

## Participant Portal

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