



Third Party Partnerships: Protocol for Loaning WIC Breast Pumps

1. Third parties will notify the local program of their need for breast pumps and kits.
2. The local program will include the third party's requested items with their own breast pump order. Note: Use a separate form if the pumps will be delivered to an address that is different from the local program.
3. New pumps that are designated for a third party shall be entered into the TWIST "Breast Pump Inventory" by the local program staff within 10 working days. Pumps shall not be issued to WIC participants until they are entered into the inventory.
Exception: State WIC Program staff will enter new pumps into the inventory for hospitals in the Portland metropolitan area that are participating pump partners through the State Agency. These pumps will be entered into the inventory within 10 working days.
4. Third party staff will assess the WIC participant's breastfeeding situation to determine if a multi-user pump is needed, or if a manual pump from the local program, or hand expression would be more appropriate.
5. If a multi-user pump will be issued, third party staff will provide information on the use and care of the pump as explained in the *Oregon WIC Breast Pump Handbook for Local Agencies*.
6. Complete the *Multi-User Electric Breast Pump Loan Agreement* (form 57-750).
 - Fill in the top half of the form with the participant's assistance. Ensure that all information is filled out, including the alternate contact section.
 - Determine a follow-up date to reevaluate the need for the breast pump. It is advised that the loan time frame be limited to one or two weeks, and then renewed if necessary.
 - Review each of the loan conditions with the participant and fill in the due date and phone number where indicated.
 - Ask the participant to enter initials where indicated, and sign and date this form.
 - The third-party staff member must also sign and date this form.
 - Provide a copy to the participant if requested.
 - Make a copy of this agreement to keep in the facility for pump tracking purposes. Retain this form for 1 year.
 - Send the original copy of the form to the participant's local WIC agency **by mail**. The local WIC agency is required to retain the form in a master file for three years according to ♦426—Record Retention Period.

- Once received, the local program will enter the loan agreement information into the TWIST tracking system. This is important, because if the pump becomes overdue, the participants record is flagged, which notifies WIC staff to only issue benefits for one month at a time until the pump is returned.
7. Contact the mother within 48 hours to assess if further assistance is needed.
 8. Use telephone follow-up to assess the participant's continued use of the breast pump.
 9. When the pump is returned, third party staff shall have the participant sign the bottom of their copy of the *Multi-User Electric Breast Pump Loan Agreement*. Provide her with a signed receipt to take to her next WIC appointment. Having a signed receipt will help verify that the pump has been returned in case TWIST has not yet been updated.
 10. The third party will inform the local program that the pump has been returned. The local program will then enter the return information into the TWIST tracking system.
 11. If the WIC participant fails to return a pump by the due date, the third party will:
 - Attempt to contact the participant (or alternate contact, if necessary) by phone within seven days of the breast pump return due date.
 - Mail a letter instructing the participant to return the breast pump. Keep a copy of the letter for your records.
 12. If the participant fails to return the breast pump within 30 days after the letter was mailed, the third party will provide the local program with a copy of the letter mailed to the participant. The local agency will provide a copy of the letter and the *Multi-user Electric Breast Pump Loan Agreement* to the state WIC Investigator to pursue collection efforts.
 - The state WIC Investigator will send the participant a claim for the value of the breast pump - approximately \$300-350.
 - If the participant contacts the third party to make restitution (payment) after the state has issued a claim letter, refer them to the state WIC Investigator for payment arrangements.
 - Upon return of the breast pump, have the participant sign and date the bottom of the *Multi-User Electric Breast Pump Loan Agreement*. Contact the state WIC Investigator to halt collection procedures.