

**Subject Line:** Important Information about the Medical Marijuana Program and How YOU are Impacted

Good afternoon,

Since you are registered for the Medical Marijuana Program, the Bureau of Medical Marijuana is making you aware of upcoming, unavoidable system maintenance that will result in 24-hours of system downtime, impacting the ability to dispense medical marijuana and certify patients in Pennsylvania. The maintenance involves an Oracle (Registry) Production migration that is necessary to support future operations.

During the downtime, there will be a complete inability to access the Medical Marijuana Registry which will prohibit:

- Practitioners from issuing patient certifications (including initial and renewal);
- Registry users from accessing their account, or creating any new accounts; and
- **ALL dispensing activity**, as there will be no access to the Registry to check in patients or caregivers or review patient certifications.

**The 24-hour downtime is scheduled to begin on Sunday, February 9, 2025, around 9pm and will continue through Monday evening, February 10, 2025. While NO dispensing can occur on Monday, February 10, 2025, business is expected to resume, as normal, on Tuesday, February 11, 2025. Additionally, the Medical Marijuana helpdesk will be closed Monday, February 10<sup>th</sup> and is expected to reopen Tuesday, February 11<sup>th</sup>.**

Patients and caregivers are encouraged to have enough medication to account for the downtime and practitioners should be mindful when scheduling appointments to certify medical marijuana patients.

Thank you,  
Bureau of Medical Marijuana