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## Dispensary Licensee Newsletter - September 2019

**Editor's Note:** This month we bring you updated guidance on packaging & labeling, reminders on returns, and upcoming ownership verification.

- Board of Pharmacy's MMCP Staff

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### IMPORTANT UPDATES

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#### Variance Requests

Please remember to send all variance requests to [mmcp@pharmacy.ohio.gov](mailto:mmcp@pharmacy.ohio.gov). Failure to send variance requests to the correct email inbox may result in significant delays.

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### LICENSING

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#### Ownership Verification

Effective Sept. 5, 2019, the Board is conducting an Ownership Verification for all dispensaries on a quarterly basis. All dispensaries have been emailed a copy of this document.

Please conduct a thorough review of each document, sign, and submit to the Board office at [new.license@pharmacy.ohio.gov](mailto:new.license@pharmacy.ohio.gov) no later than Sept. 15, 2019. If there are any changes to ownership percentages, or addition/removal of owners, please include those updates in your correspondence to the Board by using the additional fields populated on the Attestation Form.

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### COMPLIANCE

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#### Returns, Refunds & Exchanges

The Board of Pharmacy has become aware of cultivators and/or processors instructing dispensaries to complete returns, refunds or exchanges in response to patient complaints. Dispensaries should always address issues related to these situations with their applicable Board agent. As a reminder, the following rules address this subject:

- [OAC 3796:6-3-20](#)
- [OAC 3796:6-3-01](#)
- [OAC 3796:6-3-22](#)
- [OAC 3796:6-3-15](#)

#### Delivery Acceptance Reminder

Dispensaries are reminded that before accepting a delivery of medical marijuana, a dispensary key employee must inspect and acknowledge that the delivery meets relevant packaging and labeling requirements. The delivery of any medical marijuana failing to adhere to relevant packaging and labeling requirements shall not be accepted by a dispensary and shall be immediately returned to the processor or cultivator holding a plant-only processor designation. Please refer to O.A.C. 3796:6-3-06 Receipt of medical marijuana by a dispensary.

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# DISPENSARY OPERATIONS

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## **Product Packaging and Labeling Guidance**

The Ohio Department of Commerce has developed [a guidance document](#) to assist processors correctly label medical marijuana products. This document should also be referenced by dispensaries to confirm the label on the products is within the +/- 5% of the testing data.