WIC SMART PROTOCOL FOR WIC DISTRICT 4

AT THE APPOINTMENT

1. Identify whether the client qualifies to be assigned WIC Smart online education.
2. Explain to the client how to use WICSmart from their phone, tablet, or computer.
3. Assign modules to client relevant to each participant's category (ex. *Pregnant Woman, PP or BF woman, Child, and/or Infant*). Refer to Module Quick Sheet.
4. Inform client of which and how many modules have been assigned to them and how to follow up at their expiration date. *Client can only pick up checks in the last month of checks issued.*
5. **Folder**: Write # of modules and expiration date for the client:
   ex. "*WICSmart - 2 mods - due 7/31/18*"
6. **WISPr:** Enter next appointment into WISPr as a staff note on the Family page:
   ex. "*WS - 2 mods - due 7/31/18*"
7. **Office Hours:** schedule WS appointment for the client on the **2nd Monday** in the final month of the client's issued checks. Schedule appointments in the **"WICSmart" column** of Office Hours (OH) and put **"WS"** in the reason field. WS in the reason field will prompt a reminder call via Appointmaster.
   Note: this is for tracking purposes only. Client will not need to come to the clinic on this day.

INTERIM

1. Client can complete their assigned WICSmart anytime from the assignment date to the due date.
   Encourage them to complete during the last month of issued checks if possible.
2. Client can come in to the clinic to receive checks on any date in the final month of their issued checks.
   Checks will not be issued if a client comes before this.
3. Sonia will check the most recently completed WICSmart Modules for the current month through the WICSmart Admin Portal on a weekly or daily basis at her discretion.
4. Sonia will enter completed WS Modules into WISPr using the WICSmart tab remembering to copy to ALL active family members.
5. Sonia will update the OH appointment for families with completed WSs to **"Being Seen"** indicating that modules have all been completed and verified. *Further verification will, then, not be necessary.*

FOLLOW UP / WALK-IN

1. If client claims to have completed their modules, Staff will check the client's appointment in OH for **"Being Seen" symbol** indicating that this is true.
2. If true, access the Family in WISPr and proceed to issue checks and schedule next appointment.
   Reminder: check Staff Notes on the Family Page for important follow up information, if applicable.
3. If not true, Staff must log in to WICSmart and access the family. Verify whether their assigned module(s) or other category appropriate module(s) are completed and proceed with Step 2 OR verify incompletion and ask to complete in the lobby, offer IE at the window, or offer to wait for a no show.
4. If Staff are verifying WS completion at this time, it becomes their responsibility to enter completed modules into WISPr using the WICSmart tab remembering to copy to ALL active family members.

NO SHOWS

1. If by the end of the month of last issued checks, a client has not completed their assigned module(s) or other category appropriate module(s), Staff will contact client for their first No-Show contact call and follow standard No-Show procedure.
2. If the client has completed all modules, but has not come to the clinic to pick up checks, it is NOT considered a No-Show. The client can still come in at any time and pick up checks and schedule their next appointment. The state allows mailing up to 3 months checks for a client that has completed category appropriate module(s).

7/24/18