

TWIST Updates for 6/17/2019

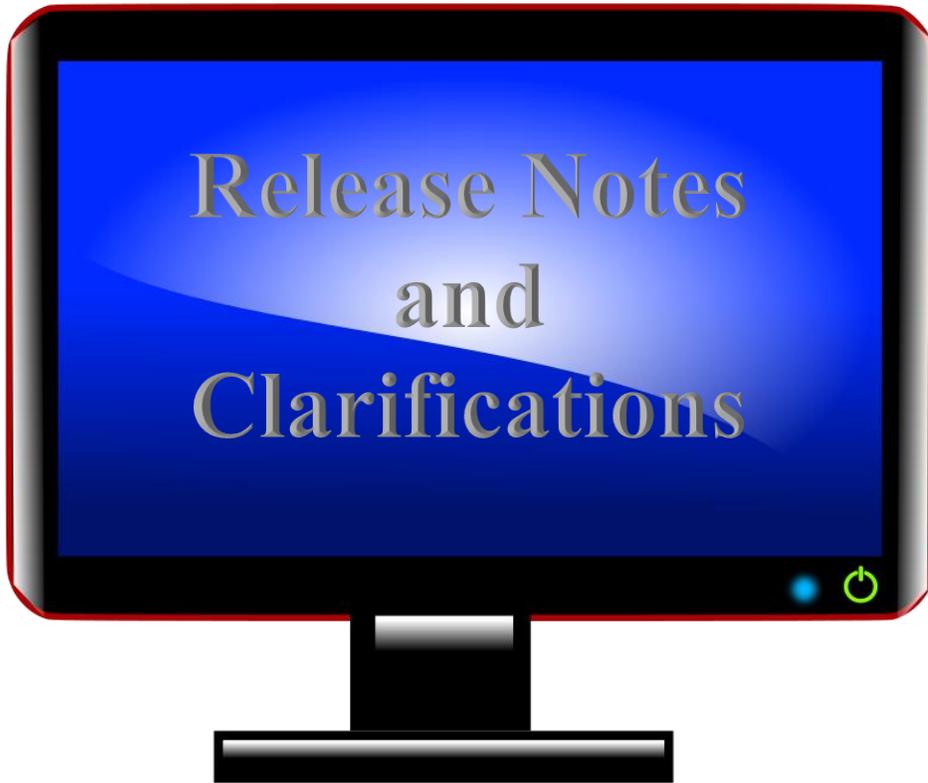


Table of Contents

| | |
|--|---|
| New with this TWIST release | 1 |
| Sex instead of Gender | 1 |
| Updates to TWIST reports | 2 |
| New TWIST report - Auto Canceled Appointments: | 2 |

New with this TWIST release

Sex instead of Gender

In TWIST, the selection is now for “sex” instead of “gender.” This change will be seen on the Client Demographics screen and in all functions and reports that reference this field.



Sex (sometimes called biological sex, anatomical sex, physical sex, or sex assigned at birth) is made up of things like genitals, chromosomes, and hormones. These are divided into male and

female categories, and medical providers make this designation when an infant is born. That is the information that we need in WIC to make sure we are using the appropriate growth grid, etc.

Gender refers to a person's psychological sense of self. It is possible to have a sense of self that is different from a person's assigned sex at birth. WIC participants have reported a discomfort with defining their child's gender, and most caregivers are asked this question in the first year before the child has established a sense of their gender. We also know that men can get pregnant and they can breastfeed, because some transgender folks have the anatomical and hormonal makeup needed for pregnancy and lactation. TWIST doesn't have a place to document both the participant's sex and gender, so changing the field to sex is more accurate based on how we use this information in WIC.

- To make sure the correct growth grid is used, select the sex assigned at birth for infants and children.
- If a participant is pregnant or breastfeeding, you will select female as the sex in TWIST, even if their gender is male. You may document gender or preferred pronouns in progress notes. If you are not sure of an individual's pronouns in this situation you may ask them what their preferred pronouns are. Common pronouns are he/him, she/hers, they/them.
- For a great tool that explains the difference between sex and gender, check out [The Genderbread Person](#).

Updates to TWIST reports

- The "Save As" icon only appears on screens where it can be used.
- Interpreter Needed report:
 - Now able to export.
 - New columns for Parent/Guardian name, phone number and OK to Text.
- Daily Clinic Schedule:
 - Now able print or export by a range of dates instead of a single day.
- Peer Counseling Schedule for Client Contacts:
 - Now able to export.



New TWIST report - Auto Canceled Appointments:

Have you ever had this happen in your clinic? Sara shows up for a recertification appointment, but someone else is scheduled in her time slot...and you see that she has been terminated because she wasn't issued benefits for 2 months.

This happens because when TWIST processes the automatic terminations (also known as **dbo** or database terminations), it automatically cancels future appointments as well. In this case, Sara may know that she wasn't issued benefits, but didn't know that her appointment was

canceled because TWIST doesn't send out a cancellation notice. She came to the appointment so she could get her benefits started again.

The new TWIST report – **Auto Canceled Appointments** – is designed to help prevent the double booking of appointments and retain caseload. It shows the participants whose future appointments were canceled when they were automatically terminated by TWIST. It can be found here: Appointment Scheduler → Output

It is most useful to run the report on the 16th of every month but can be run at any time. On the night of the 15th, participants are terminated for “Client does not use benefits for 2 months” and “Client is not issued benefits for 2 months.” These participants are potentially still eligible because they were in an active certification period when they were terminated and may only need a nutrition ed appointment or help using their benefits to be reactivated.

Here is a sample report:

| Report ID: AS510R | | Automatically Canceled Appointments | | | | User ID: kmcgee | |
|-----------------------|------------|--|------|-------------------|-------------------|----------------------------|--|
| | | APRIL 2019 | | | | Run Dt: 06/06/2019 1:15 PM | |
| Agency: DESCHUTES CHD | | | | | | | |
| Clinic: BEND | | | | | | | |
| Wic Id | Date | Time | Type | Topic | Group/class | Canceled On | |
| 00791936-03 | 04/24/2019 | 9:55AM | MC | | | 04/15/2019 | |
| 00904782-01 | 05/01/2019 | 2:00PM | GE | GENERAL NUTRITION | LOAD BENEFITS | 04/04/2019 | |
| 01014353-03 | 04/16/2019 | 2:00PM | MC | | | 04/15/2019 | |
| 01035584-03 | 05/09/2019 | 2:30PM | GE | PUBLIC HEALTH | EXAMEN DENTAL | 04/13/2019 | |
| 01063932-02 | 04/25/2019 | 8:40AM | MC | | | 04/15/2019 | |
| 01076168-03 | 05/29/2019 | 2:20PM | MC | | | 04/15/2019 | |
| 01076168-04 | 05/29/2019 | 2:00PM | MC | | | 04/15/2019 | |
| 01139218-03 | 04/29/2019 | 2:00PM | GE | GENERAL NUTRITION | SELF PACED LESSON | 04/19/2019 | |
| 01139218-03 | 06/14/2019 | 9:10AM | MC | | | 04/19/2019 | |

For more information about how to run, print or export reports, see the [TWIST Training Manual lesson on Using Reports](#).