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## Dispensary Licensee Newsletter - April 2021

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### IMPORTANT UPDATES

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#### Days' Supply Adjustments

If a dispensary makes an error in recording a patient's dispensation or allows the return of a defective product, only that dispensary can adjust the days' supply on the patient's registry and OARRS accounts. Please do not direct patients to contact the Board of Pharmacy as none of the Board staff has the ability to make such an adjustment.

#### Set Time Zone

The Patient & Caregiver Registry recently allowed dispensers to manually set their time zone. All dispensers are encouraged to set their time zone to Eastern Time. The default time zone within the Registry is UTC. To check your time zone:

- Log in to your dispenser account;
- Click the downward-pointing arrow next to your login email in the top right-hand corner;
- Select "My Preferences."

In the "Timezone" field, check to see if it lists "Eastern Time (US & Canada)" – If the time zone is already set to Eastern, no further action is needed.

If the "Timezone" field does not reflect "Eastern Time (US & Canada)," complete the next steps:

- Click "Edit Preferences;"
- Select the appropriate time zone from the drop down;
- Click "Save Preferences."

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### LICENSING

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#### Dispensary Employee License Renewal

All dispensary employee licenses for associated key employees, key employees, and support employees will be eligible for renewal through July 1, 2021. All renewal applications, materials, and payment must be submitted via eLicense Ohio.

Designated representatives are encouraged to review their employee roster and check the status of their employees' renewal using [the eLicense Ohio website](#). Search for the employee by their name or license number. Once their license is shown, click the carrot on the right side of the entry to see their license's expiration date. An employee who has renewed their license should have an expiration date of 12/4/2022.

If an employee is no longer employed at your dispensary, please submit an [Employee Separation Notification form](#) via the [Compliance Upload portal](#).

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### COMPLIANCE

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## Patients with Inaccurate Information

Dispensary employees should not dispense to any patient or caregiver with inaccurate information on their profile or medical marijuana card (e.g., nickname, misspelled name, incorrect date of birth, or driver license number/ID number that does not match the patient's presented identification).

If a patient/caregiver has incorrect information on their profile, inform the patient/caregiver of which field contains the inaccurate information and direct them to contact their CTR physician to correct the issue.

## Dispensary Labeling Requirements

[OAC Rule 3796:6-3-09](#) delineates the information that must be included on the dispensary label prior to the sale of the medical marijuana product.

The MMCP has received complaints from patients stating that the date of purchase has been incorrectly listed as the "manufactured date" on the label. Please ensure that your dispensary labels correctly include all the required information, including the date on which the product was harvested and the date the product was manufactured (for products other than plant material).

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# DISPENSARY OPERATIONS

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## Zero Threshold Reminder

The Board has set a minimum threshold of 0.3% for THC percent content and CBD percent content below which plant material products are considered to have 0% content and therefore not subject to the 95% – 105% range rules.

- For Example: If a plant material's target THC percent in the product ID is 0.29% then the product can be considered zero if the testing results range between 0 - 0.29%. If the product's THC percent from testing is 0.3% then the +/- 5% variance must be considered and the product must be registered accordingly.

If the target THC or CBD percent in the product ID and the testing results are less than 0.3% then the +/- 5% variance does not apply and the THC or CBD content must be registered as zero. If the target THC or CBD percent is 0.3% or greater than the THC or CBD percent from the testing information must fall within 5% variance and the product must be registered accordingly. If a plant material product is registered as 0% CBD the testing data must fall between 0% and 0.29% CBD.

Also, the Board has set a minimum threshold of 0.1% for CBD Percent Content below which Processed Material products are considered to have 0% content and therefore not subject to the 95% – 105% range rules. There is no zero threshold for THC percent in processed products at this time.

For further questions regarding Product ID Assignment, please refer to the [Product ID Submission FAQ](#).

## Non-Medicated Samples

Dispensaries must not accept product samples – either medicated or non-medicated – regardless of whether the product is intended for patients or dispensary employees. The Board is unable to verify the sample product contents and medical marijuana processors are not authorized to produce non-medical marijuana products. Further, [OAC 3796:6-3-01\(E\)](#) prohibits a dispensary from providing free medical marijuana samples.

## Advertising Submission Reminder

Pursuant to [OAC 3796:6-3-24](#), all advertising materials are to be submitted to the Board of Pharmacy. This includes, but is not limited to: websites, social media content, print media, branded items, and print media. Advertising materials must be included in a submission that has received the status "compliant" prior to being published.