Metrc Support Bulletin

Bulletin Number: WV_IB_0023	Distribution Date: 05/06/2024	Effective Date: 05/20/2024
Contact Point: Metrc Support	Subject: Entering Patient Adverse Responses	
Reason: Metrc and the OMC are providing notice informing Dispensary facilities how to record adverse responses reported by medical patients and caregivers.		

Greetings,

Metrc, in conjunction with the West Virginia Office of Medical Cannabis is providing guidance on the functionality used to record adverse responses (reactions) for medical cannabis patient sales. The information needed to record an adverse response can be found below. This process will become available on May 20, 2024.

Pursuant to §64-112-18.1: Adverse Event Reporting, A dispensary must notify the bureau and the grower/processor immediately upon becoming aware of any complaint made to the dispensary by a patient, caregiver or practitioner who reports an adverse event from using medical cannabis dispensed by the dispensary.

Please read on for more information.

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 in the Admin area dropdown shown in **Figure 1**. Once on the Employees Grid, select the Employee that would be recording the adverse response(s), and click the Edit Employees button on the top of the grid.
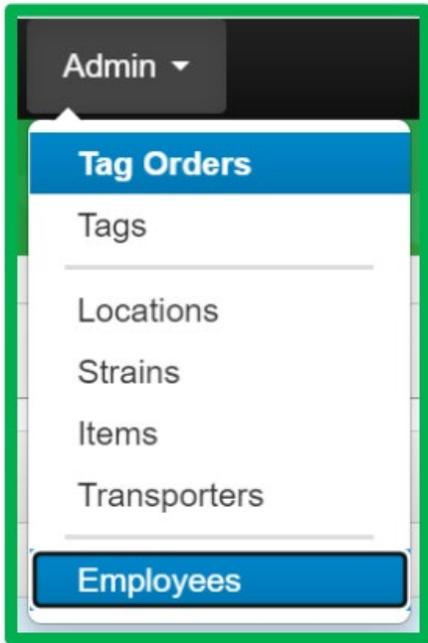
Figure 1: Selecting the Employees page in the Admin dropdown

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

2

Metrc LLC
For additional support,
please visit Support.Metrc.com

Figure 2: Selecting the Adverse Responses Checkbox

Metrc LLC
For additional support,
please visit Support.Metrc.com

3

![metrc logo]

Recording Adverse Responses

For employees who have the ability to manage the consumer adverse responses enabled, select the Adverse Responses from the Sales area, as shown in **Figure 3**. **Please note: Patient Adverse Responses will also be listed under the Sales tab moving forward.**
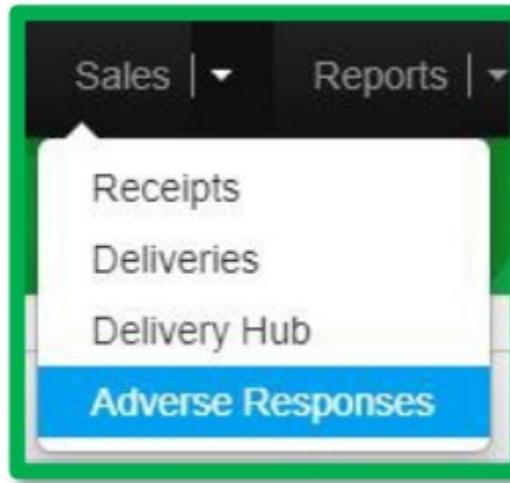
Figure 3: Selecting Adverse Responses

Once on the Adverse Response page, use the "Register Adverse Responses" button. This will open an action window to the Register Adverse Responses to record the consumer response, as shown in **Figure 4**. Select the appropriate package ID information, date information, and record the receipt number and reported reaction (shortness of breath, bad taste, etc.) information in the Notes field. Once the information is entered accurately, use the green "Register Adverse Response" button to complete the process.
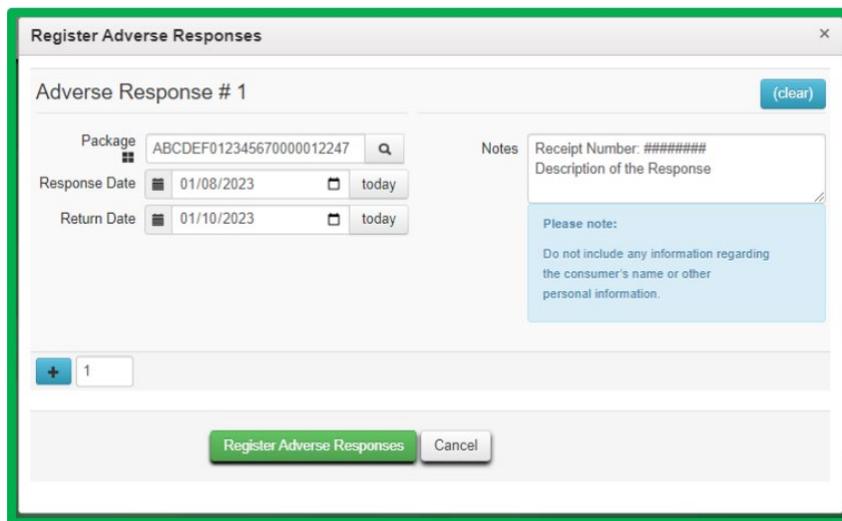
Figure 4: Recording Adverse Response

Metrc LLC
For additional support,
please visit Support.Metrc.com

4

Metrc resources

If you have any questions or need additional support, the following resources are available:

Contact Metrc Support
By using the new full-service system by navigating to Support.Metrc.com, or from the Metrc System, click Support and navigate to support.metrc.com and it will redirect to the portal.

Please note: If accessing the portal for the first time, a username (which is established when logging in), the respective state and "Facility license number", and a valid email to set a password are required.

Metrc Learn
Metrc Learn has been redesigned to provide users with interactive, educational information on system functionality to expand skillsets and drive workflow efficiencies.

Accessing the new Metrc Learn LMS is simple through multiple convenient locations:

From within the Metrc system
Navigate to the drop-down Support menu in the navigational toolbar and select "Sign up for Training" to register.

From the Metrc website
Navigate to your state's partner page and scroll down to the "Metrc's Training Resources" section to find the link.

Also, save the link – *learn.metrc.com* – as a bookmark in your preferred web browser. If you have the existing link saved as a bookmark, please replace it with the new link.

Access additional resources
In the Metrc system, click on the Support area dropdown in the navigational toolbar and select the appropriate resource, including educational guides, manuals, and more.

Thank you for your continued partnership.

Metrc LLC
For additional support,
please visit Support.Metrc.com