Chapter 3: Client Processes
Section 9:   Quarterly Nutrition Education Contact
Lesson: *WIC Health.org*: Online Nutrition Education

Objectives:

Upon completion of this lesson the user will be able to:

- access the "WIC Health Client Search" website to confirm which nutrition education lessons a participant has completed; and
- document completion of a *WIC Health* online nutrition education lesson in the participant's record.

Oregon Policies:

- ♦   820   Quarterly Nutrition Education Contacts
- ♦   840   Documentation of Nutrition-Focused Education and Counseling

Overview:

Participants who are not high risk may fulfill their quarterly nutrition education contact by completing an online lesson on the WIC Health website. Once completed, the lesson is documented in TWIST and food benefits may be issued from the "Family Summary Screen" as normal. Use the Support WIC Health website to verify the specific lesson completed and to check for any questions entered.

Instruction:

How to Verify a Participant's Lesson Completion on the Support WIC Health Website

♫NOTE: The Support WIC Health website is NOT connected to TWIST.

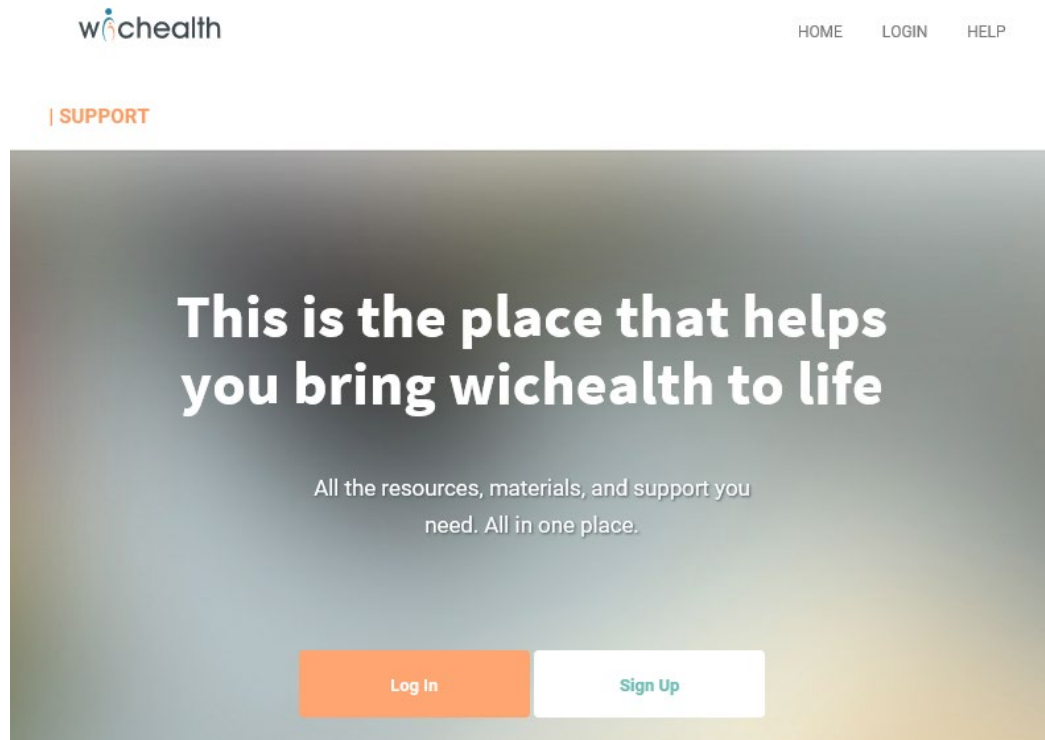1. **Open an internet browser (e.g. Internet Explorer, Firefox or Edge).**

2. **Go to** https://www.wichealth.org/support

Figure 1: "Support WIC Health" Login Screen

3. **Click the "Log In" button and enter your clinic's "User Name" and "Password."**

♫ NOTE: All staff in your clinic will use the same User Name and Password to view *WIC Health*. Ask your supervisor for this information.
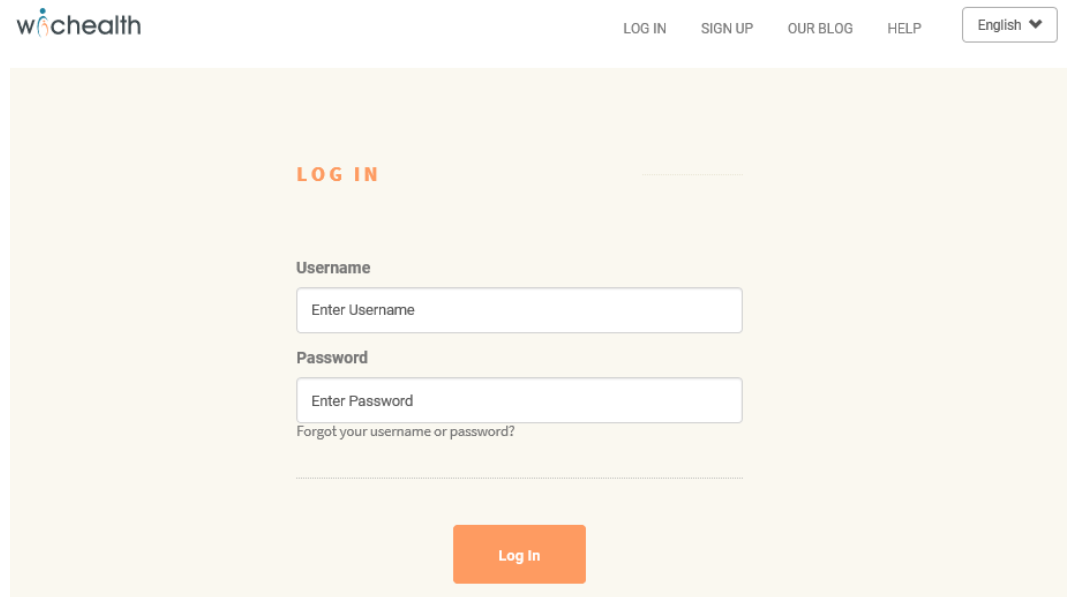
Figure 2: "WIC Health Log In" Screen

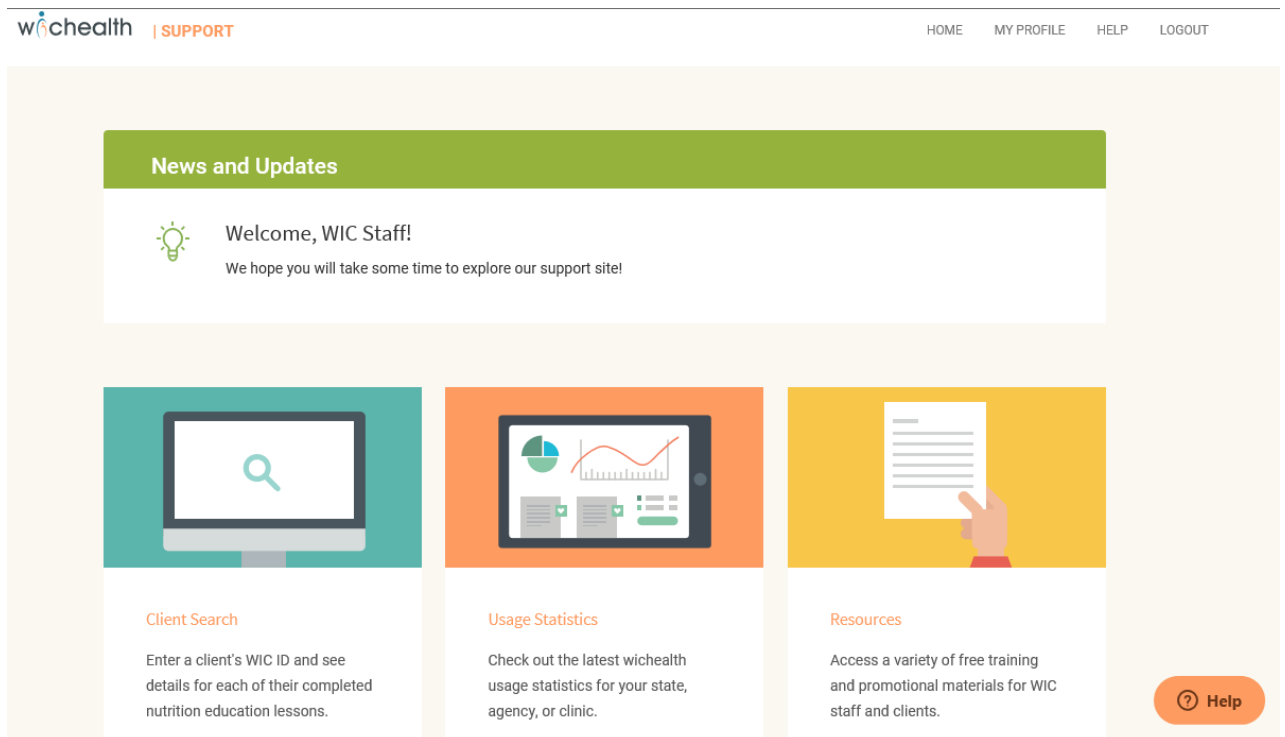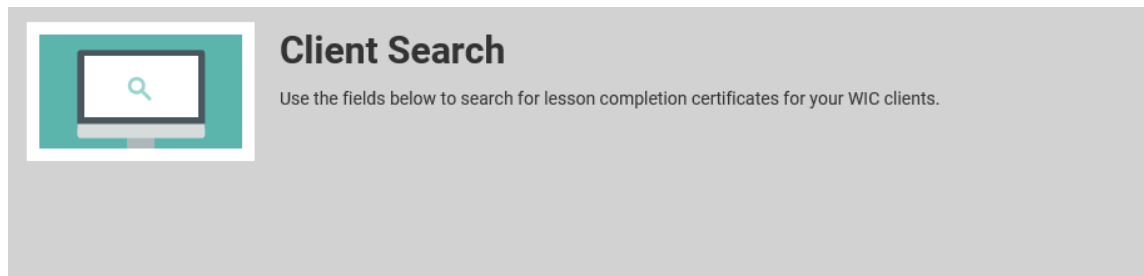3. **Click on the *Client Search* box.**

Figure 3: Support WIC Health landing page, which includes the *Client Search* feature

4. **To search for the participant,**

- Under **States**, enter *Oregon*

- Under **WIC Agencies**, select your local agency

- Under *Search By*, select **WIC ID** and enter the participant's **8-digit Family WIC ID number.** Leave off the 2-digit participant ID at the end, and if number is less than 8 digits, add one or more zeroes to the beginning of the number to make it an 8-digit number.
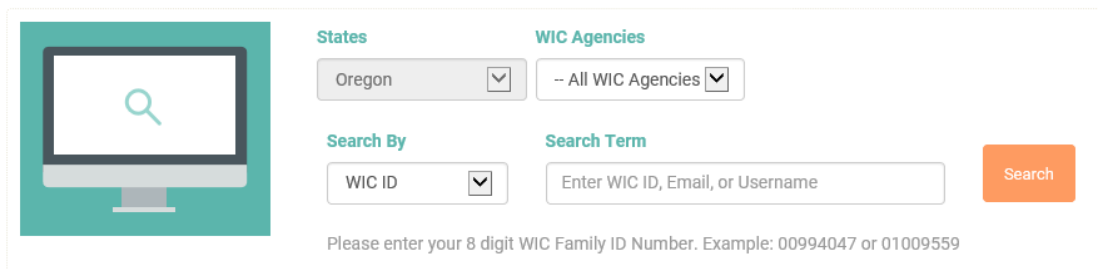
Client Search

Use the fields below to search for lesson completion certificates for your WIC clients.

Look Up Participant's Completed Lessons

States	WIC Agencies
Oregon	-- All WIC Agencies

Search By	Search Term	
WIC ID	Enter WIC ID, Email, or Username	Search

Please enter your 8 digit WIC Family ID Number. Example: 00994047 or 01009559

Figure 4: Client Search screen

5. **Click the "Search" button. Wait a few seconds, then scroll down to see information on the "Client Found".**

- The screen will show the participant's name, all WIC Health lesson(s) completed and completion date(s).

- Click on *View Certificate* (far right) to see the participant's answers to the two mandatory questions – what the participant plans to do differently as a result of the lesson, and whether there are any questions on which to follow-up – which fulfills the interactive component of the lesson.

6. Document the specific WIC Health lesson completed on the "NE Provided" tab in TWIST. Mark the online lesson as an appointment according to your agency's policy:

IF:	THEN:
Your agency uses specific TWIST groups for each online lesson topic,	Mark the participant as "show" when they have completed the lesson.
Your agency uses a generic TWIST group for all online lessons,	Mark the participant as "show" when they have completed the lesson.

♫ NOTE: For more information see the WIC Health webpage on our website:

https://www.oregon.gov/oha/PH/HealthyPeopleFamilies/wic/OnlineNutritionEducation/Pages/index.aspx

7. To search for another participant, repeat the process.

8. When finished, click "LOGOUT" on the top right of the screen.

➔ *Practice Activities:*

1. Check with your supervisor for your local agency's procedures for documenting online nutrition education lessons.

? *Notes:*