

PRACTICE CASE STUDIES

Case Study 1: *A woman named Elena walks into your WIC clinic with her baby. Elena says they just moved here from Arizona where they were on WIC. You welcome Elena to Idaho and ask her if she brought transfer papers or a transfer card? Elena says no, she didn't have time to go by the WIC office before she moved. You tell Elena you understand how that can happen. **What would you do?***

Case Study 2: *A man named Joe arrives at your WIC clinic on Dec. 16 with his 4 year old son Graley. Joe tells you he just moved to Idaho because his work transferred him from the warehouse he'd been working at in Montana. Joe says Graley is on WIC and he hands you a VOC form from a Montana WIC Clinic. Joe also hands you a custody paper and explains he's divorced, Graley lives with him. You thank Joe for bringing the information. You review the VOC form and it contains the required minimum information. The form states the last WIC checks issued had an end date of Dec. 12. Joe says Graley has been receiving Pediasure from WIC. You ask Joe if he has a copy of the medical documentation form for Pediasure. Joe says no. **What would you do?***

Case Study 3: *A pregnant woman named Tara comes to your WIC clinic. Tara says she recently moved to Idaho from Kansas. Tara hands you a hand written VOC form and her WIC checks from Kansas WIC. You look at the form: it has the participant's name, identification number, and the name/address of the clinic. You thank Tara for bringing the form. **What would you do?***

Case Study 4: *Jill from the Idaho State WIC office phones and says she's connecting a call from an Oregon WIC clinic requesting a VOC for a participant from your clinic. The Oregon WIC staff person introduces herself and says a WIC participant, Asir Raed, is transferring and she didn't get a VOC before leaving Idaho. **What would you do?***