



Dispensary Licensee Newsletter - October 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:

- The Landing Dispensary at 4029 Smith Rd., Cincinnati
- Elevated Growth at 7520 High Cross Blvd., Columbus
- Culture Cannabis Club at 1568 E Archwood Ave., Akron

The Board has now issued 107 Dispensary Certificates of Operation.

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

COMPLIANCE

Multiple Patient Profile - Merge Requests

"Multiple patient" prescription history or "merge" situations are almost always caused by a preventable error, made previously by a dispensary having entered inaccurate data, such as:

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

It is the responsibility of the dispensary that encounters a "multiple patient profile" message, to notify OARRS of the issue. Please do **not** instruct a *patient* to contact OARRS (support@pharmacy.ohio.gov) or the Registry (MMCPRegistry@pharmacy.ohio.gov) regarding a multiple patient merge request. Only Dispensary staff/personnel/employees should contact OARRS regarding a "multiple patient" issue. **Instead, inform the patient that the dispensary is handling the situation by reporting the issue to the Board of Pharmacy for resolution, per MMCP standard procedure.**

Please Note - Contacting OARRS several times does not expedite a request. If OARRS staff cannot find the multiple accounts needing merged, then they open support tickets with the OARRS software vendor ("Bamboo"). Ticket requests can take *several days* for Bamboo to respond, and then OARRS will contact the dispensary whose inaccurate data is causing the issue, in order for Bamboo to fix it. This too takes time. OARRS has a very limited staff who also assist prescribers and pharmacists. Your patience is appreciated.

When experiencing a "multiple patient profiles" or "merge request" situation, Dispensary staff/personnel/employees/representatives should follow the guidance below.

Email OARRS at support@pharmacy.ohio.gov and include all of the following:

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 (in case OARRS needs to place a Bamboo support ticket and thus reply at a later time; OARRS needs to know your specific contact Representative)

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

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 (i.e., not your *work* OARRS-account password)
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