



MyMedi.ca

MEDICAL CANNABIS CARE

MyMedi.ca Scope of Care for Patients

Simplifying access to medical cannabis

MyMedi.ca is a comprehensive medical cannabis care platform designed to enhance the patient journey and incorporate medical cannabis safely into treatment regimens.

Our team of cannabis-trained pharmacists and patient support team can provide personalized support to patients through our 5 pillars of care.

Our 5 Pillars of Care



Patient Support Team



Pharmacist-Led Patient Care



Product Availability



Patient Assistance Programs



Collaboration and Communication



Patient Support Team

- Bilingual team for seamless registration, product selection, and ordering.
- Assistance via email, online chat, and callback options.
- Assistance for patients without a healthcare provider seeking medical cannabis to identify a suitable clinic.



Pharmacist Services

- Patient education on product selection, dosing, and side effects.
- Adverse reaction guidance and drug interactions check.
- Patient-friendly online seminars and guidelines.



Product Availability

- Curated products from leading Canadian licensed producers.
- All products Health Canada-approved.
- Diverse dosage forms, strengths, and cannabinoid ratios.
- Includes products with minor cannabinoids.
- Timely delivery available with Canada Post, FedEx, or Purolator.
- Free Canada Post delivery for orders over \$99.99 (before tax and after applicable discounts).
- Signature is required upon delivery; hold for pickup option available upon request.



Patient Assistance Programs

- Discounts for seniors, pediatric patients, actively serving military members & spouses of veterans, first responders and compassionate pricing programs.
- Insurance and direct billing options available for WSIB, WSBC, WSNB, CNESST and other workers' compensation boards across Canada.
- Motor vehicle accident coverage.
- Other third-party payers (please reach out to support@mymedi.ca with your insurance & case manager details for more information).



Collaboration and Communication

- Foster open communication between healthcare providers, patients, caregivers, and medical institutions (hospitals, nursing homes, and long-term care).
- Promote transparency, trust, ease of access to medical cannabis.
- Offer educations and guidance materials to patients, caregivers, and healthcare providers new to medical cannabis.

Specialty Pricing Programs

Program	Discount
Pediatric	20% pediatric discount + an extra 20% off the RHO Phyto product line with a promo code for patients under 19 years of age
Seniors	Patients who are 65+ receive a 15% discount
Income-sensitive individuals	15% discount on all medical cannabis products for qualifying patients, proof of eligibility is required
Active Military Members & Spouses of Veterans	20% discount for Canadian military members still actively serving & for spouses of veterans residing at the same address
First Responders	15% discount on all medical cannabis products for first responders, proof of eligibility is required
Native Status	Patients may email or upload a copy of their Native Status' card to qualify for tax exemption on their orders

Frequently Asked Questions

1. When is the best time to call?

- Tuesday to Friday in the afternoons.
- Currently, our average wait time is **1.75 minutes**.

2. Are there other ways to reach the patient support team?

- You can select the **Call Back Option** instead of waiting on hold.
- We offer an **Online Chat** on the MyMedi.ca website during our opening hours.
- You can also **Email Us** at support@mymedi.ca. We strive to respond **within 2 hours** during business hours.

3. What is your approach to product management?

- We aim to have a diverse portfolio to cover a broad range of product categories from fast acting to slow release.
- We aim to not go below 15% out-of-stock rate.

4. What is your pharmacist services availability?

- Our team of pharmacists is available free of charge for all MyMedi.ca Patients. There is no prior appointment required.

MyMedi.ca Contact information

Phone:

1-844-500-2040

Secure Fax for Medical Documents:

1-844-500-4042 (Main)

289-499-3791 (Alternative)

Hours of Operations:

Monday to Friday: 9AM to 7PM EST (Eastern Standard Time)

Website: mymedi.ca

Support Email: support@mymedi.ca

Mailing Address:

MyMedi.ca c/o Northern Green Canada Inc.

1-275 Orenda Road

Brampton, ON L6T 3T7