

Scheduler Guidance during COVID-19 Pandemic 3.27.20

During the current COVID-19 Pandemic we are being asked to provide information on who is being served (numbers) and how we are providing these services (in person, video conferencing, phone, or benefit issuance). It is okay that the “WIC appt type” doesn’t indicate if it’s a cert/recert/HU/etc. We are more interested in knowing how the service was provided (i.e. phone/video, missed appt but benefits still issued) at this point.

Effective immediately implement the following:

For each scheduled appointment that is handled **remotely**, staff is to

- Right click on the appointment and select “Open Appointment”.
- Click in the box below “WIC Appt. Type” next to each participant scheduled and edit the field, selecting how you are providing services:
 - Visit - Phone
 - Visit - Video
 - No Show - Benefits Issued
- Once completed for each family member, click ok and then save your changes
- Proceed as normal for the remainder of the appointment.

For each scheduled appointment that is handled **normally** (face to face for those agencies still seeing participants) staff is to

- proceed as normal and don’t make edits to the WIC appointment type on the scheduler.