Clinic Flow Chart

Reception

Phone
Prescreen Applicants
Schedule Appointments
Assist with setting PIN
Answer questions

Front Desk
Check-in Appointments
Greet drop-ins
Answer questions

Group education:

Check ID

Provide nutrition education

Issue benefits to eWIC account

Print benefit list

Second Nutrition Education

Benefit Issuance needed

Certification

Who will be responsible for each of these steps?
Where will each of these activities happen?

Notes:

Individual Education/ Follow up

Check ID

Obtain anthropometric or biochemical measurements as needed

Assess health and diet needs

Offer nutrition education

Confirm cardholder and food package information

Ask about shopping experience

Issue benefits to eWIC account

Print benefit list if desired

Screening, assessment, education

- ✓ Check proof of identity, residence and income
- ✓ Explain rights & responsibilities, sign participant signature form
- ✓ Offer voter registration
- ✓ Obtain anthropometric and biochemical measurements
- ✓ Complete health and diet assessments
- ✓ Assign risks
- ✓ Provide participant-centered nutrition education
- ✓ Make referrals
- ✓ Schedule second nutrition education contact
- ✓ Assign food package

Issue Benefits

- ✓ Add/update/confirm cardholder information
- ✓ Issue benefits to eWIC account
- ✓ Issue eWIC card as needed

Provide Shopper Education

- ✓ Print benefit list
- ✓ Explain use of eWIC card, aggregated benefits, setting PIN
- ✓ Explain use of ebtEDGE