



Dispensary Licensee Newsletter - August 2023

IMPORTANT UPDATES

Board of Pharmacy Awarded Dispensary Certificates of Operation

The State of Ohio Board of Pharmacy awarded Dispensary Certificates of Operation to the following locations:

- Saphyre at 4066 Morse Rd., Columbus
- Debbie's Dispensary at 1100 McArthur Rd., Ste. 112, Jeffersonville
- Debbie's Dispensary at 544 Richland Ave, Athens
- Verdant Creations at 876 State Route 61, Marengo

The Board has now issued 100 Dispensary Certificates of Operation.

The [interactive map](#) of Dispensaries with Certificates of Operation will be updated within two business days following the award.

COMPLIANCE

OARRS Accounts

Please follow the below guidance.

Email support@pharmacy.ohio.gov for the following (NOT a specific person):

1. WORK OARRS account password resets.
2. WORK OARRS account updates (e.g., change of email)

Multiple Patient Merge Requests

Please follow the below guidance.

Dispensaries may sell a four day quantity when encountering a Multiple Patient prescription history.

Email support@pharmacy.ohio.gov for multiple patient merge requests (do NOT email a specific person).

Be sure to include in the email:

1. Patient full name (and any prior names if they have had a name change)
2. Date of Birth
3. MMID#
4. Copy your dispensary's DR (so if we need to contact the dispensary, we know the specific person)

Please Note - 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. Dispensaries should inform the patient that the Board of Pharmacy was contacted to resolve the issue. Please do not instruct the patient to contact OARRS or the Registry (MMCPRegistry@pharmacy.ohio.gov) regarding multiple patient requests.

Multiple patient situations are almost always caused by a preventable 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

When to Email the Registry

Email only MMCPRegistry@pharmacy.ohio.gov (**not** support@pharmacy.ohio.gov) for questions regarding:

- adding indigent or veteran status
 - caregiver additions, such as deletions or updates
 - *patient* accounts needing password reset (**not** your work OARRS account password)
-