no projected release date. In order to plan future purchases properly it is suggested that patients work with dispensaries, at the time of purchase, to determine the patient cannabis amount remaining for a given time period.

MMCC understands the importance of patients being able to obtain their medication. We value your relationship with the MMCC and we are committed to providing the highest level of customer service. Again, we offer apologies for this situation and will continue to work closely with our industry partners and METRC to insure smooth transactions going forward.

Thank you for your understanding,

Joy A. Strand, MHA
Executive Director

