

MEDICAL MARIJUANA USE REGISTRY

PHYSICIAN'S USER GUIDE

WHAT'S IN THIS USER'S GUIDE?

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

- 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 Medical Marijuana Use Registry (Registry) is where Qualified Ordering Physicians instruct others on how their Patients may obtain Low-THC Cannabis, Medical Marijuana and Medical Marijuana Delivery Devices. All orders must be entered into the Registry by a Qualified Ordering Physician, and dispensed by an approved Medical Marijuana Treatment Center (MMTC).

“How do I get started?”

Qualified Ordering Physicians may self-register. You will need to initially verify your identity using your medical credentials, receive your initial logon 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; Head to the Medical Marijuana Use Registry, and click the Log In menu bar link. You'll be taken to the login page. Next, click the Register tab title in the Login panel. We'll show you what you see next on the following page:

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The screenshot shows a web form titled "New Physician Registration" with a "Register" button in green. The form includes the following fields: "Your Profession:" with a dropdown menu showing "Choose which Profession Your License is for"; "License Number:" with a text input field and a small icon; "Last Name:" with a text input field; "First Name:" with a text input field; "Date of Birth: (mm/dd/yyyy)" with a text input field containing "01/01/0001"; and "Last 4 Digits of your SSN:" with a text input field. At the bottom, there are two buttons: "GO BACK" in blue and "VERIFY ME" in green.

The Registry is connected to the Department of Health, Division of Medical Quality Assurance and if you complete the fields shown, it can use that information to check if you're able to access the Registry. It will be checking for statutory requirements:

- Your profession (M.D. or D.O.)
- Your name/DOB/SSN details are a match for your license
- Your medical license is active and unrestricted
- You have the required educational credit in CE Broker

If there are issues with the first two listed above, you will not be able to obtain an account. Please contact MQA Licensure Support Services at MQAOnlineService@flhealth.gov 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 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 user name 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.

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“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. You can log into your FL Health Source account and verify your information here: <http://www.flhealthsource.gov/>

“I’m told that there is already an account for me.”

You only need to self-register once. After that, 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 to the Office of Medical Marijuana Use (OMMU) for support – or, try and ask the system for a new password as describe later in this document.

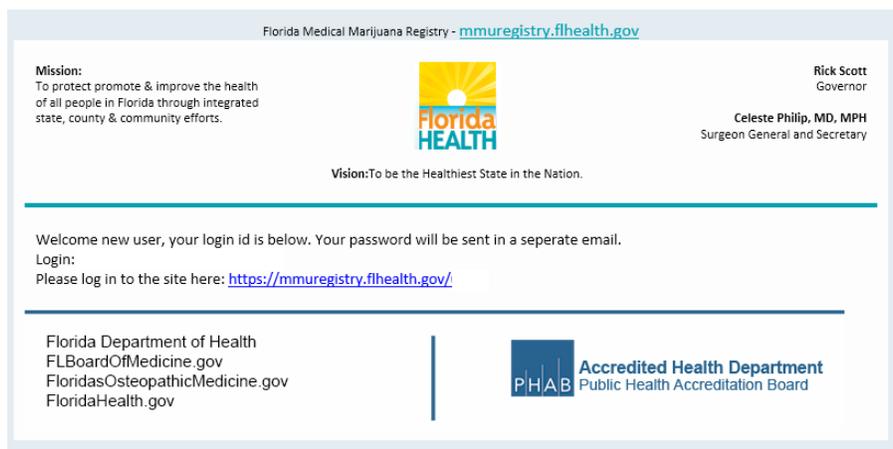
“I’m told that my email address is already in use.”

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.

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“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 (<https://mmuregistry.flhealth.gov/>) and click Login in the top Menu Bar.

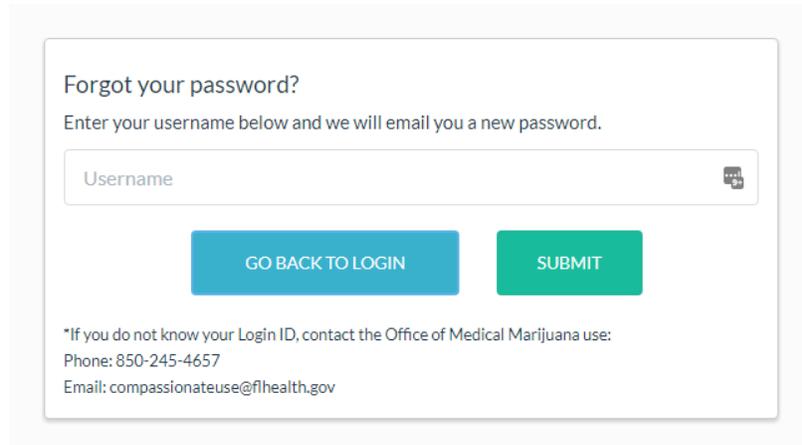


Just below the Log in Button, you will I see a link titled “Forgot Password?”

A screenshot of the login form on the Medical Marijuana Use Registry website. The form is titled "Login" and "Register". It contains two input fields: "Username" and "Password", each with a small icon to its right. Below the input fields is a checkbox labeled "Remember Me". At the bottom of the form is a large blue button labeled "LOG IN". Below the button is a link labeled "Forgot Password?".

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

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Forgot your password?
Enter your username below and we will email you a new password.

Username

[GO BACK TO LOGIN](#) [SUBMIT](#)

*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 User Name.”

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 good for one login – 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...”

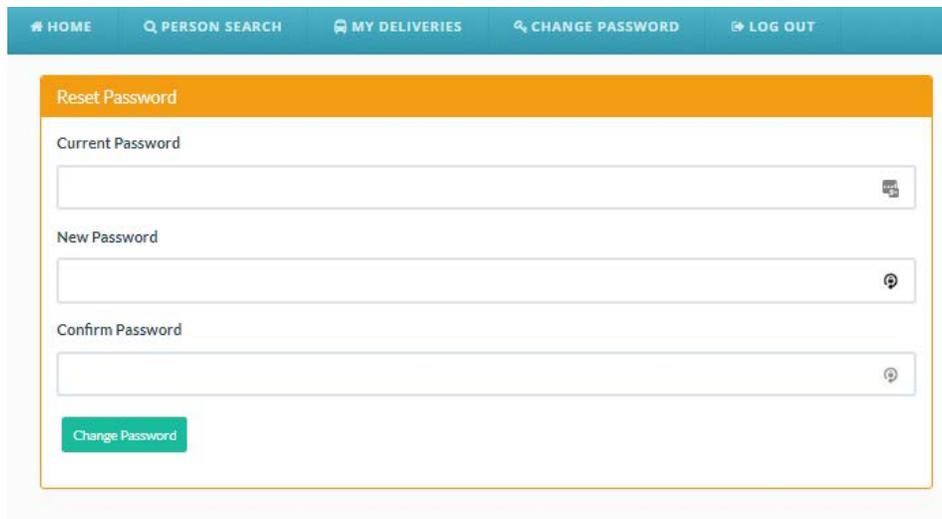
If the system *didn’t* say “This login was not found.” and you still didn’t get an email from the Registry, check your email’s Spam or ‘Junk’ filters – sometimes they’re intercepted there. If you find it was caught by your junk filter, this would be a good time to adjust your settings.

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

Once you’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:

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This page is where you'll 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, MY DELIVERIES, 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, and 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 c b etc)
- Uses a "special character" like '#&* (^\$()&?/'
- And at least one number (1 2 3 etc)

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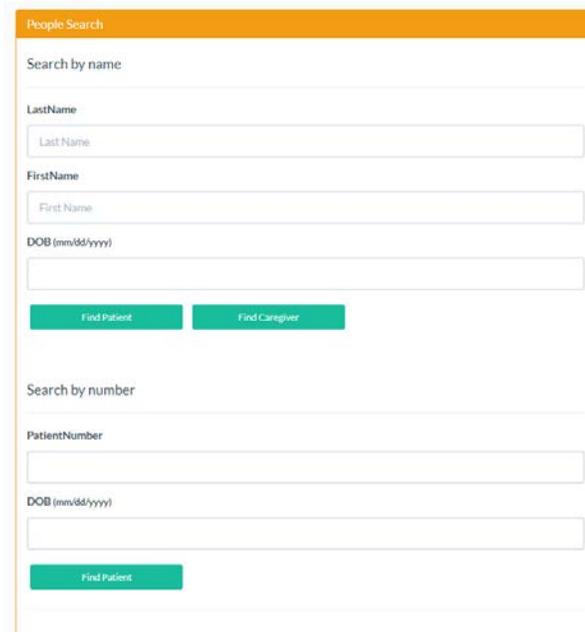
SEARCHING FOR PATIENTS OR CAREGIVERS

“I have a Patient but I’m not sure if they already have already been entered into the Registry.”

Florida Law required that a Qualified Ordering Physician reviews the medical marijuana use registry and confirmed that the patient does not have an active Physician Certification from another Qualified Ordering Physician, and is not currently activated under another Qualified Ordering Physician’s care.

The best way to do this is to try and search for any patient you treat before creating a Patient Profile. 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.



The screenshot shows a 'People Search' form with two sections. The first section, 'Search by name', includes input fields for 'LastName', 'FirstName', and 'DOB (mm/dd/yyyy)', followed by 'Find Patient' and 'Find Caregiver' buttons. The second section, 'Search by number', includes input fields for 'PatientNumber' and 'DOB (mm/dd/yyyy)', followed by a 'Find Patient' button.

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

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

If you are sure you’re 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 in this user guide.

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“I found the Patient, now what?”

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

Patient Profile for: PATIENT, TYPICAL Patient Number: POZBRQAZ

192x192	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:

[Edit Demographics](#)

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

If you wish to treat 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 Qualified Ordering Physician account.

When you navigate back to your My Patients listing, you’ll see them listed there.

“I don’t see the “Activate this Patient” button. Why?”

By Florida law, a patient can only be associated to one Qualified Ordering Physician at a time. If the patient you’ve searched is already associated to another Qualified Ordering physician, you cannot undo this – only the current Qualified Ordering Physician can do this. You must ask your patient to contact their previous Qualified Ordering Physician to be deactivated before you can continue.

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“What about Caregivers?”

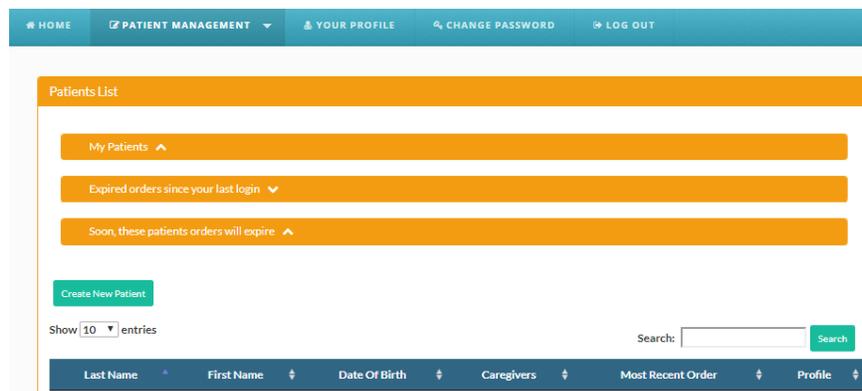
Searching for Caregivers works the same as patients – except when you have a match, you’ll be shown a list of all the Patients that that Caregiver represents.

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, it’s time to add them. To begin, navigate to your My Patient’s listing under the Patient Management tab.

You’ll see a New Patient Button.



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

The screenshot shows a web form titled "Patient Information" with an orange header. On the left, there is a placeholder for an ID card showing "192 * 192" and "Id Card #:". The main form area contains the following fields:

- Last Name:
- First Name:
- Middle Initial:
- Primary Phone:
- Email Address:
- Date Of Birth:
- Patient Number:
- Social Security Number:
- Patient Weight:
- WeightType:
- Gender:
- Address1:
- Address2:
- City:
- County:
- Zip code:
- Add Caregiver:
- Patient is Incapacitated:

At the bottom, there are two buttons: "Back to Patient List" (dark blue) and "Save" (green).

You must supply at a minimum:

- First Name
- Last Name
- DOB
- SSN
- Address Line 1
- City
- Patient Weight

If you want your Patient to be able to manage their account online, apply for an OMMU ID Card electronically, and view their orders– **you must add their Email Address to their Profile.**

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

Be accurate here. A misspelled name, incorrect DOB, SSN, or Address may *delay your Patient's ability to obtain products, an OMMU ID Card, or possibly cause an issue should they encounter Law Enforcement.*

“The Registry says that the patient's SSN is already in use.”

Every Patient or Caregiver must be unique, and must have their own SSN. 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 Qualified Ordering 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 to resolve this at MedicalMarijuanaUseRegistry@FLHealth.gov

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

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

“I don't see a New Patient Button!”

Your ability to add patients is contingent upon your licensure status meeting statutory requirements. The Registry checks this each time you log on.

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“I pulled up the existing Patient Record, but something needs to be changed on it.”

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

- Things only the Qualified Ordering Physician can change, that means the Patient/Caregiver will need to get a new ID Card (if they already have one issued):
 - Your name
 - Your date of birth
- Things you or the patient can change, that won't mean the Patient/Caregiver needs a new ID Card (if they already have one issued):
 - Your Phone Number
 - Your Email Address
- Things that, if you or the Patient/Caregiver change them, mean they'll need a New ID Card
 - Your address information, Address Line 1 thru Zip Code.

The Patient Number cannot be changed.

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WHAT TO EXPECT WHEN SUPPLYING A CERTIFICATION & ORDERS

Florida Law requires that you place orders in a specific format. They're laid out with this structure:



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Here are some of the guiding Policies that govern how Orders are laid out:

- 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.
 - A patient can have One Open Certification (for now) and one Scheduled Certification (for later) in their Profile at any one time.
 - Certifications cannot overlap.
- Each Physician Certification can contain up to 3 Orders
- Each order has its own Start Date within the Certification.
 - Patients will not be able to obtain products for that Order until the Start Date. Before then, the order is listed as “Scheduled”
- Each Order also has an End Date
 - After the End Date, the Order is listed as Closed. Patients won’t be able to obtain products after this date.
- Each Order also can have up to 4 different Routes – 2 Low-THC Cannabis and 2 Medical Marijuana. Routes are the way it’s 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 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 screenshot displays the 'Physician Certifications' interface. At the top, there is a 'New Certification' button. Below it, a 'Show 10 entries' dropdown and a search bar with a 'Search' button are visible. A table with columns for 'Expand', 'Certification Status', 'Start Date', 'End Date', 'Order Count', and 'Physician' is shown, but it contains no data, displaying 'No data available in table'. At the bottom, it indicates 'Showing 0 to 0 of 0 entries' and includes 'Previous' and 'Next' navigation links.

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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:

Physician Certification

Do you have a voluntary and informed written consent signed by patient? Yes No

Is this patient pregnant? Yes No

Did you conduct a physical exam in person for this Certification? Yes No

Does the harm from using cannabis outweigh the harm from not using it? Yes No

Certification Start Date:

Certification End Date:

A physician Certification may include up to 3 70-day orders. Be sure to set your certification for a long enough period of time, should you wish to have orders like that.

You cannot change the certification date range once you save the Certification.

A qualified physician must evaluate an existing qualified patient at least once every 30 weeks before issuing the next physician certification.

Record your responses and supply your Start and End Dates. **A Certification may be for a maximum of 210 days.**

Below this section, you must supply one or more of the Qualifying Conditions:

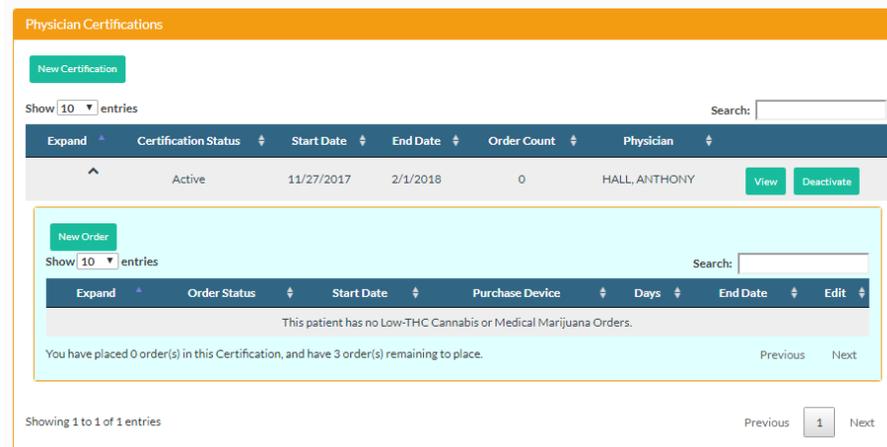
Select the QUALIFYING MEDICAL CONDITIONS as required pursuant to Section 381.986 (2)(a)-(j), Florida Statutes:

- 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

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“Okay, I’ve completed the Certification, what’s next?”

Now it’s time to add up to three Orders. To begin, click the row for the new Certification you just created, and you’ll see that there’s no Orders yet:



The screenshot shows the 'Physician Certifications' interface. At the top, there is a 'New Certification' button. Below it, a search bar and a 'Show 10 entries' dropdown are visible. A table lists the certification details:

Expand	Certification Status	Start Date	End Date	Order Count	Physician	View	Deactivate
^	Active	11/27/2017	2/1/2018	0	HALL, ANTHONY	View	Deactivate

Below the table, there is a 'New Order' button and another search bar. A message states: 'This patient has no Low-THC Cannabis or Medical Marijuana Orders.' Below this, it says: 'You have placed 0 order(s) in this Certification, and have 3 order(s) remaining to place.' Navigation buttons for 'Previous' and 'Next' are present. At the bottom, it shows 'Showing 1 to 1 of 1 entries' and a page indicator '1'.

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



The screenshot shows the 'Create New Order' form. The title is 'Create New Order for Certification starting on 11/27/2017 and ending on 2/1/2018.' The form contains the following fields:

- Route 1 for Low-THC Cannabis (dropdown menu)
- Route 2 for Low-THC Cannabis (dropdown menu)
- Route 1 for Medical Cannabis (dropdown menu)
- Route 2 for Medical Cannabis (dropdown menu)
- StartDate: 11/27/2017
- PurchaseDeliveryDevice
- DurationDays: Select Days of Duration (dropdown menu)
- EndDate: 11/27/2017
- Go Back button
- Save Order button

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First thing to do is supply your 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 may expand each of the four 'panels' of the Order, to supply details for the order:

Create New Order for Certification starting on 11/27/2017 and ending on 2/1/2018.

Route 1 for Low-THC Cannabis ▾

Route of Administration

Oral ▾

Order Notes

Your notes to the MMTC and Patients may go here.

Amount (in mg) of CBD per dose:

40

of doses per day

10

Amount Remaining

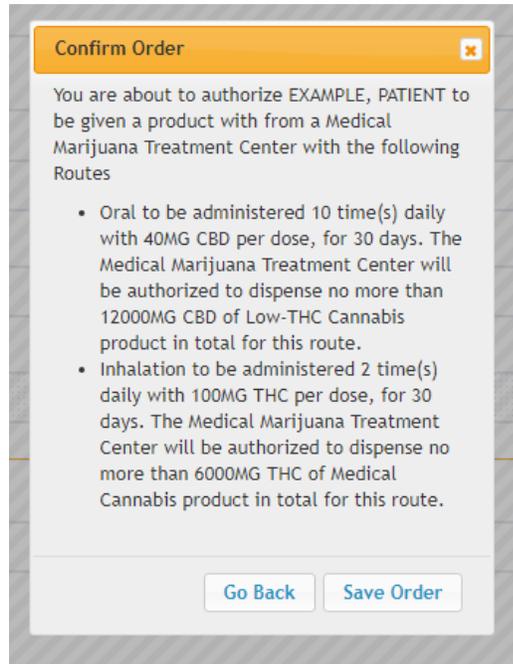
12000

Pick your Route, add any notes you wish to convey to the MMTC and the Patient, supply the Amount Per Dose and the number 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 for as many of the 4 panels you wish, and click "Save Order".

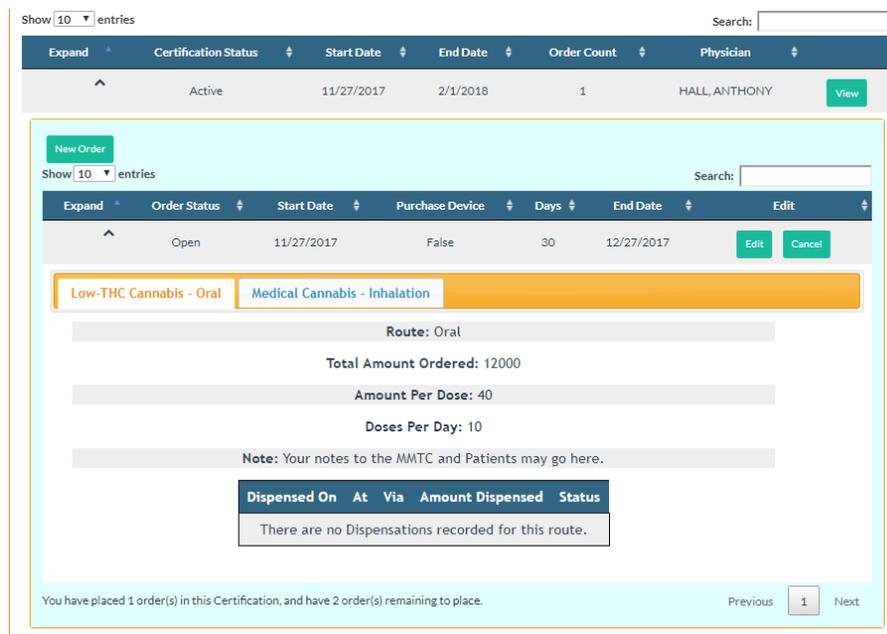
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You'll be given a confirmation popup, that summarizes your Order:



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

After you've saved the order, you may view it back on the Patient Profile:



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“I would like to change my Patient’s order.”

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 Qualified Ordering Physician.

“I no longer want to recommend marijuana for a Patient.”

At any time, you may Cancel one or all 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’s 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 allowed 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.