# MMJAS DATABASE TRAINING

Module 3: How do I renew a patient's recognition card?

DOH 608-028 – November 2019

Module 3: How do I renew a patient's recognition card?

This training focuses on steps for renewing a patient and designated provider card:

- Step 1: Medical Marijuana Authorization Form and Patient Identity Verification

- Step 2: Photograph Requirements

- Step 3: Patient Search

- Step 4: Update Patient and Designated Provider Information

- Step 5: Generate, Print and Issue New Card(s)
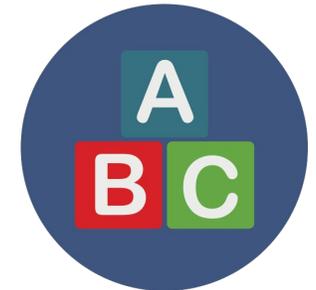
Effective November 1, 2019, there are two types of renewals available (Standard renewal and Compassionate Care Renewals). Both types will be addressed in this training.

UPDATE Compassionate Care Renewals

Effective July 28, 2019, House Bill 1094 established compassionate care renewals for patients who may experience severe hardship because of their medical condition.

- The healthcare practitioner will indicate eligibility on the patient's form which exempts the patient from the photograph requirement of a recognition card.

- This allows the patient's designated provider renew the patient's registration and card on their behalf.

STEP 1

Let's get started!
Medical Marijuana Authorization Form and Patient Identity Verification

Authorization Form

The current authorization form (DOH 623-123 November 2019) is divided into three sections:

I. Patient and Designated Provider Information.

II. Healthcare Practitioner Information

III. Healthcare Practitioner Certification and Signature

The form is available on the Department's website to healthcare practitioners: www.doh.wa.gov/medicalmarijuana

Authorization Form Validation

The consultant shall ensure the authorization form (form) provided is valid, complete, unaltered, and meets all requirements specified in RCW [69.51A.030](#) and complies with [form instructions](#).

- Form is complete (either handwritten or typed)

- Signed by healthcare practitioner (original signatures only, no stamp signatures)

- Printed on tamper-resistant paper with the RCW 69.51A.030 logo (bottom right corner).

- Patient signed line item 7 (Section I) if they have a designated provider

If any requirement is not met, or the form is altered or incomplete, the person cannot be entered into the database.

Identity Verification

The consultant shall verify the identity of every patient age eighteen and older and every designated provider by inspecting the patient's or designated provider's valid photographic identification.

Except for patients under the age of eighteen, <u>a person cannot be entered into the database without valid photographic identification</u>.

In the event of an inexact match of names on the identification and the authorization, the consultant shall ensure that the patient or designated provider named on the authorization form is the same person presenting the authorization for entry into the database.

STEP 2

Photograph Requirements

Step 2: Take a Photo

The certified consultant shall take a photo of the patient or designated provider's face:

[Click here for tips on taking the photograph](#)

If authorization indicates a compassionate care renewal, the patient is exempt from this step. The database will reuse the patient's previous recognition card information and photo.

Consultants <u>are required</u> to take a new photo of the patient's designated provider's face.
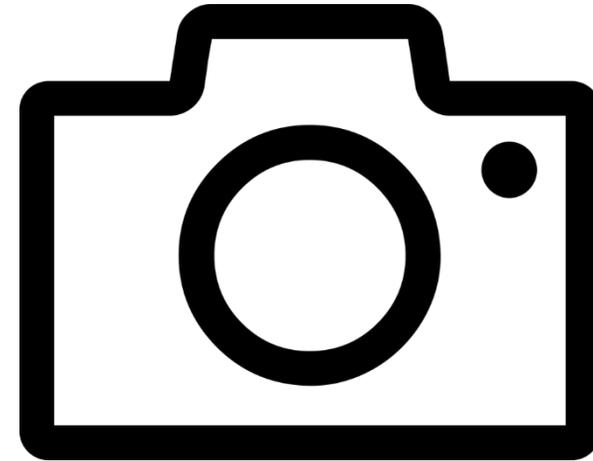
STEP 3

Patient Search

Select Card Type

The patient's age determines which type of card you are creating (see Alert below):

➢ Click VERIFY A CARD > CARD MANAGEMENT

➢ Select the type of card:

- ADULT (age 18 or older)

- DESIGNATED PROVIDER (age 21+)

- MINOR (under age 18)
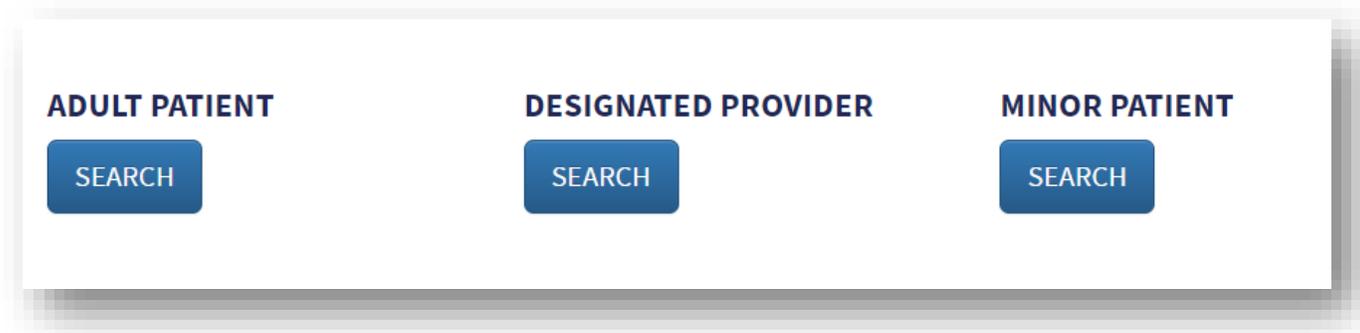
ADULT PATIENT   SEARCH
DESIGNATED PROVIDER   SEARCH
MINOR PATIENT   SEARCH

⚠️ **ALERT** *For patients who just turned 18 years old, but were previously registered as a minor patient, click MINOR patient to renew that card. Once selected, the system will automatically transition you to an adult patient form and deactivate the minor patient record.

Search for Patient

To search for a patient:

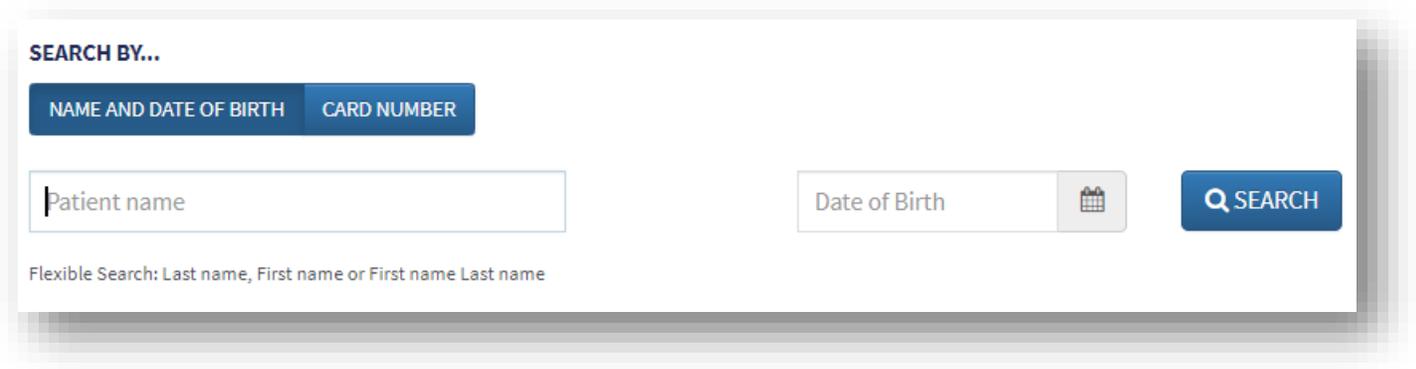➢ Enter information and click SEARCH

Two possible search results

1. Record not found

NO MATCHING PATIENT AUTHORIZATIONS FOUND

Do you want to create a new request?

CREATE NEW AUTHORIZATION

2. Matching record found

Existing Card Found

Patient Information

NAME	Pork Chops

DATE OF BIRTH	11/12/1981

Designated Provider Information

NAME	Mashed Potatoes

DATE OF BIRTH	11/28/1995

Is this a renewal? ▼

Record not found? Authorization cannot be processed as a compassionate care renewal as patient must have been previously registered. To resolve, double check spelling of patient name and date of birth or search using recognition card number.

Renewal options

Answer the following questions:

1. Is this a renewal? Choose YES

2. Is this a compassionate care renewal?
   - Choose YES if indicated on form (item 13)
   - Choose NO if indicated NO on the form (item 13)

3. Click RENEW CARD

Complete or Update Information

Standard renewals

You will be brought to the standard renewal screen. Click RENEW and select YES to disable old record. Complete form and SAVE RECORD.

Compassionate Care Renewals

Form will return pre-populated with pre-existing patient information and photo. You can update information and will need to upload new photo for patient's designated provider.

STEP 5

Generate, Print and Issue New Card(s)

Review, Edit or Generate Cards

Standard Renewal

Complete and SAVE RECORD. Review for accuracy, edit if needed or generate cards.

BACON EGGS

805 S 114th St
Tacoma, Washington 98092

Date of Birth	11/12/1980
Gender	male
Valid Photo ID Type	Driver's License
Valid Photo ID Number	WAIDEGGS312QK
Healthcare License	MD10003250

Hea... Phon... ...r	...-8872
Qualifying Conditions	• Glaucoma
Plant Limitations	6
Authorization Issue Date	10/12/2019
Authorization Expire Date	10/12/2020

CARDS

[GENERATE CARD] [EDIT AUTHORIZATION]

Compassionate Care Renewal

Screen shows both cards. Review for accuracy, edit if needed or generate cards.

Patient

PORK CHOPS

123 Main Street
Puyallup, Washington 98222

Date of Birth	11/12/1981
Gender	female
...d Photo ID Type	Driv...

Plant Limitations	6
Authorization Issue Date	10/12/2019
Authorization Expire Date	10/12/2020

Designated Provider

MASHED POTATOES

123 Andersen Way
Kent, Washington 98089

Date of Birth	11/28/1995
Gender	femal...
...to ID Typ...	

Plant Limitations	6
Authorization Issue Date	10/12/2019
Authorization Expire Date	10/12/2020

[GENERATE CARDS] [EDIT AUTHORIZATIONS]

Print, Cut, Fold, Laminate and Issue Cards

Before printing, make sure printer is connected to computer and fully functioning:

- Select PRINT

- Fold, cut and laminate card

- Return authorization and card to patient or designated provider

Important Reminders

- A patient must be pre-registered in the database to be eligible for a compassionate care renewal of their database registration and recognition card

- Always use Google Chrome as the preferred internet browser

- Always log into the database through SAW: https://secureaccess.wa.gov/myAccess/

- Keep your user profile ACTIVE by logging in at least once every 30 days

- Logging in frequently (even if you don't need to) offers many benefits
  - minimizes SAW authentication challenges
  - helps you become familiar with the system
  - keeps your account active

- Protect yourself! Do not share user names or passwords!

Technical Support

360-236-4819 (option 1) or 1-877-303-3869

medicalmarijuana@doh.wa.gov or support@cloudpwr.com

Website: www.doh.wa.gov/medicalmarijuana

handle: WADeptHealth

Washington State Department of
Health