**Documentation**

I.  The VISION system offers several methods to document and communicate important information regarding WIC participants.

    a.  **Goals** are set with the client during the nutrition assessment and are used only for health and nutrition related reasons.

    b.  **Comments** are used to document information required by policy or to document information that would be helpful to staff for future reference.

    c.  **Alerts** are comments that are set as an alert to communicate critical information that staff needs to be aware of each time they access the family's record. Staff must get into the habit of checking the bottom of the screen for alerts each time they open a new family. There are many reasons why an alert may need to be set. When staff makes a comment and checks the "Display as Alert" check box the comment is displayed on the bottom of the screen with the staff member's name that made the alert. The system requires that an expiration date for the alert be set. The alert will disappear after this date, but the comment will remain. Expiration dates should be set as far into the future that the information is still critical.

        i.  In some cases, when benefits should not be provided until the situation is resolved, or when a dual exists that should not be used, the "FB Issuance" dropdown box on the family screen should be set to "No food benefits" in order to prevent staff from accidently issuing benefits before the situation is resolved.

        ii. Some alerts are created automatically by the system, for example, when staff has checked the "Do not allow food benefits" check box in the Participant Violations Screen (indicating that counseling for a participant violation must be completed prior to further benefit issuance). Staff must clear this check box in order to remove the alert and allow benefit issuance.

II. Various hard copy documents will need to be scanned and uploaded into the VISION system. The table below list types of forms that should be scanned if used by the clinic.

**Examples of Forms & Letters to be Scanned into VISION system**

| Name of Form/Letter | Source | Use | Optional/ Required |
|---|---|---|---|
| Breast Pump/Aid Loan Agreement **(BPAid)** | Pre-printed UCI form | Used when breast pumps or aids are issued. | Optional |
| Certificate of completion of an online education class **(Class)** | Brought in by client | To document a participant's nutrition education completed outside of the clinic. | Optional |
| Formula and Food Authorization Form **(FAFAF)** | Brought in by client | Used when doctors prescribe non-contract formulas. Also must be documented in the "Documentation" link in the food package panel. | Required |
| General Signature Document **(GenSig)** | Print-out from VISION System | Is used when clients need to make a signed statement or declaration such as declaring to be the guardian of a child when other type of proof is not available. | Required |
| Health Data Referral form **(Ref)** | Brought in by client | Referral information from Dr. | Optional |
| Participant Violations Complaint Letters **(PVCOMP)** | Complaint letters/vendor reply cards sent to clinics by State Office | To be attached to participant records and used for documentation of alleged participant violations. | Required |
| Participant Written Complaints **(Comp)** | Participant's written statements | Documentation of complaints. | Required |
| Proof of Guardian/Caretaker **(Guard)** | Brought in by client | Letter from parent, DCFS, or court document that verifies the name of the child's guardian or indicates that a caretaker has permission to be the guardian. | Required |
| Repayment of benefits letter **(Repay)** | Pre-printed UCI form | Used when a repayment is required for a participant violation. | Required |
| Rights and | Signed | To document the R&R | Required |

| Name of Form/Letter | Source | Use | Optional/ Required |
|---|---|---|---|
| Responsibilities (R&R) | electronically through Teletask | signature in VISION, | |
| Signed Statement **(SS)** | Print-out from VISION System | Is filled out by client when proof is not available and a provisional cert is done, affidavit is used or when zero income is reported. | Required |
| Single-User Electric Breast Pump Release Form **(Pump)** | Pre-printed UCI form | Documents pump issuance. Filled out by staff/clients | Required |
| Print Screen when No Signature Pad is available **(NoSig)** | Screen printed from PC | When the signature pad malfunctions or is not available | Required |
| Verification of Certification **(VOC)** | Brought in by client from other states | Proof of certification | Required |

a. The clinic may choose to save other scanned documents as needed in addition to those listed.

b. Clinic staff will be able to easily view scanned documents to check for expiration dates etc.

c. In most cases, hard copies need not be kept and should be returned to the client or shredded whichever is appropriate. Scans should be uploaded to VISION promptly (within 10 business days).

d. Files will be named consistently statewide. File names will consist of the abbreviated title for the type of document. The abbreviated title will be the bolded word or letters from the list of document titles in the table above (for example VOC, FAFAF, etc.).

e. If multiple family members may use the same type document, such as foster children or twins, a first name can be added after the descriptor to differentiate the documents (for example FAFAF. Johnny).

f. Do not scan information that could be used for identity theft. This includes:
   i. Social Security cards or documents containing a Social Security number.
   ii. Driver License/State ID Cards
   iii. Passports

iv. Birth Certificates

III. The Utah WIC Program uses the Mountain Plains User Group Participant Portal and Clinic Web App.

    a. This system:
- i. Is web-based- internet browser and mobile device responsive
- ii. Interfaces with VISION to add and receive information and documents
- iii. Allows clients to log in and manage account
- iv. Displays and allows ability to edit family demographics and contact information, add new family members and proxies.
- v. Displays certification status and expiration
- vi. Displays next appointment and ability to request appointments online as well as cancel/reschedule.
- vii. Supports and guides online applications and recertifications
- viii. Allows clients to upload and submit proof documents and medical information securely
- ix. Digital signature capture
- x. The portal sends messages and alerts between clinic staff and the participants
- xi. Allows two-way chat/instant messaging between staff and clients
- xii. Displays participant measurements, growth charts & hemoglobin
- xiii. Displays formula prescription information and expiration
- xiv. Displays benefit balance
- xv. WIC Shopper App access
- xvi. WIC Health.org access
- xvii. Links to state/local websites

    b. Clinic staff must be assigned to monitor the clinic web app on a real-time continuing basis during clinic hours. Staff should be watching for incoming applications, appointment requests, documentation, and chat requests. It is expected that these be responded to promptly.

    c. Clinic staff must monitor the clinic's general email account (i.e. Google email) for incoming email.

IV. The Utah WIC program uses the Teletask text messaging system. The state office uses this system for mass texting and for appointment reminders. Local agencies are authorized to use this system for:

    a. Two-way texting with participants,

    b. To send documents to participants,

    c. To receive documents and images of proofs from participants,

       i.   When requesting documents/proofs to be submitted through Teletask, always send the Upload Documents link first. This ensures document security. If a participant sends a document directly as a text message, it is less secure.

    d.  To collect electronic signatures.

    e.  Local agencies may only send mass text messages with state WIC program manager approval.

    f.  Clinic staff must monitor the Teletask Dashboard web page throughout the WIC business day to watch for and respond to incoming messages.

V.    The Utah WIC program uses electronic (digital) signatures within the VISION information system. These are captured in VISION using the signature pad for in-person appointments. Electronic signatures are also captured remotely using the Participant Portal signature function and using the Teletask text messaging system.

    a.  Whenever a signature is unable to be captured in VISION, select the applicable reason from the drop-down list. Most missed signatures require a comment explaining the situation be entered or a hard copy signature be scanned in.