



Dispensary Licensee Newsletter - September 2022

IMPORTANT UPDATES

Reminder

All *patient related issues* (such as patient being unable to renew a card, adding veteran or indigent status, patient in need of help logging into their patient account, etc.) should go to the email address MMCPRegistry@pharmacy.ohio.gov and not to support@pharmacy.ohio.gov. Currently, the support email box gets many of those requests, which are forwarded appropriately, but could cause a delay in customer service. Getting the email to the right department will expedite help to that customer. The Medical Marijuana Registry phone number 1-614-569-4439 is also available for all patient related issues.

Turning Patients Away

If a patient is turned away from a dispensary and unable to make a purchase, dispensary staff shall provide the patient with a specific reason as to why they are being turned away. For example, if a patient is turned away due to an expired recommendation, the employee should explain the situation to the patient and encourage them to contact their physician.

Patients with Multiple Profiles

Please do not instruct patients to contact the Board regarding multiple profiles. In the event of a multiple account error, please follow the steps below:

1. Verify the patient has an "Active" recommendation.
2. Email the addresses listed below, using the subject title "Multiple Accounts: PATIENT NAME."

- MMCPRegistry@pharmacy.ohio.gov
- Terri.Ghitman@pharmacy.ohio.gov

3. Only the bullet points shown below need to be reported in the email. No other explanations are required.

- Patient First and Last Name; Including suffixes (e.g., Jr, II)
- Patient Date of Birth
- Patient Registration Number
- Number of days dispensed (if applicable)

COMPLIANCE

Dispensing of Medical Marijuana

Prior to dispensing medical marijuana, dispensary employees must verify the registration card presented by the patient or patient caregiver is current and valid, to include the state photo identification. Verifying only the recommendation is not sufficient. Designated Representatives are encouraged to review Rule 3796:6-3-08 with dispensary employees.

Dispensary Access

As a reminder, no person, except a registered patient or caregiver, dispensary employee, or a cultivator or processor employee delivering medical marijuana, shall be granted access to a dispensary. One individual may also accompany a registered patient or caregiver into the dispensary; however, that individual must remain in the waiting area. Failure to comply with this requirement is in violation of Rule 3796:6-3-23.
