

Use of electronic ordering system

Effective immediately, all medical marijuana dispensaries are permitted to use stationary electronic ordering systems on the dispensary floor, e.g., computer or tablet, to allow patients and caregivers to select medical marijuana products and place their order.

Once the order is ready for pick-up, the patient or caregiver must proceed to a separate area where the medical marijuana can be dispensed pursuant to all applicable Ohio Administrative Rules: 3796:6-3-08, Dispensing of medical marijuana; 3796:6-3-16, Monitoring, surveillance, and security requirements.

Additional requirements for the of electronic ordering systems:

- The electronic ordering system must be stationary and located on the dispensary floor only. Portable devices are prohibited.
- All transactions must occur under video surveillance.
- Video surveillance cameras are required at each stationary electronic ordering system and shall capture the patient and/or caregiver entering the order.
- The electronic ordering system may not have any features enabled allowing for the acceptance of payment.
- The electronic ordering system may only collect the patient/caregiver's name, email address, telephone number, date of birth, and order information.
- The system 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 electronic ordering system must require a password immediately after use, or during non-use, known only by dispensary staff to protect the confidentiality of the registered patient or registered patient caregiver.
- The ordering system must timeout immediately after each use, clearing all patient data.
- 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.
- The dispensary shall have a sufficient number of dispensary employee dedicated to assisting patients and caregivers with selecting and placing their in-store order for pick-up.
- All orders placed using the in-store electronic ordering system must be completed, and picked up during the actual duration of the visit on the same day.
- Dispensary staff must verify the patient/caregiver's photo identification and registry identification card before completing the sale.
- The dispensary must establish a policy regarding the use of their selected electronic ordering system and the policy must be made readily available to the Board of Pharmacy.
- A dispensary shall not require a patient to only utilize the in-store stationary electronic ordering system and must have alternative in-store means to place medical marijuana orders.

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