

Bulletin Number: KY_IB_0014	Distribution Date: 02/16/2026	Effective Date: Ongoing
Contact Point: Metrc Support	Subject: Patient Status Lookup	
Reason: To ensure the industry is aware of how to use the patient status lookup tool.		

Greetings,

Metrc wants to provide information regarding the Patient Status Lookup feature to provide guidance on how to reference patient allotments prior to a sale. It is strongly encouraged to leverage this feature within Metrc at the time of the Patient Check-In and prior to dispensing to ensure the categories the Patient is qualified to purchase and to dispense the correct amount to the Patient.

To learn more, please reference the following resources:

- [Metrc Learn](#)
- Metrc Expert

Patient Status Lookup Guidance

When utilizing the patient status lookup, there are three key numbers to reference:

1. Flower, THC, Concentrate, or Infused Products Limit
2. Flower, THC, Concentrate, or Infused Products Purchased
3. Flower, THC, Concentrate, or Infused Products Available

Please note: There are no item categories in Kentucky that currently track towards the Infused limits in the patient status lookup area. These products instead count towards the THC available/purchased column.

As a reminder, all package sales map to the purchased number based on the item and category. Prior to sale, you are able to view the current patient status to gain visibility into the three key numbers referenced above.

To look up a patient status, navigate to the Lookup icon (magnifying glass in the upper righthand corner) on the navigation toolbar. Select that magnifying glass and click on the Patient Status Lookup option- **Figure 1**.

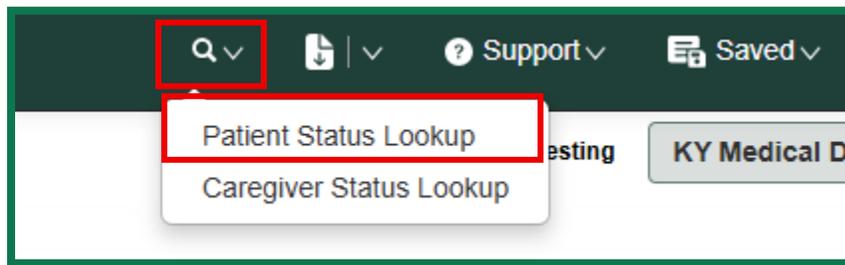


Figure 1: Patient Status Lookup tool

This will open the Patient Status Lookup action window, in which the patient’s ID number can be entered to populate that specific patient’s information within the grid – **Figure 2**.

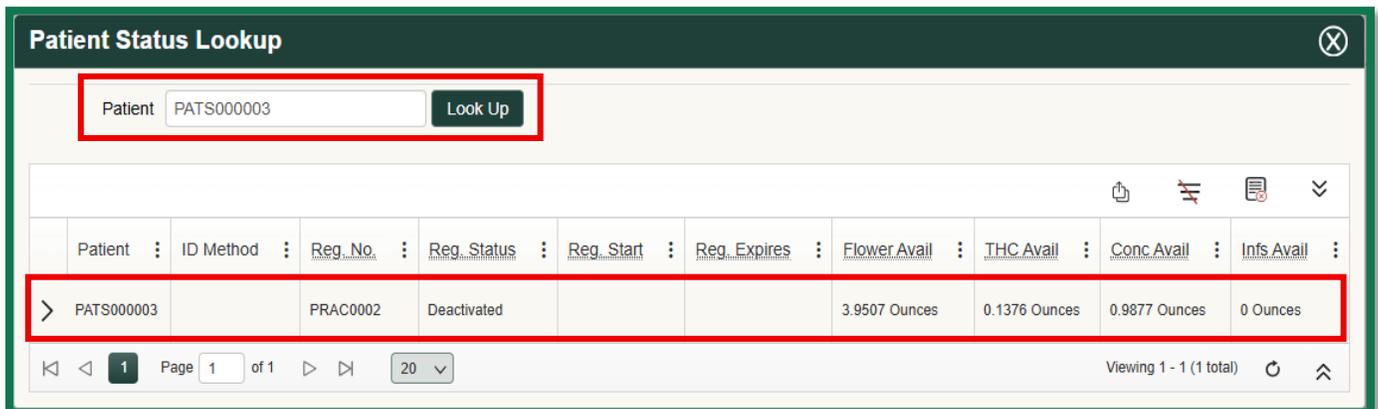


Figure 2: Patient Status Lookup action window

Here, the patient's flower limit, concentrate limit and infused limits can be viewed. Using the drill down arrow to the left of the patient ID will display further details, including the amount of each allotment type that has already been purchased – **Figure 3**.

The screenshot shows the 'Patient Status Lookup' interface. At the top, there is a search bar with 'Patient' and 'PATS000003' and a 'Look Up' button. Below this is a table with columns: Patient, ID Method, Reg. No., Reg. Status, Reg. Start, Reg. Expires, Flower Avail, THC Avail, Conc Avail, and Infs Avail. The first row shows Patient: PATS000003, Reg. No.: PRAC0002, Reg. Status: Deactivated, Flower Avail: 3.9507 Ounces, THC Avail: 0.1376 Ounces, Conc Avail: 0.9877 Ounces, and Infs Avail: 0 Ounces. A red box highlights a dropdown arrow next to the patient ID. Below the main table, a detailed table is shown, also highlighted with a red box. This table has columns: Pur Amt Days, Flower Lmt, THC Lmt, Conc Lmt, Infs Lmt, Max Flower THC %, Max Conc THC %, Flower Pur, THC Pur, Conc Pur, and Infs Pur. The values are: 25, 3.9507 Ounces, 0.1376 Ounces, 0.9877 Ounces, 0 Ounces, 35.00%, 70.00%, 0 Ounces, 0 Ounces, 0 Ounces, and 0 Ounces. At the bottom, there is a pagination bar showing 'Page 1 of 1' and 'Viewing 1 - 1 (1 total)'.

Patient	ID Method	Reg. No.	Reg. Status	Reg. Start	Reg. Expires	Flower Avail	THC Avail	Conc Avail	Infs Avail
PATS000003		PRAC0002	Deactivated			3.9507 Ounces	0.1376 Ounces	0.9877 Ounces	0 Ounces

Pur Amt Days	Flower Lmt	THC Lmt	Conc Lmt	Infs Lmt	Max Flower THC %	Max Conc THC %	Flower Pur	THC Pur	Conc Pur	Infs Pur
25	3.9507 Ounces	0.1376 Ounces	0.9877 Ounces	0 Ounces	35.00%	70.00%	0 Ounces	0 Ounces	0 Ounces	0 Ounces

Figure 3: Patient Status Details

Breakdown of Patient Allotments by Category

The below table provides a visual representation of which allotment type each final form Metrc category pulls from when completing sales in Metrc:

<i>Patient Allotment Category</i>	<i>Metrc Product Type</i>	<i>Related Metrc Categories</i>
Flower	Flower Products	<ul style="list-style-type: none"> • Raw Plant Material • Shake/Trim
THC	Infused Products	<ul style="list-style-type: none"> • Infused Edible • Infused Liquid Edible Beverage • Dermal Patch • Infused Non-Edible
Concentrate	Concentrate Products	<ul style="list-style-type: none"> • Concentrate (each) • Oil for Oral Administration • Tinctures (each)
Infused	N/A	N/A

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](#) platform is simple:

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.

Metrc Expert

In the Metrc system, click on widget icon in the lower right-hand corner to open the Metrc Expert knowledge base to access step-by-step guides, ask questions, and more.

Thank you for your continued partnership.