



Patient & Caregiver Newsletter - January 2022

New Options for Registry Technical Support

Need help resetting your password or logging into the registry? Patients and caregivers can access a new [Registry Support System](#) that includes Frequently Asked Questions and Tutorials related to the Ohio Medical Marijuana Registry. If the FAQ and tutorials do not provide the answer you are looking for, you can also submit a technical assistance ticket to Bamboo Health at <https://medicalmarijuanaregistry.zendesk.com/>. For the best technical support experience, users may create a username and password to log in to the Registry Support System to track the progress of your ticket. Patients and caregivers can also obtain comprehensive technical support via the Helpdesk at (833) 276-0100.

Updates to the Patient & Caregiver Registry

Recent updates to the Patient & Caregiver Registry include:

1. **Registry Card - Terminal Status:** If a physician designates a Patient as terminal, terminal status will display on the Patient card.
2. **Registry Card - Recommendation Expiration Date:** If Patient has an active recommendation, then recommendation expiration date will be displayed on the Patient card. If no active recommendation on file, the card will display "No Rec."
3. **Phone Number Prompt:** The Patient Registry will prompt existing patients and caregivers to enter a phone number, if a phone number is missing from the registry profile. Patients and Caregivers will be redirected to Edit Registrant Information page to add a phone number to the profile.

Renewing Patient or Caregiver Registration

Patients and caregivers WILL NOT receive an automated email from the Registry with a link to renew their registration. Once a patient receives their new recommendation, they can visit www.ohiomedicalmarijuanaregistry.com and sign in using their email address and the password they created when they activated their Registry account to complete the renewal process. Caregivers can renew their registrations by logging into their profile using their email address and the password they created when they activated their Registry account. If patients or caregivers do not remember their password, they can send an email request to MMCPRegistry@pharmacy.ohio.gov for a password reset link. Once they log into their Registry account, patients or caregivers can click the red button labelled "RENEW CARD" and proceed to payment to renew their registration.

If a patient does not see a "RENEW CARD" button, it is most likely because the physician has not yet entered the new or renewed recommendation. If you have questions regarding when the new or renewed recommendation will be entered, please contact your recommending physician. If you can see your new or renewed recommendation on your registry account and are still unable to renew, please email MMCPRegistry@pharmacy.ohio.gov for additional assistance.

Rule Reminder

Complete Patient Registration

Pursuant to [OAC 3796:6-3-08\(C\)](#), dispensary employees shall require the presentation of a registry identification card together with another form of approved state-issued

photographic identification belonging to a qualifying patient or caregiver, prior to selling medical marijuana to such qualifying patient or caregiver.

If a patient or caregiver's identification number listed on their profile does not exactly match that of their physical identification, they will not be able to purchase. All patients and caregivers should double-check the information listed on their profile to ensure it was entered correctly prior to visiting a dispensary. If there is an error, the patient should contact their recommending physician to request a correction.