



Accepting Telephone Orders, Online Orders and Patient Registrations for Medical Marijuana

Updated **05.08.2023**

On March 18, 2020, the State of Ohio Board of Pharmacy directed Ohio medical marijuana dispensaries to implement safeguards to minimize the transmission of the coronavirus (COVID-19). Those requirements can be accessed [here](#).

In an effort to further protect patients, caregivers, and dispensary employees during the current public health emergency, the Board is issuing the following resolution to permit a patient/caregiver to telephone a medical marijuana dispensary or place an online order for the sale of medical marijuana. **Patient privacy and confidentiality is of the utmost importance and dispensaries shall only implement telephone and online ordering if they can ensure the privacy and confidentiality of patient information is maintained pursuant to program rules.**

***NOTE:** This expanded resolution incorporates language from a previous resolution issued on 3/20/2020 titled Accepting Phone Orders for Medical Marijuana. This new resolution authorizes dispensaries to receive both phone orders and online orders.*

Any dispensary accepting a telephone or online orders or patient registrations for medical marijuana must implement the following procedure:

- Dispensary staff may only receive telephone orders for medical marijuana during hours of operation. Online orders may be placed at any time but may only be reviewed and filled during hours of operation.
- Dispensary staff must receive the order for medical marijuana using the dispensary's telephone system on the dispensary's premises or via a webform submitted through the dispensary's website. No third-party websites, vendors, or platforms may be used to fill or process orders absent prior authorization by the Board of Pharmacy and the execution of a confidentiality and user agreement.
- If an online web form is used, the form:
 - Shall permit the patient/caregiver to notify the dispensary of their preferred method of contact (e.g., email, text, phone call).
 - May collect the patient/caregiver's name, email address, and telephone number, date of birth, and order information.
 - Shall not collect driver's license number (or any other authorized identification number), social security number, medical marijuana registry identification number, medical history/diagnoses, or a photograph or copy of any type of identification or a photograph of any individual.
- The dispensary staff shall review the telephone or online order to ensure the order complies with the requirements of the medical marijuana control program, including the [90-Day Supply Resolution and Guidance](#) released on 4/15/2020.



- All transactions must occur under video surveillance.
- When the patient/caregiver arrives to the dispensary, dispensary staff must verify the patient/caregiver's photo identification and registry identification card before the patient/caregiver may enter the dispensary department, unless the patient/caregiver is using curbside pickup.
- Once the patient/caregiver arrives at the dispensary, dispensary staff may retrieve the order for medical marijuana.
- The patient or caregiver must be assisted by the next available point-of-sale terminal, unless the patient or caregiver is using curbside pickup.
- Dispensary staff must also verify the patient/caregiver's photo identification and registry identification card before completing the sale.
- No label shall be affixed to a container or package until the patient verifies the order is correct. If a label is created and the patient does not accept the order, the label must be destroyed.
- Any telephone or online order for medical marijuana that is not picked up by close of business on the day the order is received must be returned to the dispensary's vault/safe.

This approved procedure does not permit dispensary staff to:

- Initiate the telephone or online order (e.g., telemarketing, cold-calling, e-mailing, text messaging, etc.);
- Accept payment or provide medical marijuana to a patient/caregiver outside of the dispensary department except as permitted by the Board pursuant to the guidance on [Sales to Patients and Caregivers Outside the Dispensary Department](#);
- Process any transactions within METRC or OARRS prior to the actual sale of medical marijuana product.

Any questions regarding this procedure should be directed to your assigned Board of Pharmacy agent.

This resolution shall remain in effect until rescinded by the Board.