PATIENT CERTIFICATION INSTRUCTIONS

New Patient Certification: Please scroll down to Section A or click here for instructions. (Re-certification instructions may be found here: https://www.health.ny.gov/regulations/medical_marijuana/practitioner/docs/patient_recertification.pdf)

Patient Photo Validation: Patients who upload a photo that is not their New York State Driver/Non-Driver ID during the patient registration process will need their certifying practitioner to validate their uploaded photo. Please scroll down to Section B or click here for instructions.

Editing Dosing Recommendations: Please scroll down to Section C or click here for instructions.

Patient Certification Status: Please scroll down to Section D or click here.

Patient Registration Status: Please scroll down to Section E or click here.

Canceling a Certification: Please scroll down to Section F or click here for instructions on how you may cancel a patient’s certification issued by you.

A. Issuing a New Patient Certification

1. Prior to issuing a certification, practitioners must consult the Prescription Monitoring Program (PMP) Registry to review their patient’s controlled substance history. The PMP Registry is accessed through the Health Commerce System (HCS), which can be accessed from the following link: https://commerce.health.state.ny.us/. After logging in to HCS, look for the icon below on the HCS homepage or click the P tab from All Applications in the My Content dropdown menu.

2. While still logged into HCS (https://commerce.health.state.ny.us/) select “MMDMS” (Medical Marijuana Data Management System) from the My Applications Menu.

   If MMDMS is not listed in the My Applications Menu, select All Applications from the My Content dropdown menu, click the “M” tab, find the Medical Marijuana Data Management System (MMDMS) application in the list, and click the green and white “+” icon in the “Add/Remove” column to add the MMDMS application.

3. On the Practitioner Home Page, select “Certify Patient” (shown below).
Please be advised that practitioners are prohibited from issuing certifications to themselves, their family members, or their co-workers and employees. Pursuant to PHL § 3361 (6), “No practitioner shall issue a certification under this section for himself or herself.” Pursuant to 10 NYCRR §1004.22 (c), “A practitioner shall not issue a certification for himself/herself or for the practitioner’s family members, employees or co-workers.”

4. The Patient Lookup Tool is a very important part of the certification process and should always be used. By entering the patient’s information, the tool will check if the patient is already in the system and if the patient already possesses a certification. Enter the First Name, Last Name, and Date of Birth (DOB) of the patient as it appears on their Department of Motor Vehicle (DMV) ID, if they have one. Do not include any middle names, middle initials, or suffixes (such as Jr, Sr, or III) when entering the names. After entering this information, click the “Go” button (shown below).

To narrow the search results, additional fields for the patient’s Email, Phone, and NYS ID are provided, but they are not required.

5. If the patient is not listed, click the “Certify New Patient” button (shown below). If you know the patient exists in the system and their name is not present, please review their current certification to enter the information in the same exact manner. Using the existing patient record will reduce issues when the patient re-registers. If there are typographical errors in the system, please notify the Department by using the “Contact Us” link at the top of the page.

- If the patient is listed and the Certification Status is NOT Active or Pending, highlight the patient’s name and click the “Certify This Patient” button.
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• If the patient has a certification that is currently active and you click the “Certify This Patient” button, and then receive the message below, please do not click the Certify New Patient button, as this will create duplicate data in the system. The active certification must expire or be cancelled before a new one may be issued to the patient. If the patient is switching to a different practitioner, the previous certification may remain active, but the patient must cancel their existing registration first. If you require assistance, please contact the Department at mmp@health.ny.gov.

• If you issued the active certification that is displayed in the list, please return to the home screen, then select “View My Certifications” and click the “Change/Cancel Certification” button to make any necessary changes.

6. Complete the Patient Information section. All required fields are indicated by a red asterisk (*).

Please review the information as these fields may not be edited by you after submission.

• When entering the patient’s first name, please enter the patient’s first name only and omit the middle name or middle initial. If the patient possesses a New York State ID (Driver License, Driver Permit, or Non-Driver ID Card), enter the first name and omit the comma and any text that follows the comma. A patient’s first name on a DMV ID may also be only the first initial, if that is the case please enter only the first initial.

• Similarly, the system does not use suffixes such as “Jr.,” “Sr.,” or “III.” When entering the patient’s last name, please enter the last name only and omit any commas and suffixes.

• A New York State address (permanent or temporary) is required for the patient. The State field will automatically populate with “NY” when a ZIP Code is entered in the “Zip Code” field.

• Please ensure that all certifications have an address that is not a post office box. The New York State Department of Health (NYSDOH) will not accept a post office box in determining a patient’s residency. Patients may add their mailing address, if different, at the time of registration.
7. Complete the Certification Information section. To begin, click the “+” in the upper right corner. Each required field is explained below.

- **Severe Debilitating Condition(s) and Associated Condition(s) or Symptoms**: Click the icon in each of these fields.

A new screen will display where the information is entered (shown below). Click on the condition. The condition will be highlighted. Click the green arrow to move the condition to the right side of the screen (more than one condition may be added). Then click the “OK” button.

- **Certification #**: will auto-fill once the certification is created. No action is required for this field.

- **Temporary Resident**: If the patient is a temporary NYS resident, as indicated by selecting “Y” for the “Temporary Resident” field, the certification expiration date can be entered in the Expiration Date field for a period of time which is no longer than the applicant is reasonably anticipated to be residing in New York State for the purposes of care and treatment, but it cannot exceed one year after the date it was issued.
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- **Incapable of Consent:** If your patient is incapable of consenting to medical treatment, the “Incapable of Consent” field should be set to “Y”. Someone over the age of twenty-one will be required to register the patient and will be required to designate at least one caregiver.

- **Expiration Date:** The expiration date cannot be more than one year from the date issued, unless your patient is terminally ill and a resident of New York State. Certification’s expiration date will default to one year from the date issued. This date may be changed if you wish to terminate the certification on an earlier date.

Keep in mind that patients will be required to register with the program after each new certification is issued and pay a $50.00 registration fee. Rather than shortening the certification “Expiration Date” field, there is a “Dosing Expiration Date” field that can be used with the Certification Expiration Date to limit the timeframe of the dosing recommendation without requiring the patient to re-register. Dosing recommendations may be updated on an existing certification (see Section C here).

- **Terminally Ill & Expiration Date:** If your patient is terminally ill and a resident of New York State, as indicated by selecting “Y” for the “Terminally Ill” field and “N” for the “Temporary Resident” field, the certification will not have an expiration date. “Terminally Ill,” defined by Public Health Law §3360(13), means an individual has a medical prognosis that the individual’s life expectancy is approximately one year or less if the illness runs its normal course.

- **Issue Date:** The issue date will auto-fill upon creation. No action is required for this field.

8. Enter dosing recommendations in the “Dosing Recommendation Details” section. A certification may have a maximum of 3 active dosing recommendations. Click the “+” in the upper right corner (shown below) to begin.

   ![Dosing Recommendation Details](image)

   a. Click the icon that appears in the THC/CBD Ratio box (shown below).
b. The “Pick a Product” screen will display the THC:CBD ratio and the administration method (shown below). Select the THC:CBD ratio and administration method and then click “OK”. Use the arrows on the bottom of this screen (highlighted with the red box) to locate additional ratios and forms.

“Per Pharmacist Consultation” can be used by practitioners who wish to defer the choice of medical marijuana product ratio, product form or both, to the pharmacists practicing within registered organization dispensing facilities. If chosen by the certifying practitioner, the dosing recommendation allows the pharmacist to recommend a medical marijuana ratio, administration method or both, without contacting the certifying practitioner.

c. The “Start” and “End” Dates indicate the period of time during which a patient can be dispensed the medical marijuana product specified in the dosing recommendation.
   a. The “Start Date” will default to the current date.
   b. The “End Date” should be set to a date you deem appropriate. The “End Date” must be later than the “Start Date,” but no later than the certification’s Expiration Date.
d. If you would like to make additional recommendations for a different THC:CBD ratio or administration method for the patient, click the “+” icon again after completing the initial dosing recommendations and follow the steps in this section. A certification may have a maximum of 3 active dosing recommendations. If you add a dosing recommendation by mistake, you may delete it by clicking the red trash can icon in the upper right corner.

9. Once the Patient Certification form is complete, review the attestation and click the “Submit” button (shown below).

**Attestation**
By clicking ‘Submit,’ I attest to the following: I am qualified to treat the Patient’s serious medical condition(s). The Patient is under my continued care for the serious medical condition(s). In my opinion and review of past treatments, the Patient is likely to receive therapeutic or palliative benefit from the primary or adjunctive treatment with medical marijuana for the serious medical condition(s).

![Attestation button](image)

To save the current information and complete at a later time, you may click the “Save & Exit” button. Once all the required fields are complete, select “Submit.”

**Printing the Certification**
Prior to printing the certification, please ensure that the certification is active. On the “My Certification” screen the “Certification Status” will state “Active”. If the status is “Pending Change” please click the Certification # and select “Submit” at the bottom of the page.

1. To print the patient certification form and provide a copy to the patient, select the appropriate patient from the list by clicking on the patient’s last name and then click the “Generate Certification Document” button (shown below).

![Generate Certification Document](image)

2. Below the list, in the “Certification Report” window, the selected patient’s certification form will display as a link (shown below). Click the link to begin the print process.
3. A pop-up window will open. Select the “Save” button. If the document does not open right away, check the bottom of the screen and select the “Open” button again. Upon opening the PDF, right click and select “Print” from the menu.

Print and sign the certification. Provide the signed certification to the patient and place a copy in the patient’s medical record.

B. Photo Validation

If your patient does not have a New York State Driver License or New York State Non-driver ID, the patient will upload a photo as a form of identification during the Patient Registration process. If your patient uploads a photo, you will receive an email from the Medical Marijuana Program to the email address printed on the patient’s certification asking you to validate that the photo received is a true likeness of your patient’s actual appearance. This validation must be performed before the New York State Department of Health can approve the patient’s registration. To validate a photo, please follow the instructions provided below:

1. After logging into HCS (https://commerce.health.state.ny.us/), select the “Medical Marijuana Data Management System (MMDMS)” from the My Applications Menu.

2. Click on the Navigation Drawer menu in the top left corner of the screen.

3. From the Navigation Drawer menu, select “My Pending Patient Validations”.

4. Select a patient from the list and scroll to the bottom of the page to view the patient’s photo. To confirm the photo is valid, click the “Validate Photo” button (shown below).

If the full patient photo is not displayed, you may zoom out on your web browser to allow the entire photo to display on the page.

If the photo is not a true likeness, click “Reject Photo” button. The Department will reach out to the patient to request a new photo. Once received, the Department will send the photo back to you for review.
C. Editing Dosing Recommendations

Follow the instructions below for adjusting a dosing recommendation after you’ve issued the certification to the patient.

1. After logging into HCS (https://commerce.health.state.ny.us/), select the “Medical Marijuana Data Management System (MMDMS)” from the My Applications Menu.

2. Click the “View My Certifications” button.

3. Select the certification from the list by clicking on the patient’s name (you may sort by first or last name) and then click the “Change/Cancel Certification Button” (shown below). If the certification status is “Pending Change,” select the blue PC1# to review the certification details. Certifications should not be left in “Pending Change” status.

4. Scroll down to the “Dosing Recommendations List” section. Review current dosing recommendations to determine which of the following actions are necessary. For existing dosing recommendations with a status of Active, if the dates are valid and appropriate for the patient to continue, no change is needed. (Note: a patient can only have up to three Active/Pending dosing recommendations). Below is the list of possible modifications.

   a) Extend current dosing recommendation end date or change limitations
   b) Add a new dosing recommendation
   c) Inactivate a current dosing recommendation
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a. Extending Current Dosing Recommendation End Date/Update Limitations:
   i. Inactivate the current dosing recommendation that needs date(s) or limitation(s) modified by selecting the arrow to the right of “Active”
   ii. Change the status from “Active” to “Inactive”
   iii. Select the dosing recommendation you inactivated, then click the “Copy Dosing” button to create an Active duplicate of the dosing recommendation. The start date will default to a current date. You may now enter a new End Date and update Recommendations/Limitations.

b. Adding a new dosing recommendation:
   i. To issue a dosing recommendation that is different in Ratio or Product type from the existing records, select the “+” in the top right.
   ii. The “Pick a Product” screen will display the THC:CBD ratio and the administration method (shown below). Select the THC:CBD ratio and administration method and then click “OK”. If you need a different ratio, use the arrows along the bottom of the screen to page to additional options.
“Per Pharmacist Consultation” can be used by practitioners who wish to defer the choice of medical marijuana product ratio, product form or both, to the pharmacists practicing within registered organization dispensing facilities. If chosen by the certifying practitioner, the dosing recommendation allows the pharmacist to recommend a medical marijuana ratio, administration method or both, without contacting the certifying practitioner.

iii. The “Start” and “End” Dates indicate the period of time during which a patient can be dispensed the medical marijuana product specified in the dosing recommendation.
   1. The “Start Date” will default to the current date.
   2. The “End Date” should be set to a date you deem appropriate. The “End Date” must be later than the “Start Date,” but no later than the certification’s Expiration Date.

If you need to recertify a patient as their certification has reached its expiration date, please cancel this certification and use the recertification instructions located here: https://www.health.ny.gov/regulations/medicinal_marijuana/practitioner/docs/patient_recertification.pdf

c. Inactivate Dosing Recommendation:
   i. Inactivate the current dosing recommendation by selecting the arrow to the right of “Active”
   ii. Change the status from “Active” to “Inactive"

5. Once all dosing recommendations are updated, click the “Submit” button at the bottom of the screen to confirm your changes.
   a. If you receive an error message, please be sure you do not have more than 3 Active or Pending dosing recommendations. If you require assistance, please contact the Department at 1-866-811-7957 – option 2.
6. To print the revised certification and provide a copy to the patient, select the appropriate patient from the list by clicking on the patient’s name and then click the “Generate Certification Document” button (shown below).

![Image of My Certifications window]

7. Below the list, in the Certification Report window, a new link will be displayed (shown below). The link will have the most recent date and time in the “Created Date.” Click the link to begin the print process.

![Image of Certification Report window]

8. A pop-up window will open. Select the “Save” button. If the document does not open right away, check the bottom of the screen and select the “Open” button again. Upon opening the PDF, right click and select “Print” from the menu. Print and sign the certification. Provide the signed certification to the patient and place a copy in the patient’s medical record.

D. Certification Status

The table below lists each patient certification status and the meaning of that status.

<table>
<thead>
<tr>
<th>Status</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pending</td>
<td>The certification has been initiated, but it has not yet been submitted. The certification must be submitted before it can be printed and provided to the patient.</td>
</tr>
<tr>
<td>Active</td>
<td>The certification has been submitted. The patient cannot register on the certification until it is in Active status.</td>
</tr>
<tr>
<td>Pending Change</td>
<td>The practitioner has recently made changes to the submitted certification, but those changes have not yet been submitted.</td>
</tr>
<tr>
<td>Cancelled</td>
<td>The certification was cancelled by the practitioner. When a certification is cancelled, any associated registrations and registry ID cards are also cancelled.</td>
</tr>
<tr>
<td>Expired</td>
<td>The certification has reached its expiration date. When a certification expires, any associated registrations and registry ID cards are cancelled.</td>
</tr>
</tbody>
</table>
E. Registration Status

The table below lists patient registration status and the meaning of that status. If a practitioner wants to view a patient’s registration status, this may be done by clicking the “VIEW MY CERTIFICATIONS” icon and viewing the “Registration Status” column in the row containing the patient’s certification.

<table>
<thead>
<tr>
<th>Status</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pending Registration</td>
<td>The registration has been initiated, but it has not been submitted. The registration must be submitted in order to be approved.</td>
</tr>
<tr>
<td>Pending Review</td>
<td>The registration has been submitted. The registration must be reviewed by the Department before it is approved. The patient cannot edit the registration while it is in this status.</td>
</tr>
<tr>
<td>Pending Response</td>
<td>The Department has reviewed the registration and determined that additional information is required. The registration can now be edited by the patient.</td>
</tr>
<tr>
<td>Approved</td>
<td>The registration has been approved by the Department, but the ID card has not yet been issued.</td>
</tr>
<tr>
<td>Denied</td>
<td>The registration has been denied by the Department.</td>
</tr>
<tr>
<td>System Denied</td>
<td>The registration has been automatically denied by the system.</td>
</tr>
<tr>
<td>Active</td>
<td>The registry ID card has been created for the patient.</td>
</tr>
<tr>
<td>Expired</td>
<td>The certification associated with this registration has reached its expiration date.</td>
</tr>
<tr>
<td>Cancelled</td>
<td>The certification associated with this registration has been cancelled by the practitioner or the patient cancelled the registration.</td>
</tr>
</tbody>
</table>

F. Canceling A Certification

Follow the instructions below for canceling a patient’s certification.

1. After logging into HCS (https://commerce.health.state.ny.us/), select the “Medical Marijuana Data Management System (MMDMS)” from the My Applications Menu.

2. Click the “View My Certifications” button.

3. Select the certification from the list by clicking on the patient’s name (you may sort by first or last name) and then click the “Change/Cancel Certification Button” (shown below).
4. Select the “Cancel Certification” button from within the Patient Information section at the top of the page.

5. Select the appropriate reason for canceling the certification from the list provided. If a reason that fits is not available, please use “Other” and enter a note.