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## Dispensary Licensee Newsletter - February 2023

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### IMPORTANT UPDATES

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#### OHIO MEDICAL BOARD CONSIDERS NEW QUALIFYING CONDITIONS

The State Medical Board of Ohio determined irritable bowel syndrome, obsessive compulsive disorder, and autism spectrum disorder will move forward for expert review and public comment. Written public comment on these conditions will be accepted February 9 – February 24, 2023. Please [Click Here](#) for more information and instructions for submitting comments.

#### NEW DISPENSARY CERTIFICATE OF OPERATION IN DELAWARE

The State of Ohio Board of Pharmacy awarded a Dispensary Certificate of Operation to Bear River Dispensary, located at 26 Moore St, Delaware.

The Board has now issued 66 Dispensary Certificates of Operation.

The [interactive map](#) of Dispensaries with Certificates of Operation will be updated within two business days following February 14, 2023.

#### NEW DISPENSARY CERTIFICATE OF OPERATION IN DELAWARE

The State of Ohio Board of Pharmacy awarded a Dispensary Certificate of Operation to Bear River Dispensary, located at 26 Moore St, Delaware.

This is the 65th Dispensary Certificate of Operation issued by the Board.

The [interactive map](#) of Dispensaries with Certificates of Operation has been updated.

#### NEW DISPENSARY CERTIFICATE OF OPERATION IN COLUMBUS

The State of Ohio Board of Pharmacy awarded a Dispensary Certificate of Operation to Amplify, located at 5304 N Hamilton Rd, Columbus.

This is the 64th Dispensary Certificate of Operation issued by the Board.

The [interactive map](#) of Dispensaries with Certificates of Operation has been updated.

#### NEW DISPENSARY CERTIFICATE OF OPERATION IN OXFORD

The State of Ohio Board of Pharmacy awarded a Dispensary Certificate of Operation to Consume Oxford, located at 3620 Southpoint Pkwy, Oxford.

This is the 63rd Dispensary Certificate of Operation issued by the Board.

The [interactive map](#) of Dispensaries with Certificates of Operation has been updated.

## NEW DISPENSARY CERTIFICATE OF OPERATION IN MOUNT ORAB

The State of Ohio Board of Pharmacy awarded a Dispensary Certificate of Operation to Uplift, located at 101 Mercy Blvd, Mount Orab.

This is the 62nd Dispensary Certificate of Operation issued by the Board.

The [interactive map](#) of Dispensaries with Certificates of Operation has been updated.

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## COMPLIANCE

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### ERRORS WITHIN THE PATIENT REGISTRY

**Please follow the below guidance.**

Email [support@pharmacy.ohio.gov](mailto:support@pharmacy.ohio.gov) **AND** [MMCPRegistry@pharmacy.ohio.gov](mailto:MMCPRegistry@pharmacy.ohio.gov) for the following (email both, NOT a specific person):

1. WORK OARRS account password resets.
2. WORK OARRS account updates (e.g., change of email)
3. Multiple patient merge requests. Be sure to include in the email:
  - Patient full name (and any prior names if they have had a name change)
  - Date of Birth
  - MMID#
  - Copy your dispensary's DR (so if we need to contact the dispensary, we know the specific person)
  - NOTICE - Sending multiple email requests to Support does not expedite your request. If OARRS cannot find the multiple accounts, tickets are placed to Bamboo. Ticket requests can take several days for Bamboo to respond, and then the dispensary causing the issue needs to be contacted in order for Bamboo to fix the issue. This too takes time. OARRS has a very limited staff who also assist prescribers and pharmacists. Your patience is appreciated.

It is the responsibility of the dispensary to contact OARRS for multiple patient requests. Please do not have the patient contact OARRS. The patient does not know what we need.

Multiple patient situations are almost always caused by an error on the part of the Dispensary entering inaccurate data, such as:

- name and MMID# mismatches
- wrong date of patient birth
- caregiver name entered as the patient's name

These are preventable mistakes.

If you have questions regarding adding indigent or veteran status, caregiver additions such as deletions or updates, or password resets for patient accounts, email only [MMCPRegistry@pharmacy.ohio.gov](mailto:MMCPRegistry@pharmacy.ohio.gov) (not [support@pharmacy.ohio.gov](mailto:support@pharmacy.ohio.gov)).

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