**COMPASSIONATE CERTIFICATION CENTERS PHONE SCRIPT:**

Thank you for calling Compassionate Certification Centers this is \_\_\_\_\_\_\_\_\_\_.

How can I help you?

1. **When someone is very confused or they're asking a lot of questions.**

Let me give you an overview of the entire program first and we can get into the details for the doctor certification and what is needed for your appointment.

* The entire medical marijuana program is managed by the Pennsylvania Department of Health. Medical marijuana is highly regulated and thus there are several steps that need to be taken to obtain your medical marijuana card.
* The first step is to register@ [medicalmarijuana.pa.gov](http://medicalmarijuana.pa.gov/). This will build your patient record and get you registered into the program. You'll need your driver’s license or state issued ID number and enter everything exactly as it appears on your card. The state uses your photo from your ID for the cannabis card and also validates that you are a Pennsylvania resident.
* You will also be able to specify two caregivers that need to be registered. they will receive links to register once you enter their information and information on all the steps required to become a caregiver. This will allow someone to purchase medical marijuana at the dispensary on your behalf if necessary or needed.
* Once you receive your patient ID from the state Department of Health, you'll see a list of physicians that are certified with the state to recommend medical marijuana.
* We have physicians on that list and right now we are seeing patients in our Pittsburgh and Butler location. Prior to your appointment you would have your doctors send your medical records with the diagnosis that you're seeking medical cannabis for, faxed or email to us.
* *Fax: 888-316-9085*
* *Email:* [*Intake@compassionatecertificationcenters.com*](mailto:Intake@compassionatecertificationcenters.com)
* *\*\*If they need to mail their medical records or any documents they can mail to: Compassionate Certification Centers  
  PO Box 95132 Pittsburgh PA 15223*
* There are 17 different diagnosis that the state Department of Health approves for medical cannabis. Our doctors are not taking over your care from your current physicians, they are providing the medical marijuana certification and medical marijuana treatment plan. If you do not have any medical records or that diagnosis is not in your medical records, you would need to find a physician to establish the diagnosis and treatment plan. (I do let them know with chronic pain that they should have at least a three-month history or records of surgery to support prior treatment or ongoing pain because of the surgery or with PTSD they need that specific diagnosis and testing listed)
* I'm not a physician and cannot tell you over the phone if you're going to be approved or not but if your diagnosis is on the list of 17 qualifying conditions by the state and you have the medical records to support the diagnosis there should not be any issues with obtaining the medical marijuana certification.
* Again, this industry is highly regulated and the state and the doctor have to provide the certification. (I use this only after they are asking if they're going to be certified or if their condition meets the criteria. ) At your appointment, you would bring your photo ID, a list of your current prescriptions, along with the payment for the doctor's office visit/certification.
* The medical cannabis certification is not covered under insurance and is something that you do pay out-of-pocket for. The office visit is $199. There is a $10 service fee for using credit card or debit card. At your office visit, after your approved, the doctor will send the certification to the state. The state Department of Health will email you and let you know to sign back into their website to have your identification card issued. There is a $50 fee to the state to issue your card. There is a program to waive those fees if you meet certain income requirements or you are using government programs such as PACE or WIC.

1. **When they ask when the dispensaries will be open, when they can purchase.**

* Medical marijuana is highly regulated and each of the cultivators and dispensaries must be approved by the state before opening the doors or planting seeds. The Department of Health stated within a six-month window, there should be dispensaries open within the state selling medical marijuana to patients. The shortest time it takes for cannabis to be cultivated and harvested is two months and then it needs to be processed into the concentrates or other products for the dispensaries. The Department of Health states you cannot use your card prior to the issue date and since none of the cards have been issued yet we don't know what that issue date will be.

1. **When asked why insurance does not cover this**

* Marijuana is federally illegal and a schedule one drug. Until federal laws change this is a state right issue which is why each state has their own individual medical marijuana program or recreational marijuana program. Insurance will not cover it until federal laws change. (I let them know that they can become an activist to help change federal law or initiate that change if they keep pressuring me on why it’s not covered. I give them Pittsburgh NORML as the first place to start. Ends the conversation on that topic fast.)

1. **When asking if they use their card out of state**

* Each state has its own medical marijuana program laws and conditions that are eligible to be treated. Some states are adult use recreational and do not require a medical card. Other states may be reciprocal with Pennsylvania but you would need to research the local laws and what is eligible or contact an attorney for advice on medical marijuana laws and travel.  you would not be able to transport back to Pennsylvania since you would be violating federal laws carrying it across state lines. Marijuana is illegal on federal property and cannot be brought into an airport or shipped across state lines using the Postal Service or another package delivery service.

1. **When someone is talking about the length of time it took for us to return a call**

* Sorry for any delays or inconvenience getting back to you. Everyone is excited about the medical marijuana program and they are enrolling now. As a result, we have many patients on a waiting list or calling in requesting appointments to be seen. The medical marijuana program in Pennsylvania has not been fully rolled out yet. physicians are now just starting to issue cannabis certifications so that patients can be ready prior to the dispensaries opening their doors. Our call volume has been extremely high and I apologize for the wait.
* **If they are registered...** Since I have you on the phone do you have time to go over scheduling an appointment and what is required?
* **If they didn't register**… I ask them to go to the website and we will contact them once we receive their information to schedule appointment. If they don't hear anything within a week they can give us a call back to check on their appointment status. In the meantime, they can still reach out to the physician to obtain their medical records and fax them or email them after they register with us. I will enter the information for them if they are older/technologically disabled to not having access to a computer

1. **When someone is asking about how much it will cost them to purchase medical marijuana**

* Dispensary doors in Pennsylvania has not opened yet so we don't know how much it's going to cost inside Pennsylvania. You can look online at other states to get an idea of the pricing or products that would be available. Pennsylvania does not have flower or plant material or edibles available when comparing products. The two main websites would be [leafly.com](http://leafly.com/) or [weedmaps.com](http://weedmaps.com/). They list dispensaries and their available products and pricing for other states.
* If they would make their own edibles out of 1 g of wax with a 96 to 98% THC content, they have 9600 to 9800 mg of THC available to cook with. They can then measure out their own individual dosage by size of a brownie for example in dividing the 9600 to 9800 mg into how many pieces they cut. This would give another rough idea how long a gram of wax could last if making edibles. The recommended dosage on edibles is between 10 to 50 mg of THC per dose if they are looking at tinctures or making their own edible. Everyone is different when it comes to medical marijuana in they require more or less product. It is difficult to predict how much product you will need for relief.

Our Cancellation Policy – we do have a cancellation policy, if you cannot make it to your scheduled appointment please call us 24 hours prior to your scheduled appointment and we will reschedule you. If you miss your appointment you will get a bill in the mail for $35.00.

Our Refund Policy- if you do not qualify for the card, you are still charged for the visit.

**Office Directions:**

2 Gateway Center Suite 1312 13th Floor 603 Stanwix Street

Pittsburgh, Pennsylvania 15222

Pittsburgh office - Downtown, gateway center 2 has several parking garages and is on the bus line.

Located near market square, there are several gateway towers be sure to look for the correctly numbered one, Gateway Tower 2.

127 E Cunningham Street STE 101

Butler, Pennsylvania 16001

Butler office - Butler office is directly located on 68East which is one block off of Main Street Butler and across from a new parking garage, the bus station and near Rite Aid.