

# AltMed Data

## Dispensary Consumer Assessment of Merchant Products and Services

The **DCAMPS** initiative provides a standardized survey instrument and real-time data collection solution for measuring patient and consumer perspectives on cannabis care and dispensary quality assurance.

The **DCAMPS** Survey is a direct reflection of the **HCAHPS** (Hospital Consumer Assessment of Healthcare Providers and Systems) initiative that is already the standard in traditional healthcare. HCAHPS is a Center for Medicare and Medicaid Services (CMS) mandate requirement of all short-stay hospitals.

## Why **Measuring** Matters

- Greater client experience means happy clients, bringing recurring revenue as well as word-of-mouth referrals.
- Anonymous, secure patient-reported outcomes eliminate hesitancy over public-facing or solicited Google Reviews.
- The first real-time Net Promoter Score measure in the cannabis industry opens new doors to business growth analytics.
- In-depth customer service data immediately identifies opportunities for growth, solutions or celebration.
- Thorough measurements reduce industry stigma by pinpointing dispensaries with the highest quality service.

# DCAMPS

Communication with  
Budtender/Wellness  
Associate

Communication with  
Pharmacist

Communication and  
Responsiveness of Staff

Communication and  
Education on Cannabis  
Products

Cleanliness of  
Dispensary Environment

Quietness of  
Dispensary Environment

Dispensary Rating

Recommended to  
Friends and Family  
(NPS)

Depression/Anxiety  
(HADS)

Quality of Life (QOL)

# HCAHPS

Communication with  
Nurses

Communication with  
Doctor

Responsiveness of  
Hospital Staff

Communication About  
Medication

Cleanliness of Hospital  
Environment

Quietness of Hospital  
Environment

Hospital Rating

Recommend the  
Hospital