

3/24/2020

## OMC COVID-19 Update

At this time, all of Iowa's dispensaries remain open for business during the Governor's emergency proclamation in response to COVID-19. The Department is acutely aware of issues pertaining to patient registration and making appointments with the DOT, and is communicating those issues to the Governor's office.

Currently, the Department has waived certain administrative rules and provided guidance for the following procedures:

### 1. "Curbside Pick-up" Available at Dispensaries

- To allow for additional social distancing, the Department has allowed for curbside pickup of medications at dispensaries. If you are a patient or caregiver and would like to utilize this service, please call ahead to your nearest dispensary and arrange for your order to be ready when you arrive.

### 2. Guidance for Telemedicine

- At this time, there is currently no rule forbidding the use of telemedicine for a patient's certification. If patients are needing their certification completed during this time, they are encouraged to inquire with their physician about the ability to certify them electronically. If seeing your physician is not possible during this time, please call the OMC at the phone number below for assistance.

### 3. Guidance for Visiting the DOT

- During this response, the DOT is seeing people by appointment only. However, patients must still visit the DOT to receive their physical card. Patients and caregivers are encouraged to call their local DOT to let them know they are calling to secure an appointment to have their registration card made. They have designated this as an essential service, and will expedite the scheduling of your appointment. Additionally, the [OMC website](#) will host a list of DOTs that remain open in Iowa.

For any questions in regards to the above, we encourage patients, caregivers, and stakeholders to call the OMC at the phone number below so that we can understand these issues as best we can, and provide assistance where possible.

Thank you.

#### The Office of Medical Cannabidiol

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