



Metrc Support Bulletin

Bulletin Number: MD_IB_021	Distribution Date: 3/1/19	Effective Date: 3/6/19
Contact Point: Metrc® Support	Subject: Patient Status Lookup	
Reason: Metrc is providing details on enabling the API endpoint for Patient Limits Lookup		

Greetings Metrc® Users,

The MMCC and Metrc have made significant strides to improve the performance on Metrc's Patient Limits Lookup for Maryland users. These improvements have drastically increased the systems responses when performing a patient lookup. Currently, users have the ability to lookup patient limits via the Patient Registry and Metrc. The MMCC has also worked with the Patient Registry and Metrc to allow patients the ability to lookup their own limits through the Registry.

At this time, the MMCC and Metrc would like to announce the next phase of implementation for the patient lookup. Starting on March 6, 2019, Metrc will enable the endpoint `GET/patients/v1status/{patientLicenseNumber}` for Point of Sale (POS) systems to check patient limits prior to pushing a sale into Metrc.

When POS systems use this endpoint, the MMCC expects that the following best practices will 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.

Please also note that data returned by this endpoint is cached for up to one minute.

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. **Effective April 1st,** Dispensary agents may only dispense medical cannabis to those who can present an MMCC Patient ID Card or MMCC Caregiver ID Card.

Dispensary agents must query the MMCC Registry to verify that:

1. The patient or caregiver is currently registered & assigned to one another, **and**
2. The patient has a current certification, **and**

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 photo ID.
 - b. Acceptable forms of government 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 caregiver have 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 MMCC Registry
 - a. Registry may be accessed via MMCC website (mmcc.maryland.gov).
 - b. Select "Sign In" under the "Dispensaries".
 - c. User sign in should be your METRC username and password.
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.

Effective April 1st, Dispensary agents may only dispense medical cannabis to those who can present an MMCC Patient or Caregiver ID Card.

MMCC Registry – Error Messages

- Patient not found
- Caregiver not found
- Patient does not have a current certification
- Caregiver not assigned to patient
- Could not contact Metric to verify amount available
 - If this error message is received on only one specific patient, then the dispensary agent should contact the MMCC.



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- If this error message is occurring on multiple patients, try entering the patient number again and if the error still happens, then the dispensary agent should contact Metrc support.