

From: [Vierbuchen, John](#)
To: [Kristal Marko](#); [Loblein, Frederick F](#); [Jenkins, Melissa](#)
Cc: [Nicholas Gallina](#); [Shaya Brodchandel](#); [Baracia, James M](#)
Subject: RE: [EXTERNAL] Transaction Error
Date: Wednesday, January 22, 2020 2:14:54 PM

Good afternoon Kristol,

Thank you for self-reporting this incident to DOH and for already taking some corrective action. I have read your account of this event and I don't understand how it wasn't caught at the point of sale when the patient's purchase amount was entered into the MMP registry? It appears from the report, the employee failed to confirm the patient's MMP card (identity) against any information on the computer screen in front of them? And they also allowed the patient to leave before the Registry entry was completed? Please have the employee review **HF's own SOP HFDNJ-020 "Dispensing – Accuracy Checking."**

Also, I don't see any disciplinary action, i.e. Written Reprimand, taken against the employee to ensure that errors like this do not occur in the future. Mixing patient labels is a serious violation of NJMMP regulations and puts the 1st patient in jeopardy of arrest if she is stopped by Law Enforcement for some reason, and has the incorrect name on her labels.

Finally, a NJMMP Monitoring Report has been completed on this incident citing a violation of **N.J.A.C. 8:64-9.1(a)2 Procedures for safely growing and dispensing medicinal marijuana.** MMP will update this violation as being in compliance, once HF has taken corrective action against the offending employee.

Thank you.

John

From: Kristal Marko [REDACTED]
Sent: Friday, January 17, 2020 3:45 PM
To: Loblein, Frederick F [REDACTED]; Vierbuchen, John [REDACTED]; Jenkins, Melissa [REDACTED]
Cc: Nicholas Gallina [REDACTED]
Subject: [EXTERNAL] Transaction Error

Good Afternoon,

Today we had an error occur where a patient was processed incorrectly under a different patients profile.

The error was noticed shortly after by the cashier who processed the transaction and brought it to

my attention.

Patient [REDACTED] purchased 1/2 oz of medicine but the cashier rang this purchase up under patient [REDACTED];

To correct this error we voided the transaction on [REDACTED] profile and reprocessed the sale under the correct patient, [REDACTED]. As the patient already left with the medicine we have delivered the correct labels to the patient.

I have attached a copy of the original erroneous receipt as well as the new corrected receipt.

Thank you,
Kristal

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