

Participant Portal

- I. The Utah WIC Program expects to implement 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
 - viii. Allows clients to upload and submit proof documents and medical information securely
 - ix. Supports digital signature capture
 - x. 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. Links to WIC Shopper App
 - xvi. Links to WIC Health.org
 - xvii. Links to state websites
 - b. After roll-out, clinic staff must be assigned to monitor the clinic web app (i.e. Vision Web) 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.