



## Accepting Phone Orders for Medical Marijuana

**Updated 3/20/2020**

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 a public health emergency, the Board now permits a patient/caregiver to telephone a medical marijuana dispensary and place an order for the sale of medical marijuana. Any dispensary accepting a telephone order for medical marijuana must implement the following procedure:

- Dispensary staff may only receive telephone orders for medical marijuana during hours of operation.
- Dispensary staff must receive the order for medical marijuana using the dispensary's telephone system on the dispensary's premises.
- 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.
- Once the patient/caregiver enters the dispensary department, dispensary staff may retrieve the order for medical marijuana.
- The patient or caregiver must be assisted by the next available a point-of-sale terminal.
- Dispensary staff must also verify the patient/caregiver's photo identification and registry identification card at the point-of-sale terminal 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 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 any of the following by dispensary staff:

- Dispensary staff may not initiate the telephone order (e.g., telemarketing, cold-calling, etc.).
- Dispensary staff may not accept payment or provide medical marijuana to a patient/caregiver outside of the dispensary department. All transactions must occur inside the dispensary department under video surveillance.
- Dispensary staff may not 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 compliance agent.

This guidance shall remain in effect until rescinded by the Board.