# **Metrc Support Bulletin**



Bulletin Number: MI_IB_49	Distribution Date: 5/16/22	Effective Date: 5/12/22			
Contact Point: Metrc <sup>®</sup> Support	Subject: Updates to functionality for Retailers				
<b>Reason:</b> Metrc and the CRA are providing notice informing Adult-Use Retailers how to record adverse responses reported by adult-use consumers.					

Greetings Metrc Users,

Metrc, in conjunction with the CRA, is providing guidance on the functionality used to record adverse responses (reactions) for consumer sales. The recording of adverse responses is a requirement for both patients, as well as adult-use consumers. This bulletin will give directions for this process, that will require consumer adverse responses to be recorded under the Patient menu. The information needed to record an adverse response can be found below. The administrative rules require licensees to report adverse reactions to the CRA, licensees can email <u>CRA-Compliance@michigan.gov</u>.

Please see the following pages for details on these changes:

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### **Enabling Patient Adverse Response For Employees**

Before recording adverse responses, Metrc Admins must give access to any employees who will be recording the adverse responses by selecting Employees pn the Admin area dropdown shown in **Figure 1.** Once on the employees grid, select the employee that would be recording the adverse responses, and click the Edit Employees button on the top of the grid.

Admin 🗕	
Tag Orders	
Tags	
Locations	
Strains	
Items	
Transporters	
Employees	ļ

Figure 1: Select Employees page in Admin Dropdown

In the Edit Employees action window, click the manage Adverse Response button, as shown in **Figure 2** below.

Edit Employees ×						×
Employee #	<i>t</i> 1					(clear)
Employee Employee <u>Lic.</u> Number	Test Test Test9999	~	Permissions	Packages Page Grids ( <u>reg'd)</u> Inventory Create/Submit/ <u>Disc.</u>	<ul><li>✓ View</li><li>✓ Manage</li><li>✓ Manage</li></ul>	
E-mail Home	Enable online access to this Facili       Test@gmail.com	ity ~		Notes Transfers Menu Licensed & External Templates Hub	<ul> <li>Manage</li> <li>Manage</li> <li>Manage</li> <li>Manage</li> </ul>	
Employment 🗹 Owner at this Facility 🗹 Manager at this Facility				Sales Menu Sales Sales Delivery Hub Manage	<ul><li>Manage</li><li>Manage</li></ul>	
				Adverse Responses	Manage	



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### **Recording Adverse Responses**

For employees who have the ability to manage the consumer adverse responses enabled, select the Adverse Responses from the Patient area, as shown in **Figure 3**. Enter the consumer's recipt number in the dialogue box for Patient No., select the appropriate package ID information, date information, and record the reported reaction (shortness of breath, bad taste, etc) information in the Notes field.



Figure 3: Select Adverse Responses

This will open up and action window to the Register Adverse Responses, to record the consumer response, as shown in **Figure 4**.

Register Adverse Responses ×								
Adverse Response # 1 (clear)								
Patient <u>No.</u>	000000286		Notes	Consumer Sale				
Package	1A4FF03000006500000020	Q		4				
Response Date	iii 05/03/2022 today			Please note:				
Return Date	iii 05/03/2022 today		÷	Do not include any information regarding the patient's name, qualifying medical condition or any other medical information that might be considered a violation of the HIPAA Privacy Rules.				
+ 1 Register Adverse Responses Cancel								

Figure 4: Recording Adverse Response

Please feel free to contact support at <u>support@metrc.com</u> or 877-566-6506 with any questions