

Chapter 3: Client Processes

Section 9: Second Nutrition Education Contact

Lesson Plan 902: Nutrition Education Refusal

Objectives:

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

- Appropriately document refusal of second NE contact.

Oregon Policies:

- ◆ 835 Nutrition Education: Attendance and Refusal

Overview:

To meet its goal of providing nutrition education, WIC requires that participants be offered a second nutrition education (NE) contact sometime during their certification period. In order to encourage participation in nutrition education activities, food benefits issuance is coordinated with WIC participant attendance at a second NE. TWIST has the flexibility to do this in several ways. Participants cannot be denied their benefits if they are unable to attend a scheduled second NE contact. When a participant is unable to attend their second NE contact, reschedule them for another NE contact within the same month. If it is not possible to reschedule them within the same month, the participant can contact the clinic for one month of benefits issuance and be rescheduled for the second NE contact the following month. The procedure for rescheduling a second NE contact is explained in Chapter 4, Lesson 501 “Reschedule an Appointment.”

A WIC participant can also refuse to attend a second NE contact. This refusal must be documented in TWIST and the participant must contact the WIC clinic the month their food benefits end to continue on the program.

Instruction:

Documenting Second NE Contact Refusal

The starting point for this section is:

Client Processes ⇒ Certification ⇒ NE Plan ⇒ Next Appointment

♪ NOTE: This process would usually be done right after you offer the participant a second NE contact during the certification visit. You can also go directly to the “Family Appointment Record” screen to document second NE refusal.

1. **Click on the “NE Refusal” button to open the “NE Refusal Pop-up.”**

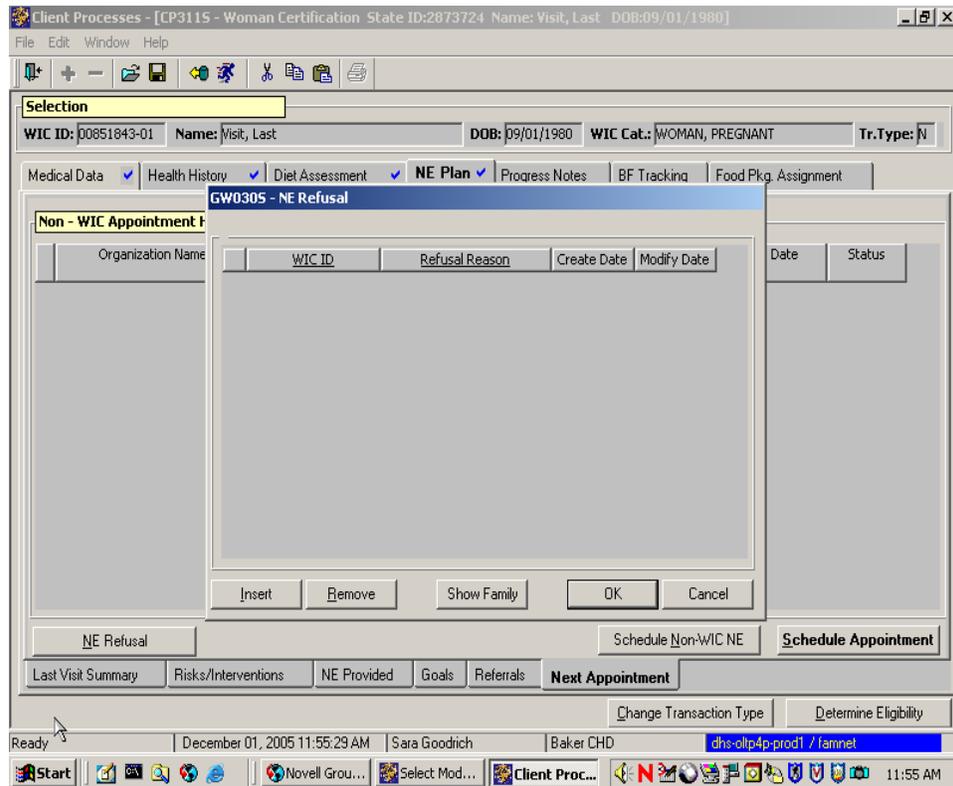


Figure 1: “NE Refusal Pop-Up”

2. **Click the “Insert” button to insert a new row on the pop-up.**
3. **Click on the “WIC ID” field and select your client’s ID number.**
 - If you want to indicate a refusal for multiple family members, click on the **“Show Family”** button to display all family members.
4. **In the “Refusal Reason” field, select the appropriate reason from the drop down list.**
5. **The “Create Date” and “Modify Date” fields are system generated and display only.**
6. **Click “OK” to close the pop-up and save the information.**
7. **Click “Cancel” if you want to exit without saving.**

✂ Tips and Shortcuts:

- You can also go directly to the “Family Appointment Record” to document a second NE refusal.

↪ Practice Activity:

Use information from your  Activity Sheet for this practice.

The starting point for this section is:

Client Processes ⇒ Certification ⇒ NE Plan ⇒ Next Appointment

1. Click on the “NE Refusal” button.
2. Indicate the second nutrition education contact was refused.
3. Click “OK” to close the pop-up and save the information.

✓ Skill Check:

Use the information from your  Activity Sheet for this practice.

During the certification visit for her child, your client indicates that she cannot attend the second nutrition education contact because of her work schedule. Take appropriate steps to document this in TWIST.

✍ Notes:

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