



Welcome.

**Thank you for Choosing Grow West Cannabis Company.**

Grow West Cannabis Company is very pleased to provide you with quality products. We have committed ourselves to a high standard of customer service to provide the best patient experience around.

Our mission is to provide wholesome, natural, healing, plants for the mind, body, and spirit. We look forward to serving you and our community!

Here are a few items to keep in mind during your visit with us:

- **Compassionate & Knowledgeable Staff:** Our patient care advisors are available to offer you the most up to date product information in a relaxed and friendly environment.
- **Consultant Availability:** It is our promise to provide you the opportunity to meet with a patient care advisor in a confidential setting. Grow West Cannabis Company is committed to protecting your privacy and assisting you with a private consult in you prefer. Just ask your patient care advisor and they would be glad to meet with you in our consultation room. Here with can help you develop a treatment plan and provide you with information on how to track your results.
- **High Quality Products:** It is our dedication to have a personal relationship with each of our vendors and an in-depth understanding of their processing method. Each product is hand selected by our management team for its quality and effectiveness.
- **Product Specials:** Be sure to check out our specials and the latest product sales.



## Hours of Operation

Tuesday – Saturday

10:00 a.m.-8:00 p.m. (last patient seen at 7:30 p.m.)

Sunday

12 noon to 4:00 p.m. (last patient seen at 3:30 p.m.)

**Visitor Checklist:** This is what you need to bring with you during your first visit, as well as return visits.

- Initial Visit:**
1. Government Issued Identification Card
    - DMV / MD Issued Driver's License or ID card
    - Passport
  2. Signed Certification from the MMCC Physician
  3. Patient ID Card (if available)

- Return Visit:**
1. Government Issued ID Card
  2. Patient ID Card or Signed Certification

**Payment:** Cash only (There is an ATM located in the dispensary for your convenience)

### **Cellphone Policy of Grow West Cannabis Company:**

Cell phone usage is not permitted in the service area of the dispensary. No pictures or videos are permitted. Our patients have a right to privacy and confidentiality. Please initial stating that you understand the cellphone policy. \_\_\_\_\_

### **Product Usage & Vaping:**

The use of medical cannabis and tobacco use of any kind is strictly prohibited anywhere on Grow West Cannabis Company premises.



### **Security:**

Video surveillance of Grow West Cannabis Company premises is being recorded at all times.

### **Return Policy:**

At the discretion of the dispensary manager or designee, returns will be handled on a case by case basis.

Guidelines for returns are:

- 1) You must have your sales receipt
- 2) Returns will only be reviewed for eligibility on products purchased in the last 30 days

### **Price Match Guarantee:**

We are committed to providing competitive fair market pricing, every day. If a local dispensary in District One is offering the identical, in stock, item for less, let us know and we will match it.

### **Medical Treatment & Supervision:**

Grow West Cannabis Company is an alternative to medical advice from your attending physician or other healthcare provider. You must not rely solely on the recommendations from the patient care advisors, green nurses, or the clinical director. Our patient care advisors provide you with a holistic approach and encourage you to consult with your physician or other healthcare professional regarding any medication that have been prescribed to you in conjunction with for possible interactions with medical cannabis. We want to ensure that your overall quality of care needs is being met. Additionally, Grow West Cannabis Company cannot guarantee that the cultivar/strain of medical cannabis would be effective for you. Each individual and how you respond to medical cannabis is different. It is important that you keep your patient journal with you and document your effects and discuss your outcomes with your physician and your patient care advisor so that we can better assist you in seeking your effective results.



**Caregivers & Age Limits:**

Adults and under 21 years of age can become patients with the Maryland Medical Cannabis Commission (MMCC). Minors under 18 years of age MUST have their parent or legal guardian act as their caregiver.

**Caregivers:**

Caregivers are generally appointed by the patient, and they cannot have more than 5 patients at once. You must be 21 years or older to be a caregiver and may or may not be a family member of the patient. Caregivers MUST also submit an application through the MMCC. A patient can designate up to 2 caregivers at once max.

**Reciprocity:**

At this time in the state of Maryland, we do not have reciprocity protection. This means that Grow West Cannabis Company does not recognize medical cannabis cards from other states. It is our recommendation that when you visit our dispensary if you are interested in this information to discuss an updates with a patient care advisor on the latest updates from the Commission or log on to the Maryland Medical Cannabis Commission website: <https://mmcc.maryland.gov/Pages/home.aspx>.

**Confidentiality:**

The MMCC database is required by law to meet HIPPA standards to protect patient confidentiality.

Grow West Cannabis Company records and databases meet all HIPPA standards to protect patient confidentiality.

X \_\_\_\_\_  
(Patient Signature / Print)

\_\_\_\_\_  
Date

X \_\_\_\_\_  
(Caregiver Signature / Print)

\_\_\_\_\_  
Date