### PHYSICIAN'S USER GUIDE

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

This Guide lays out the basics of the Medical Marijuana Use Registry:

•	Self-Registration	1
	Logging In & Managing your Account	
	Searching for Patients/Caregivers	
	Adding or Editing Patients/Caregivers	
	Physician Certifications & Orders	

#### **SELF-REGISTRATION**

### "Why is this important?"

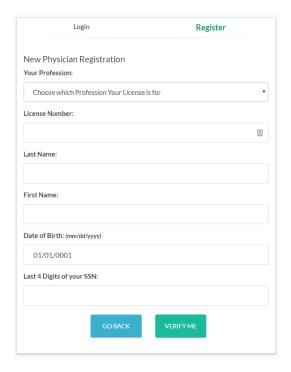
Knowing how to log in and manage your Registry Account is important because the Registry is where Physicians instruct others on how their patients may obtain Low-THC Cannabis or Medical Marijuana Products. Being able to access the Registry is required for you to operate in this system of care.

#### "How do I get started?"

You can obtain a Registry Account on your own without needing to contact the OMMU.

You will need to initially verify your identity using your medical credentials, receive your initial login credentials via email, and then update your password to one of your choosing before you can record Certifications & Orders.

Here is how to Register your Account: Go to the Medical Marijuana Use Registry and click the "Log In" link in the menu bar. Next, click the "Register" tab in the Login panel.



The Registry is connected to other Department of Health systems, and if you complete the fields shown, it can use that information to check if you're a candidate for being able to access the Registry. It will be checking for a few requirements:

- Your Medical License is of a Profession Type appropriate for the Registry.
- Your License Number must be entered as capital letters with no dashes or spaces, for example:
   ME1234 to match what MQA has in their database.
- The name/DOB/SSN details are a match for your license number
- Your medical license is clear, and does not have any Restrictions or other concerns according to the MQA system
- You have the required educational credit in CE Broker for Cannabis in Florida.

If there are issues with the first three requirements listed above, you will not be able to obtain an account. Please contact MQA Licensure Support Services to ensure your information is accurately reflected on your medical license.

If there are issues with your license or education, you may still be able to access the Registry, but not as an Ordering Physician – you may be able to review data, but you will be prevented from adding patients or Orders. Think of it as a 'read-only' mode.

When you have been verified, you will be taken to a screen where you can supply a username and an email address. Your login details will be emailed to you immediately after completing this step and you can begin to use the Registry.

### "I supplied my information, but it says there's not a match."

The Registry is verifying what you supplied against what the Department of Health, Division of Medical Quality Assurance has on file. Log into CE Broker to verify that your name, date of birth, SSN, and license/profession are correct. Contact the OMMU if you need help with this. Please make note of your username and the email address you have provided.

### "I'm told that there is already an account for me."

You can only self-register once. If you have already self-registered, you can just log in as normal.

If you did not create an account and are being told you already have one, consider reaching out the OMMU for support – or, ask the system for a new password as described later in this document.

"I'm told that my email address is already in use."

Users cannot share email addresses, and yours must be unique.

#### LOGGING IN AND MANAGING YOUR REGISTRY ACCOUNT

#### "How do I know if I have an account?"

Check your email inbox for an invitation to log in for the first time. The email will look like this:



After you saved your email address when you self-registered, the Registry sent you this email, along with another that contains your temporary password.

"I don't have that password email anymore."

Or...

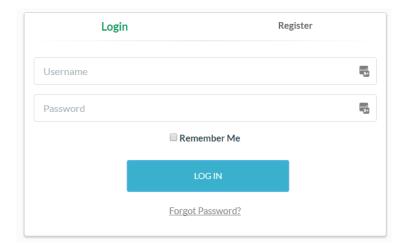
"I forgot my password."

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

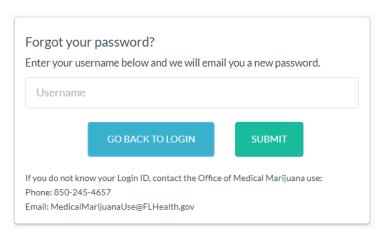
Using your web browser, navigate to the Registry (<a href="https://mmuregistry.flhealth.gov/">https://mmuregistry.flhealth.gov/</a>) and click Login in the top Menu Bar.



Just below the Log In Button, you will see a link titled "Forgot Password?"



You will be asked to supply your username. Type it in and hit Submit.



"I don't know my username."

Contact the OMMU for support at MedicalMarijuanaUse@flhealth.gov

#### "Now what?"

Once you've supplied your username and hit Submit, the Registry will email you your temporary password. The temporary password is only valid for 24 hours and for one successful login attempt – as soon as you use it, you'll be asked to reset your password to something else.

### "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 receive an email from the Registry, check your email's Spam or Junk folders – sometimes they're intercepted there. If you find it was caught by your junk filter, you should adjust your settings to accept emails coming from the Registry.

### "I'm able to log in, but I want to change my password."

Once you're logged in, you'll 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'll change your password:



The information in the Registry is very private, so you'll need to use a secure password that

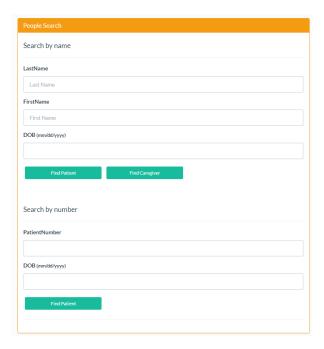
- Is at least 10 characters long
- Has at least one uppercase letter (A, B, C, etc.)
- Has at least one lowercase letter (a, b, c, etc.)
- Uses a "special character" like '#&\*^\$()&?/"
- And at least one number (1, 2, 3, etc.).

#### SEARCHING FOR PATEINTS OR CAREGIVERS

"I have a Patient but we're not sure if I'm supposed to create them in the Registry or not."

When it comes time to provide a Certification for a Patient, it is required to use the Patient's existing profile, rather than trying to create a duplicate profile. The best way to do this is to initially search for any patient you treat. Under the menu bar item titled "Patient Management," you'll have a link for "People Search."

This is where you can find existing Patients or Caregivers:



You can search for Patients or Caregivers either by name and DOB, or by Patient Number and the Patient's DOB. If there's a match, you'll be taken to that patient's profile.

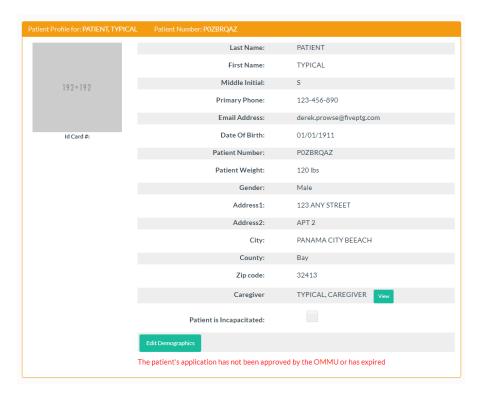
"The Registry says that the Patient I searched for was not found."

Since Physicians are who create Patient Profiles, your search must be an exact match with what the Patient's Physician saved for the Patient.

If you are sure you are searching for them with the correct information and still cannot find a matching Patient Profile, then you will need to create a new Patient Profile for them, as outlined later on in this user guide on page 10.

#### "I found the Patient, now what?"

If your search is a match, you'll be taken to the Patient's Profile:



If you wish to work with this Patient, you must associate yourself to them. You can do this by clicking the "Edit Demographics" button at the bottom, and you'll see that the Patient's Profile becomes editable. At the bottom of the Profile, you'll see a button titled "Activate this Patient." Click this to associate this patient to your physician account.

When you navigate back to your My Patients listing, you'll see them listed there:

PATIENT TYPICAL 1/1/1911 TYPICAL, CAREGIVER 12/1/2017 View

### "I don't see the 'Activate this Patient' button. Why?"

By Florida law, a patient can only be associated to one Ordering Physician at a time. If the patient you've pulled up in search is already associated to another physician, you cannot undo this — only the currently-associated physician can. You should ask your patient to contact their previous physician to have them deactivated before you can continue.

Also, be aware that Patients can remove themselves from their Physician, as well, if they are able to log into the Registry. You may advise them of this. They can do so in their Profile online.

#### "What about Caregivers?"

Searching for Caregivers works the same as patients – except when you have a match, you'll be shown a list of all the Patients that Caregiver represents. Pick the Patient you intend to treat, and the rest of the process will be the same.

#### ADDING OR EDITING PATIENTS OR CAREGIVERS

### "How do I add a Patient to the Registry?"

If you've already searched for the Patient and don't find them in the Registry, you can then add them. To begin, navigate to your My Patient's listing under the "Patient Management" tab.

You'll see a Create New Patient Button:



Clicking that button will take you to a blank Patient Profile for you to complete:

Patient Information				
Facetic monitorial				
	Last Name:			
	First Name:			
192×192	Middle Initial:			
	Primary Phone:			
	Email Address:			
Id Card #: Click here to download a copy of the Medical Marijuana Consent Form that is required by the Florida Board of	Date Of Birth:			
Medicine for each of your patients.	Patient Number:			
	Does this patient have a Social Security Number:	Yes  No		
	SSN			
	Patient Weight:			
	WeightType:	Ibs ▼		
	Gender:	Male		
	Address1:			
	Address2:			
	City:			
	County:	Alachua ▼		
	ZIP code:			
	Is this person a permanent resident of the state of Florida?:	Yes No No		
	Add Caregiver	Add After Saving		
	Patient is authorized to have more than one Caregiver per 381.986, F.S.			
	Back to Patient List Save			

You must supply at a minimum:

- Last Name
- First Name
- Date of Birth
- Social Security Number
  - If the Patient does not have a SSN, enter their Non-US Passport number
- Patient Weight
- Address Line 1
- City
- Whether the Patient is a Florida Resident,
  - Or, if not, if they are a Seasonal Resident per 381.986, F.S.

**Be** <u>accurate</u> here. A misspelled name, incorrect DOB, SSN, or address will delay your Patient's ability to obtain an OMMU ID Card and products, or possibly cause an issue should they encounter Law Enforcement while in legal possession of their products.

If you want your Patient to be able to log into their own account – which will let them apply online for their OMMU ID Card much faster than mailing it in – add their email address to their Profile.

When you've finished, click Save and the Patient will be added. You can add a Caregiver here if you'd like to, as well. Once you are done, the patient will appear in your "My Patients" listing.

#### "The Registry says that the patient's SSN is already in use."

No person in the Registry can share a SSN with another, every Patient or Caregiver must be unique. Some possible reasons for this are:

- The Patient is in the system with a differently-spelled name or different DOB, with the correct SSN.
- A physician supplied the incorrect SSN for another patient, and it happens to be the same as your Patient's.
- The Patient is already in the system correctly, but you tried to add them without searching first.

If this happens when you are trying to register a *new* Patient or Caregiver, please contact the OMMU at MedicalMarijuanaUse@flhealth.gov or (850) 245-4657 to resolve this.

"The Registry says that the patient's email address is already in use."

No person in the Registry can share an email address. Supply a different email address.

#### "I don't see a New Patient Button."

Your ability to add patients is contingent upon your MQA Qualifications meeting OMMU standards. Each time you log on, the Registry checks this. If you feel that you're being flagged in error, contact the OMMU.

#### "I pulled up the existing Patient Profile, but something needs to be changed on it."

There are three types of changes that can be made to Profiles:

- Things *only* the Doctor can change that requires the Patient/Caregiver to get a new ID Card (if they already have one issued):
  - Name
  - Date of birth
- Things you or the patient can change that requires the Patient/Caregiver to get a new ID Card (if they already have one issued):
  - Address information (Address Line 1 through Zip Code)
- Things you or the patient can change that does not require the Patient/Caregiver to get a new ID
   Card (if they already have one issued):
  - Phone Number
  - Email Address

The Patient Number cannot be changed.

#### WHAT TO EXPECT WHEN SUPPLYING CERTIFICATIONS & ORDERS

Florida Law requires that you place Certifications and Orders in a specific format. They're laid out in this structure:

#### Certifications

- Each Physician Certification must have a fixed start date and end date.
- The longest any single Certification can last is 210 days.
- A patient can have one 'Open' Certification and one 'Scheduled' Certification in their Profile at any one time.
- Certifications cannot overlap.
- Physicians must supply 'closing' information when a Certification is over.

Note: Patients, Caregivers, and MMTC staff cannot view Certifications.

#### Orders

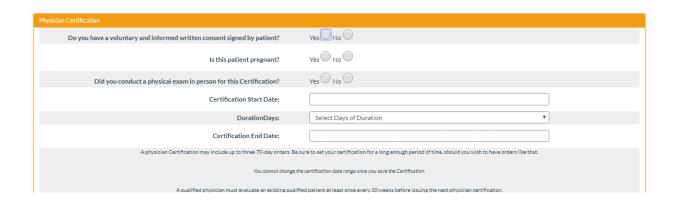
- Orders must exist within a Physician Certification.
- Orders can only be placed within the date range of the Certification.
- Up to three Orders can be made within one Certification. Orders cannot overlap.
- Each Order includes its own start date and end date within the Certification.
  - Patients will not be able to obtain products for an Order until the start date. Before then, the order is listed as "Scheduled."
  - After the end date, an Order is listed as "Closed." Patients will not be able to obtain products after this date.
- Each Order can have a Low-THC and a Medical Cannabis entry for each possible Route
  of Administration. Since there are a number of different routes (inhalation, topical, oral,
  sublingual and rectal), you can provide your patients with a number of options per
  Order.
  - Each Route can have its own unique Amount Per Dose, and Doses Per Day.
  - The Registry uses this information to work out how many milligrams of product you've authorized the Patient to obtain from a Medical Marijuana Treatment Center.

### "I want to place Orders for a Patient, where do I start?"

Orders can only be 'contained' within a Certification. To supply one for your Patient, pull up their Profile and click "New Certification."



The page will adjust to obtain your Certification by capturing specific information. The top portion is where you attest to certain requirements for the Certification and supply a start and end date:



Record your responses, supply the start date and how many days you wish for the Certification to last for. As you make your choice, you'll see the end date update.

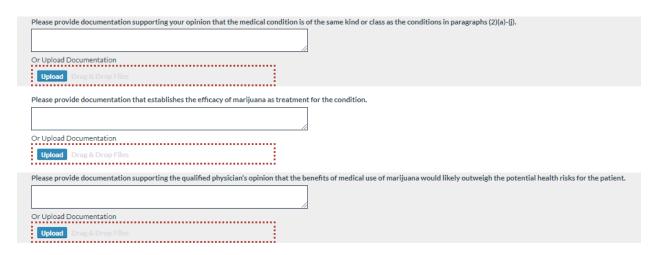
A Certification may be for a maximum of 210 days.

Select the QUALIFYING MEDICAL CONDITIONS as required pursuant to Section 381.986 (2)(a)-(j), Florida Statutes:

Below this section, you should select one or more of the Qualifying Conditions:

Cancer
 Epilepsy
 Glaucoma
 Positive status for human immunodeficiency virus
 Acquired immune deficiency syndrome
 Post-traumatic stress disorder
 Amyotrophic lateral sclerosis
 Crohn's disease
 Parkinson's disease
 Multiple sclerosis
 Medical conditions of the same kind or class as or comparable to those enumerated in paragraphs (a)-(j)
 Terminal condition diagnosed by a physician other than the qualified physician issuing the physician certification. "Terminal condition" means a progressive disease or medical or surgical condition that causes significant functional impairment, is not considered by a treating physician to be reversible without the administration of life-sustaining procedures, and will result in death within 1 year after diagnosis if the condition runs its normal course.
 Chronic nonmalignant pain

**Note**: If you select "Medical conditions of the same kind or class as or comparable to those enumerated in paragraphs (a)-(j)," you must supply additional information to support this selection:

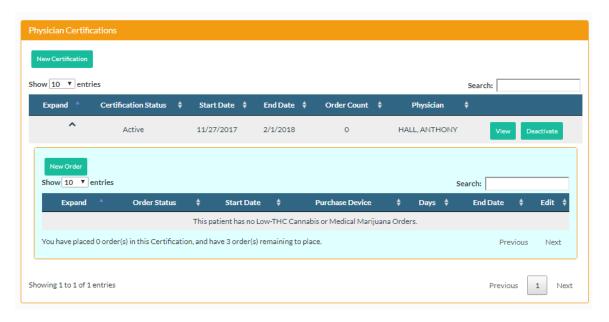


You may supply text, uploads, or both. When this section is complete, you can save the Certification. Once the Certification is saved you **cannot** change it, but you can deactivate it before adding orders.

"Okay, I've completed the Certification. What's next?"

Now it's time to add up to three Orders.

To begin, Expand the Certification you just created, and you'll see that no Orders have been placed yet:



You'll see a "New Order" button within the Certification. Clicking that will take you to the Order Creation page:



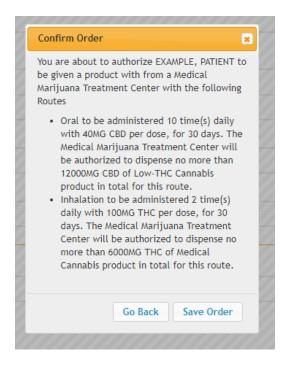
First, you need to supply the start date and days of duration for this Order. You may also denote if the Patient should be authorized to purchase a delivery device here as well. After supplying this information, you can click "Add Route" to add Routes to the Order.



Pick if the Order is for Low-THC or Medical Cannabis, select the Route, add any notes you wish to convey to the MMTC and the Patient, supply the Amount Per Dose and the # of Doses per Day. The Registry will calculate the amount that the Patient may obtain in total, listed in the "Amount Remaining" field.

Repeat this process for as many Routes you wish to add and click "Save Order."

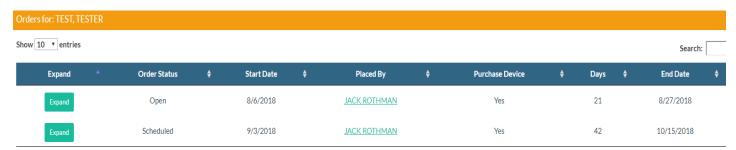
You'll be given a confirmation pop-up that summarizes the Order:



With this Order saved, you may then repeat this process until you have three Orders in the Certification.

After you've saved the order, you can view it back on the Patient Profile. We'll show you what this looks like on the following pages.

When you arrive at your Patient's Profile, you'll see the Orders listed under the patient's Certification(s):



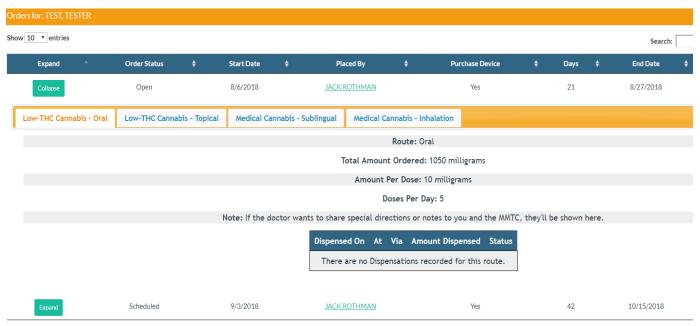
Showing 1 to 2 of 2 entries

Here, you can see that this patient has two Orders: one that starts on the 6<sup>th</sup> of August and another that is scheduled to start on the 3<sup>rd</sup> of September. You can also see the duration of each order (the number of days the patient can obtain products).

The Order also says that this patient can purchase a delivery device.

If you click the name of the physician, you'll be taken 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. We'll show this on the next page.



Showing 1 to 2 of 2 entries

When you expand the order, you can see much more information for it. You can click each tab to view the different Routes of Administration that the doctor has placed an order for. In each one, you're told:

- The Route,
- The total amount the doctor ordered,
- The amount per dose,
- The number of doses per day the doctor recommended,
- Any special notes the physician added to the order,
- A history of all the Dispensations the patient has received for this part of the order.

Remember: Each Order can have as many Amounts as there are possible Routes of Administration for both Low-THC and Medical Cannabis Products.

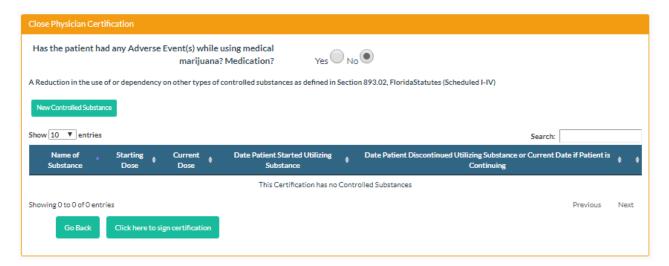
### "Great. I've created the Certification and added the Orders. I'm done, right?"

For now, yes. But, the OMMU requires that you supply closing information to a Certification when it's complete. You'll see a "Close" button for any Certification you need to finalize:

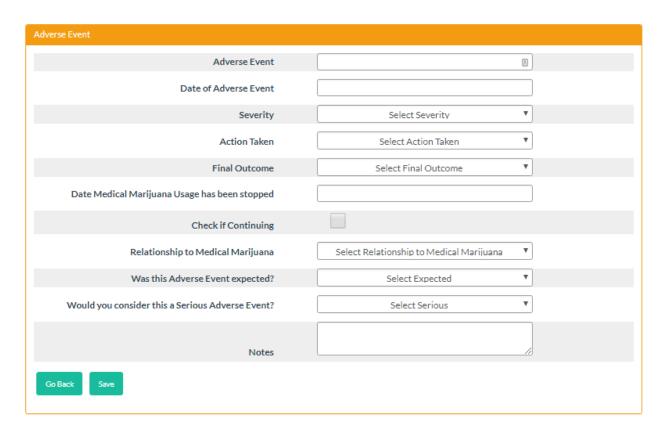


Closing a Certification involves you reporting to the state whether the patient had any adverse events while using the Products, and recording any reduction in the use or dependency of controlled substances.

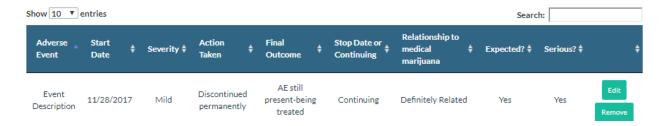
When you select that you wish to Close a Certification, you'll be shown the closure page:



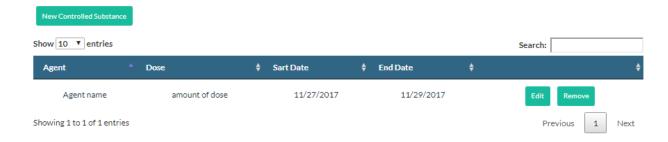
To report an Adverse Event, complete this information:



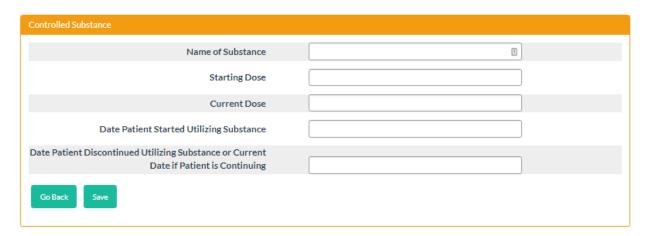
Adverse events will show as they are added:



The same applies for reporting reduction in Controlled Substance use/dependency. You may click "New Controlled Substance" to add a listing to your Certification:



You'll be provided a place report your findings:



When you're finished supplying this information, you may Sign for the Certification, completing it.

#### "My Patient would like me to change one of their Orders."

You may do this at any time, so long as the order isn't Expired or Cancelled. Note – you **cannot** change the order such that it's for less than the Patient has already obtained.

### "I no longer want to be associated to this Patient."

To no longer be associated to a patient, pull up their Profile, click "Edit Demographics," and click "Deactivate." The patient is then free to be associated to another Physician.

### "I no longer want one of my Patients to obtain Products."

At any time, you may Cancel one or all of a Patient's Orders from their Profile – this renders them *permanently* unusable.

### "I'm not able to Create a New Certification. The button is missing."

There are a couple of reasons why you may experience this:

- The Registry detected that you do not have the required credentials to be a "Qualified Ordering Physician" and you may only use the Registry in a 'read-only' fashion. Contact the OMMU if you feel this is in error.
- The patient already has the maximum allowed number of Certifications. You can only have one
  Open and one Scheduled. It's likely that you'll need to Close the older Certification before
  creating a new one.