2026

GMP Patient Compassionate Care Program

Generic Medical Partners
Partenaires Médicaux Génériques

GENERIC MEDICAL PARTNERS INC.
COMPASSIONATE CARE PROGRAM

GENERIC MEDICAL PARTNERS INC. I 1500 Don Mills Rd, Suite 711. North York, ON M3B 3K4

Overview

At Generic Medical Partners Inc., we recognize that access to critical medications is a fundamental human right, not a privilege. Our Patient Compassionate Care Program is designed to support individuals who face financial, systemic, or circumstantial barriers to obtaining the medicines they need. This program operates independently from insurance coverage and is guided by our commitment to equitable healthcare access.

The program operates on a three-tiered-model—**No Coverage, Partial Coverage, and Full Coverage**—based on standardized assessment of each patient's financial situation, medical necessity, and availability of alternative resources.

Purpose

The Patient Compassionate Care Program reflects Generic Medical Partners' commitment to healthcare equity by ensuring that patients facing financial, systemic, or temporary barriers can access essential medications. This program supports patients across various socioeconomic backgrounds, regardless of insurance status, and helps bridge gaps in healthcare systems through ethical and responsible pharmaceutical access.

Guiding Principles

- **Patient First**: We prioritize dignity, safety, and well-being of all patients.
- **Equity in Access**: Medication access should not be dictated by income, insurance coverage, or geography.
- **Integrity & Compliance**: All support is delivered in accordance with regulatory, legal, and ethical standards.
- **Partnership-Driven**: We collaborate with healthcare providers and community organizations to maximize reach and impact.
- **Data-Informed Impact:** We continuously improve based on outcomes and feedback.

Program Structure

This program operates through a **three-tier assistance model,** determined by insurance coverage, income level, and medical urgency.

Tier 1: No Coverage – **Full Assistance**

Eligibility Criteria:

- No public or private insurance coverage.
- Refugee Status.
- Demonstrated financial hardship (e.g., income below national low-income thresholds).
- No access to government assistance or support programs.

Support Provided:

- 100% of medication cost covered by GMP.
- Priority processing and expedited delivery of prescriptions.

Application Requirements:

- Completed Compassionate Care Request Form.
- Income verification documents (e.g., tax returns, benefit statements).
- Recommendation from Healthcare Provider.

Tier 2: Partial Coverage – **Shared Assistance**

Eligibility Criteria:

- Partial insurance coverage with high co-payments or deductibles.
- Moderate financial adversity (e.g., income close to poverty line).
- Chronic or life-threatening condition requiring consistent treatment.

Support Provided:

- Up to 80% of out-of-pocket costs covered.
- Co-payment assistance for ongoing payments.

- Access to affordability counseling and advocacy support.

Application Requirements:

- Proof of insurance coverage and co-payment amounts.
- Proof of income.
- Healthcare Provider statement outlining priority treatment necessity and frequency.

Tier 3: Full Coverage – **Temporary Relief**

Eligibility criteria:

- Currently insured with standard coverage.
- Facing temporary hardship due to job loss, family crisis, or catastrophic medical events.
- Awaiting approval for long-term assistance (e.g., disability benefits).

Support Provided:

- Short-term medication coverage (60 days).
- Emergency access to life-sustaining therapies
- Referral to external support programs for continued care

Application Requirements:

- Letter explaining temporary hardship.
- Proof of insurance and outstanding costs
- Documentation of pending program applications (if applicable).

Application Process

Required Documentation

- Completed Healthcare Provider Application form.
- Healthcare Provider statement of medical needs.
- Please download and complete the Compassionate Care Program Application Form on the GMP Website. A dedicated email address to return the completed application is provided.

Review Timeline

- Standard cases: 5 days.
- Urgent Cases: 2 days.

Applications are reviewed by GMP's **Compassionate Care Review Board.**

Distribution & Fulfillment

Once approved, medications are dispensed directly through our authorized pharmacy network or mailed to patients with tracking. Emergency cases may be fulfilled locally though partnered distributors. GMP will agree a process for fulfilment with the healthcare provider request on this patient support.

Outreach & Engagement

At Generic Medical Partners Inc., we understand that a compassionate care program is only effective when patients, caregivers, and healthcare providers are aware of its existence and empowered to access it. That is why proactive outreach is a critical pillar of our Patient Compassionate Care Program.

Key Initiatives:

- **Provider Education & Partnerships**
- **Community Engagement**
- **Digital Accessibility**
- **Mult-lingual Support**
- **Feedback & Continuous Improvement**

Contact & Support

Patients, caregivers, and healthcare providers seeking assistance or additional information about the Patient Compassionate Care Program are encouraged to reach out through the following channels:

General Inquiries & Application Support

- Email: customerservice@gmprx.com
- Phone: (416)-444-4467
- Fax: 1 (866)-259-2058

Healthcare Providers & Referral Partners

- Email: _____
- Phone: _____

Mailing Address

Generic Medical Partners Inc.

1500 Don Mills Road, North York, Suite 711

Toronto, ON, M3B 3K4

Canada

Administration & Oversight

All applications are reviewed by our **Compassionate Care Review Board**. Reviews are conducted within 5 business days, and urgent cases are prioritized.

Confidentiality:

Patient information is handled with the utmost confidentiality and in full compliance with the local privacy regulations.

Monitoring & Compliance

All aspects of the Compliance Care Program are monitored through GMP's compliance department to ensure regulatory alignment (e.g., Health Canada, HIPAA), patient safety, and program integrity. Annual audits, patient feedback, and outcome tracking drive the continuous improvement.

Reporting & Impact

GMP will publish an annual **Compassionate Care Impact Report** highlighting:

- Number of patients supported.
- Medicines provided.
- Patient testimonials.
- Program evolution highlights.

This transparency strengthens trust and holds GMP accountable to our values.