Metrc Support Bulletin

Bulletin Number: MD_IB_050	**Distribution Date**: 02/16/2021	**Effective Date**: 02/16/2021
Contact Point: Metrc® Support	**Subject**: Patient Status Lookup	
Reason: Metrc is providing details on Patient Limits Lookup in the OneStop system		

Greetings Metrc® Users,

The MMCC and Metrc are providing this bulletin to inform Maryland users of revised patient-limit lookup procedures effective Tuesday February 16, 2021 via the OneStop system and Metrc. Patient-limit lookup procedures in this bulletin are intended to replace procedures outlined MD_IB_021 that was distributed on March 1, 2019.

The MMCC expects that that following best practices will continue to be utilized:

- The lookup should only be utilized for a patient who is physically present at the Dispensary.
- If a POS system would like to provide a reconciliation on **all** stored patients at a Dispensary, it should be done after Dispensary business hours.
- When a patient enters a Dispensary, the proper number of calls to this endpoint would be one prior to sale and then a follow-up check after the sale.
- To utilize this endpoint, ensure the user has the Lookup Patients permission enabled within Metrc.

COMAR Requirements

Dispensary agents may only dispense medical cannabis to a registered and certified Patient who has presented a government-issued photo ID OR MMCC ID Card and/or their associated Caregiver who has presented an MMCC ID Card**.**

Dispensary agents must utilize the patient lookup available in the OneStop portal to verify that:
1. The patient or caregiver is currently registered & assigned to one another,
2. The patient has a current certification, *and*

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3. The patient has not already been dispensed his/her limit of medical cannabis in the past 30 days .

The five-step process detailed below is what all dispensary agents should be following and is covered during the MD Advanced Dispensary Training.

1. Ask for government photo ID:
    a. Patient or caregiver that is making the purchase should present a government-issued photo ID.
    b. Acceptable forms of government-issued photo ID include driver's license, MVA ID card, passport, and military ID.
    c. Caregivers must make a purchase for a minor patient who is under 18 years old.

2. Ask for MMCC ID Number:
    a. Every patient and/or caregiver has a unique MMCC ID number.
        i. Patients may have a MMCC ID card present.
        ii. Caregivers must have a MMCC ID card present.

3. Log into OneStop:
    a. OneStop may be accessed here.
    b. User sign in should be your OneStop username and password.
    c. Patient lookup is available for dispensary agents.

4. Enter Patient and Caregiver (if applicable) MMCC ID #:
    a. Dispensary agents must always enter patient MMCC ID #.
    b. If a caregiver is present, the dispensary agent must enter the caregiver MMCC ID # along with the patient MMCC ID #.

5. Verify Patient and Caregiver are eligible to purchase:
    a. Photo should match the person(s) present.
    b. Patient should not have exceeded their limits of dried flower or THC.
    c. The system should not present any error messages.

Dispensary agents may only dispense medical cannabis to those who can present an MMCC Patient or Caregiver ID Card.

Please feel free to contact Support at support@metrc.com or 877-566-6506 with any questions.