

# MEDICAL MARIJUANA USE REGISTRY

## LAW ENFORCEMENT USER'S GUIDE

### WHAT'S IN THIS USER'S GUIDE?

This guide explains the basics of the Medical Marijuana Use Registry:

- LOGGING IN AND MANAGING YOUR REGISTRY ACCOUNT
- SEARCHING FOR PATIENT, CAREGIVERS, AND TRANSPORTERS
- UNDERSTANDING PATIENT PROFILES
- REVIEWING ORDERS AND DISPENSATIONS
- FOR MANAGING STAFF: MANAGING YOUR USERS

### LOGGING IN AND MANAGING YOUR REGISTRY ACCOUNT

#### “Why is this important?”

Knowing how to log in and manage your Registry account is important because the Registry is where Qualified Ordering Physicians instruct others on how their Patients may obtain Low-THC Cannabis, Medical Marijuana and Medical Marijuana Delivery Devices. Being able to access the Registry can help you understand whether a person you have encountered is authorized to possess Low-THC Cannabis, Medical Marijuana products, or Medical Marijuana Delivery Devices.

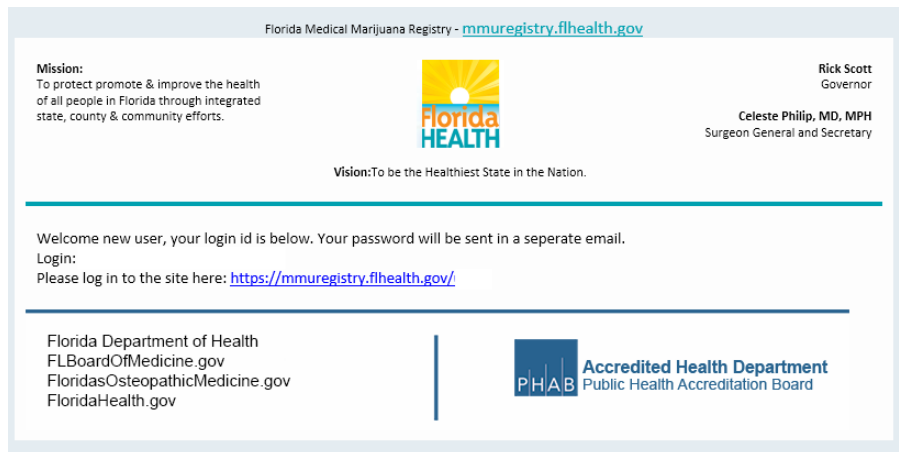
#### “How do I get started?”

Law enforcement accounts are created by leadership within your organization. Once they have created your account, you will be given login details by email. You will need to sign electronically for your account, complete the required training, and change your temporary password to one of your choosing before you can view the Registry.

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“How do I know if I have an account?”

If you know that your leadership created your account in the Registry, check your email inbox for an invitation to log in for the first time. The email will look like this:



When your leadership saves your email address to your profile, the Registry will send you this email, along with another that contains your temporary password.

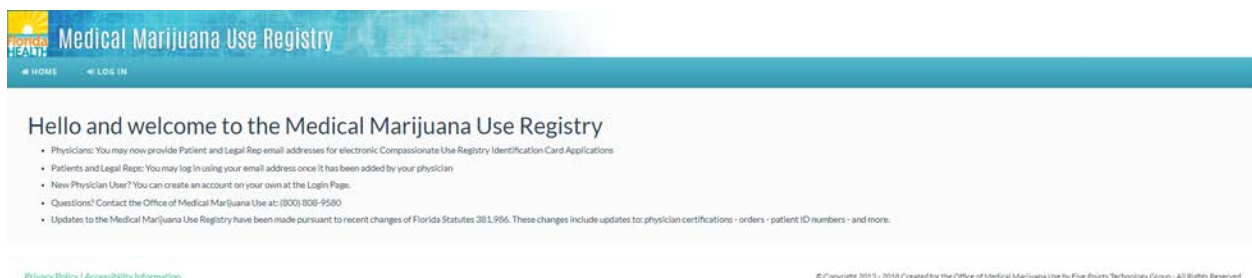
“I don’t have that password email anymore!”

or...

“I forgot my password!”

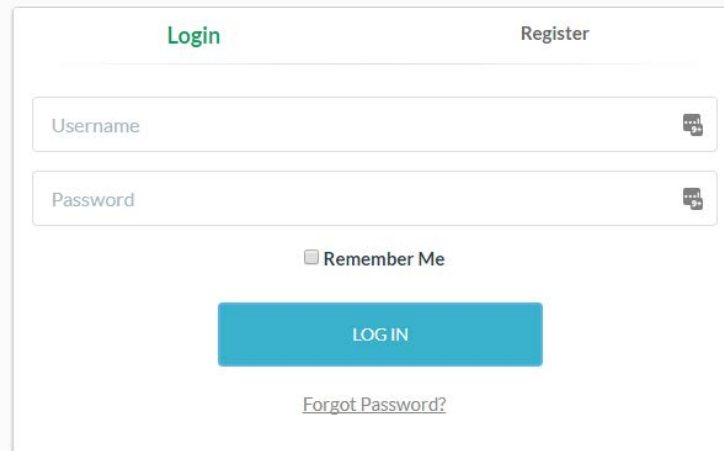
This is not a problem. You can request a new temporary password at any time by supplying your username. Here’s how:

Using your web browser, navigate to the Registry (<https://mmuregistry.flhealth.gov/>) and click LOG IN the top menu bar.



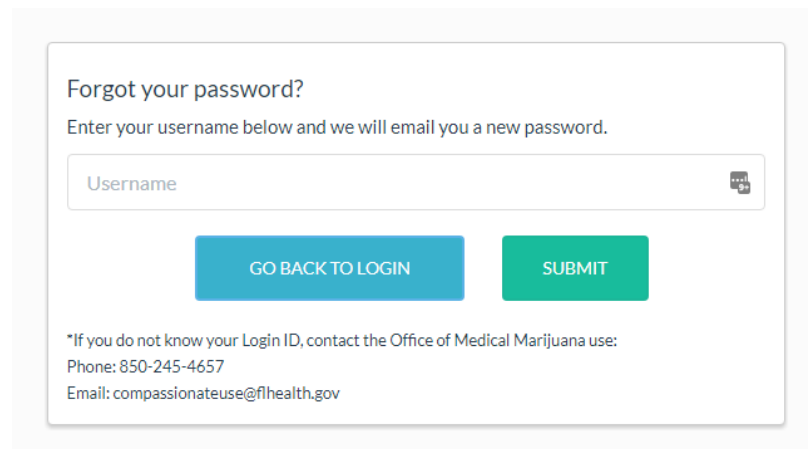
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Just below the LOG IN button, you will see a link titled “Forgot Password?”



The screenshot shows a login and registration form. At the top, there are two tabs: "Login" (highlighted in green) and "Register". Below the tabs are two input fields: "Username" and "Password", each with a small icon on the right. Under the "Password" field is a checkbox labeled "Remember Me". Below these fields is a large blue button labeled "LOG IN". At the bottom of the form is a link labeled "Forgot Password?".

You will be asked to supply your username. Type it in and click on SUBMIT.



The screenshot shows a "Forgot your password?" form. The title is "Forgot your password?". Below the title is the instruction: "Enter your username below and we will email you a new password." There is a single input field labeled "Username" with a small icon on the right. Below the input field are two buttons: a blue button labeled "GO BACK TO LOGIN" and a green button labeled "SUBMIT". At the bottom of the form, there is a note: "\*If you do not know your Login ID, contact the Office of Medical Marijuana use: Phone: 850-245-4657 Email: compassionateuse@flhealth.gov".

“I don’t know my username!”

Your leadership created your account, and will be able to look it up for you.

“What’s next?”

Once you have submitted your username, the Registry will email you your temporary password. That password is only good for one login – as soon as you use it, you will be asked to reset your password to something else. Password requirements can be found on Page 4.

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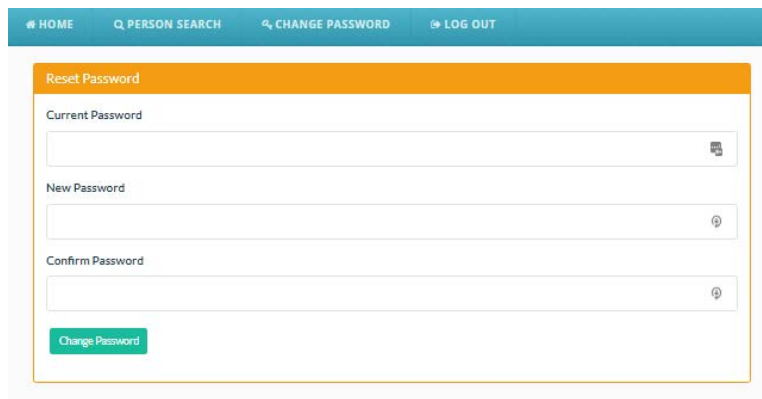
“I never got the email after submitting my username...”

If the system *did not* say “This login was not found” and you still didn’t get an email from the Registry, check your email’s Spam or ‘Junk’ filters – sometimes emails from the Registry are intercepted there. If you find it was caught by your Junk filter, this would be a good time to adjust your settings.

“I’m able to log in, but I want to change my password!”

Once you are logged in, you will see a “Change Password” link in the menu bar at the top. Clicking it will take you to where you can change it:

This page is where you will change your password:



The screenshot shows a web interface for changing a password. At the top, there is a navigation bar with links for HOME, PERSON SEARCH, CHANGE PASSWORD, and LOG OUT. Below this is a form titled "Reset Password" with three input fields: "Current Password", "New Password", and "Confirm Password". Each field has a small icon on the right side. At the bottom of the form is a green button labeled "Change Password".

The information in the Registry is confidential, so you will need to use a secure password that has all of the following:

- Is at least 10 characters long
- Has at least one uppercase letter (A B C etc)
- Has at least one lowercase letter (a b c etc)
- Uses a “special character” like ‘#&\*(^\$() &? /’
- Has at least one number (1 2 3 etc)

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## SEARCHING FOR PATIENTS, CAREGIVERS, AND TRANSPORTERS

### “How do I know if a person is authorized to possess products?”

To determine if a Patient or Caregiver is authorized to possess Low-THC Cannabis, Medical Marijuana , or Medical Marijuana Delivery Devices you will need to access their Profile to confirm:

- They have a profile in the Registry
- They have been issued an ID card
- They have an order that has been dispensed

For transporters, it is important to know there are two basic types of Transporters:

- A ‘bulk’ Transporter carries a larger volume of products in a site-to-site manner, such as from the Medical Marijuana Treatment Center (MMTC) to the storefronts.
- A Deliverer transports individual dispensations to Patients or Caregivers in the community

You can search for these types of people in the Registry.

### “How do I find a Patient in the Registry?”

To verify that the three requirements are met for a Patient, you can search for their Patient (or Caregiver) profile in two ways – either by Name and DOB or by Patient number and DOB. Click People Search in the menu bar to be taken to the search page. (See page 6)

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The screenshot shows the Florida Medical Marijuana Use Registry website. The header includes the Florida Department of Health logo, the title "Medical Marijuana Use Registry", and a "Welcome | Enforcement Law" message. A navigation bar contains links for HOME, PERSON SEARCH, CHANGE PASSWORD, and LOG OUT. The main content area is titled "People Search" and is divided into two sections: "Search by name" and "Search by number".

**Search by name**

Search by name

LastName

First Name

DOB (mm/dd/yyyy) (not required for Transporter)

Is this person a Patient? Is this person a Caregiver? Is this person a Transporter?

**Search by number**

PatientNumber

DOB (mm/dd/yyyy)

Find Patient

If you are searching for a Patient or Caregiver by Name and DOB, you will need to provide all fields – the same applies if you want to search by Patient number.

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“The Registry says that the Patient/Caregiver I searched for was not found!”

Qualified Ordering Physicians create Patient and Caregiver profiles, and your search must be an exact match with what the Patient’s Qualified Ordering Physician saved for the Patient.

If there is not an exact match with the information you entered, you will receive a message that the person was not present in the system:

No Result

Last Name:  
PERSON

First Name:  
NONESUCH

Date of Birth:  
01/01/1980

Result:  
This Patient was not present in the system - either they are recorded under a different identity or are not authorized to possess Low-THC cannabis, medical cannabis, or delivery devices.

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The best method for successful searches is to use the information on the Patient or Caregiver’s ID card –it is created using the exact same information provided by the Qualified Ordering Physician.

“How do I find a transporter?”

Searching for a transporter works the same as searching for Patients/Caregivers, except a DOB is not needed. If there is a match, you will receive a message that the person is an agent of an MMTC who is approved to transport:

You searched for a Transporter Working for a Medical Marijuana Treatment Center:

Last Name:  
ONE

First Name:  
DELIVERY

Result:  
This person is an agent of a Medical Marijuana Treatment Center, which has been approved to transport Cannabis in the State of Florida

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## UNDERSTANDING PATIENT PROFILES

When you get a match on your search, you will be directed to the person's Registry Profile. The top part contains the person's demographic information, and the bottom part is where you may view Orders placed by Qualified Ordering Physicians, and dispensations made by MMTCs.

### “What am I looking at when I see a Profile?”

A Patient's profile contains:

- Their name and date of birth
- A unique Patient ID number
- Their phone number
- Their email address (which is also their username)
- Their weight and gender
- Their address information
- If they have been approved for Medical Marijuana Use Registry ID Card, you will see
  - the photo that is on their card
  - a unique card identifier number for you to verify the authenticity of their ID card
- If they do not yet have an ID card, you will see
  - A 'blank' photo placeholder
  - A notification that the card application is not complete
- If they have a Caregiver or not

If a Patient has a Caregiver associated with them, you will see the Caregiver listed at the bottom:

Address2:	APT 2
City:	PANAMA CITY BEEACH
County:	BAY
Zip code:	32413
Caregivers	TYPICAL, CAREGIVER

[Manage Profile Details](#)

### “I don't see this Caregiver under the Patient's profile.”

If a person presents themselves as a Caregiver for a Patient, but they are not present on the Patient's profile, or are not listed as a Caregiver for that patient, they may not be legally authorized to possess that Patient's products.



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## “The Patient says that their profile is incorrect.”

There are some parts of a Patient profile that the Patient (or Caregiver) can fix, and there are other parts that only the Qualified Ordering Physician may correct:

- Things only the Patient’s Qualified Ordering Physician can change:
  - Their name
  - Their date of birth
  - Their weight
  - Their gender
  - The name of their Caregiver
- Things the Patient can change without needing a new ID card
  - Their phone number
  - Their email address
- Things that a Patient can change that require a new ID card
  - Their address information (Address Line 1 through ZIP Code)

## “How do I know if the Patient has an ID card?”

If the Patient does not have possession of their OMMU ID card, you can pull up their Profile and verify whether they have been approved or not. A Patient who has *not* been approved will

- Have a ‘blank’ placeholder image for their profile photo
- Be missing an ID card number just below their photo
- Have a notification at the bottom of the Patient’s demographics information stating, “The Patient’s application has not been approved by the OMMU or has expired.”


The next page shows what an unapproved Patient profile looks like.

If a Patient has a photo and ID card number, but their Profile states “The Patient’s application has not been approved by the OMMU or has expired,” they have either let their ID card expire, or are in the process of renewing it.

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This is what a Patient profile looks like when they are first given a Registry account, and have not been approved for an ID card:

Patient Profile for: PATIENT, TYPICAL      Patient Number: POZBRQAZ

 Id Card #:	Last Name:	PATIENT
	First Name:	TYPICAL
	Middle Initial:	S
	Primary Phone:	123-456-890
	Email Address:	derek.prowse@fiveptg.com
	Date Of Birth:	01/01/1911
	Patient Number:	POZBRQAZ
	Patient Weight:	120 lbs
	Gender:	Male
	Address1:	123 ANY STREET
	Address2:	APT 2
	City:	PANAMA CITY BEEACH
	County:	Bay

Zip code: 32413

Caregiver: TYPICAL, CAREGIVER [View](#)

Patient is Incapacitated:

The patient's application has not been approved by the OMMU or has expired

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## REVIEWING ORDERS AND DISPENSATIONS

Florida law requires that Qualified Ordering Physicians place Orders in a specific format. They are organized using with this structure:



Remember, each order has a link to the contact information of the Qualified Ordering Physician who placed it.

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Here are some of the requirements that direct how orders are organized:

- Orders must exist within a Physician Certification
  - Each Physician Certification must have a fixed start date and a fixed end date
  - Orders can only be placed within that date range
  - The longest any single certification can last is 210 days
  - The Qualified Ordering Physician can create one open certification (for now) and one scheduled certification (for later) in a Patient Profile at any one time
  - Certifications cannot overlap
- **Note: Law enforcement cannot view certifications, as they contain protected health information.**
- Each Physician Certification can contain up to three Orders
- Each Order has its own start date within the Certification
  - The Patient or Caregiver will not be able to obtain Products for an order until the start date. Before that date, the Order is listed as “scheduled.”
- Each order also has an end date
  - After the end date, the order is listed as closed. The Patient or Caregiver cannot obtain Products from that order after the order’s end date.
- Each Order can have up to four different Routes – two Low-THC Cannabis and two Medical Marijuana. Routes are the method by which the Product is delivered, such as inhalation, topical, or oral.
- **Orders cannot overlap.**
- Each Route can have its own unique amount per dose, and doses per day
  - The Registry uses this information to calculate how many milligrams of product the Patient has been authorized by their Qualified Ordering Physician

On the next page, you can see what an example order looks like to a Law Enforcement users.

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When you first arrive at a Patient's profile, you will see their Orders dashboard under their demographics:

Orders for: PATIENT, TYPICAL

Show  entries Search:

Expand	Order Status	Start Date	Purchase Device	Days	End Date	Edit
	Scheduled	12/1/2017	<a href="#">ANTHONY HALL</a>	Yes	30	12/31/2017
	Scheduled	11/15/2017	<a href="#">ANTHONY HALL</a>	Yes	15	11/30/2017

Showing 1 to 2 of 2 entries Previous  Next

Here you can see that this Patient has two orders, one that starts on the 15<sup>th</sup> of November, and another that starts on the 1<sup>st</sup> of December. This also shows how many days each Order is live, where the patient can obtain Products.

The Order also says that this person can purchase a Delivery Device.

If you click the name of the Qualified Ordering Physician, you will be directed to a page where you can see their phone number, address, and other information.

Click anywhere else on the row for an order, and it will expand to show you much more information. (See following page)

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Expand   Order Status   Start Date   Purchase Device   Days   End Date   Edit

Scheduled   12/1/2017   ANTHONY HALL   Yes   30   12/31/2017

Low-THC Cannabis - Oral   Low-THC Cannabis - Topical   Medical Cannabis - Sublingual   Medical Cannabis - Sublingual

Route: Oral

Total Amount Ordered: 1500

Amount Per Dose: 10

Doses Per Day: 5

Note: If doctor wants to share special directions or notes to you and the MMTC, they'll be shown here.

Dispensed On	At	Via	Amount Dispensed	Status
There are no Dispensations recorded for this route.				

Scheduled   11/15/2017   ANTHONY HALL   Yes   15   11/30/2017

Showing 1 to 2 of 2 entries   Previous   1   Next

When you expand the Order, you can see much more information. You can click each tab to view the different Routes that the Qualified Ordering Physician has placed an Order for. In each one, you can see:

- The Route
- How much the Qualified Ordering Physician ordered
- The amount per dose
- The recommended number of doses per day
- Any special notes from the Qualified Ordering Physician
- The history of all the dispensations ever recorded for this part of the Order.

“How can I tell what the Patient is authorized to possess?”

Expand the Order, and click through the tabs to browse the orders.

“Some of their Orders say they are Completed or Expired... what’s that?”

When a Patient has obtained all the Products that the order allows it is marked as Completed. If the end date of an order occurs before the Patient receives the entire order, it is flagged as Expired.

“Can a Patient use a Route that’s different from what is ordered?”

No. Florida law states that the Route must be a form or amount of marijuana in a manner that is consistent with the Qualified Ordering Physician’s directions or Physician Certification.

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“Can a person possess ‘whole flower’ cannabis?”

Florida law states the medical use does not include possession, use, or administration of marijuana in a form for smoking, in the form of commercially produced food items other than edibles, or of marijuana seeds or flower, except for flower in a sealed, tamper-proof receptacle for vaping.

FOR MANAGING STAFF: MANAGING YOUR USERS

“How do I create a new law enforcement user?”

In the menu bar, click USERS. You will be directed to a listing of all the user accounts at your organization:

The screenshot displays the 'User List' interface. At the top left, there is a 'New User' button. Below it, a search bar shows 'Show 10 entries'. The search criteria include 'Search Last Name', 'Search First Name', 'Search Login Id', 'Select a Role', and 'Search Last Login'. The table below lists several users with their respective roles and last login dates. Each user entry includes 'Edit' and 'Delete' buttons.

Search Last Name	Search First Name	Search Login Id	Select a Role	Search Last Login	Edit/Delete
two	dispenser	dispensertwo	MMTC	9/7/2016	Edit Delete
two	manager	managertwo	MMTC Manager	12/8/2016	Edit Delete
two	delivery	deliverytwo	Deliverer	12/27/2016	Edit Delete
twelve	delivery	deliverytwelve	Deliverer	6/22/2016	Edit Delete
twelve	dispenser	dispensertwelve	MMTC	6/22/2016	Edit Delete
twelve	manager	managertwelve	MMTC Manager	6/22/2016	Edit Delete
Trainee Test	Mel	Trainee2	MMTC		Edit Delete
three	delivery	deliverythree	Deliverer	6/22/2016	Edit Delete

In the upper-left of the Users List, you will see a button titled “New User”.

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**User Information**

Login Id:

First Name:

Last Name:

Email Address:

Street Address:

Street Address 2:

City:

State:

Postal Code:

Primary Phone:

County:

User Status:

User Role:

Medical Marijuana Treatment Center:

Complete the online form. You must supply a unique user ID and email address for the staffer.

At the bottom of the form is a place for you to sign electronically, attesting that this user account information is true and correct as required for lawful access.

When the access application is complete, you must save it to move forward with the process.



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## “What happens next?”

After you save the user account, the new user is immediately sent login information to the email address you provided. They *must* use this information to

- Log in and create a new password
- Sign electronically for their account
- Complete the requisite online training

When this is complete, the OMMU will need to verify the account access request. Once this is completed, the user will get an email announcing their access has been granted.

## “How do I determine the status of a new user’s access application?”

In the menu bar, there is an item titled New Applications. Clicking it will give you a listing of *all* user access requests that are not finished. Here, you will be able to see who has or has not completed their online signature and/or training. Clicking “View Application” next to one will pull it up, and at the bottom of the application you will see the dates each step occurred, and the steps that have not been completed yet:

This user has not started the process.

Application Information

Date Manager Signature:	6/22/2016 4:39:55 PM
Date User Signature:	
Date Master Approval:	
Date Last Training:	

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This one is all done, and is using the Registry.

Application Information

Date Manager Signature:	6/20/2016 2:22:25 PM
Date User Signature:	6/20/2016 2:23:29 PM
Date Master Approval:	6/20/2016 5:05:10 PM
Date Last Training:	6/20/2016 2:23:52 PM

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# MEDICAL MARIJUANA USE REGISTRY

“I need to change something about one of my users”

Back at the User list, you can edit an existing User as needed. *Any* change to a user’s account will obligate the user to change their password for security purposes the next time they log in.