

Procedure for Completing Health Update Appointments When the Participant is Not Present

Health Update appointments can be completed utilizing virtual technologies. Telephonic communication with standard documentation in clients' records are acceptable practices. Should both the contractor and the client have the use of a mobile technology, the IDPH encourages contractors to utilize technologies with end-to-end encryption such as FaceTime (iPhone compatible) and Signal (Android compatible). Security requirements for equipment and applications used must meet requirements in the local agency's contract. Per 7 CFR 246.26 (d)(1)(i), applicant and participant confidentiality must be maintained no matter how the information is provided. Contractors and their subcontractors shall comply with contract requirements and USDA and IDPH policies and procedures to protect client confidentiality and assure security of the client information, including electronic files.

Complete Health Update appointments as you would in clinic keeping in mind the following points:

Assessment

- Anthropometrics
 - If possible, obtain measurements from the health care provider if they were seen in the past 60 days. If this is not possible, obtain a verbal report of the participant's height and weight, document it as an inaccurate measurement using the "physical presence waived" reason in the drop down box and obtain the measurements at the next in person visit.
- Bloodwork
 - If bloodwork is needed, if possible, obtain hemoglobin results from the health care provider. Per policy 215.72, document by selecting "Appointment with provider" for the data system field, "No test performed reason".
 - If you are unable to obtain a hemoglobin result from the health care provider, choose the option "No Test Performed" in the Blood Work panel and select the reason "Physical Presence Waived".

Issuing Food Benefits

- Issue food benefits.
- When issuing benefits, mark the "No Signature Available" check box in the Signature Capture to User Pop-up. Select... "No physical presence - disaster".

Interpreters

- Interpreters must be used when needed.

Termination Notices

- If applicable, mail the notice to the participant.
- Place a comment/alert in the data system that the notice was mailed.

Request for Information, forms, etc.

- Request for Information Forms: Have the participant document on a piece of paper the information required from the form, that they authorize the WIC agency to contact the

documented entity, sign and date, take a picture and e-mail or text the picture to the WIC agency. The picture can then be uploaded into the Focus system. If you are unable to follow this procedure, the contents of the form can be read to the participant and if the participant gives verbal permission for you to contact the healthcare provider, you can. The CPA should document in the participant's record that the participant gave verbal permission for the WIC agency to contact the healthcare provider.