

2-1 Planning for new equipment

Version Date: 5/27/2021

OTIS requires some additional equipment

OTIS will have some different functionality than TWIST that requires the use of some new equipment. The state will provide this equipment to each agency. Use this guide to plan how many of each item to order, what will be needed to install, and where to place them in your clinic.

The 3 new computer accessories to plan for are:

1. Signature pads
2. Document scanners
3. PIN pads

Signature pads

OTIS provides an opportunity to go paperless by having participants sign documents electronically. Forms and documents related to a participant will be accessible within the system, eliminating the need for paper files or separate electronic storage of scanned documents.

Staff will show participants documents or forms to be signed on their computer screen and then ask them to sign them using an electronic signature pad – similar to what happens in a store or health care provider’s office. These forms or documents will be stored in the participants’ file in OTIS without ever having to be printed.

Documents or forms to be signed include:

- Participant signature forms
- Voter registration
- Breast pump issuance forms
- Breast pump loan agreements and return forms
- Proof pending or no proof forms
- Formula replacement affidavits

The staff person collecting the signatures will need to have the participant record open in OTIS on the computer attached to the signature pad.

NOTE: OTIS will have the ability to save electronic files (.pdf) received from other sources to the participant file. For example, if a participant emails a signed form – staff will be able to save it in OTIS.

Planning activity

Signature pad characteristics

- Plug a cord into a USB port on the computer
- No special software needed
- Installation by following prompts when plugged in
- Measures 7.2 by 6.1 inches, 1.6 inches high
- Includes a stylus pen for signing tethered to the device



Consider your clinic flow and where documents are usually signed.

How will participants be able to see the form they are signing?

Which staff will need to have a signature pad attached to their computer?

How many signature pads will you need for your agency? Should not exceed the number of computers currently used to access the data system.

Document scanners

Despite the ability to collect electronic signatures and save electronic files, we will still occasionally receive paper forms, such as medical documentation forms from a health care provider, that need to be filed. To convert the paper form to an electronic file and save to the participant file, you will use a document scanner.

Document scanners work much like a printer, except they convert the image into an electronic file that is sent to a computer, so no ink is required. Staff using the scanner would use OTIS to decide where to save the file.

There are 2 different types of scanners available – a small portable version and larger, higher capacity version. Which will work best for your clinic depends several factors.

Considerations:

- Scanners won't be needed often, so you probably only need one per permanent clinic site.
- A portable scanner will be necessary if you transport equipment to out clinics.
- A variety of staff may need access to the scanner.
- The portable scanners plug into a computer and don't need to be plugged in to an outlet or other power source. The large scanner can be connected to a computer or connected to your agency's local network and must be plugged in to a power source.
- If your agency has a printer or copier that already works as a scanner, you will be able to use that and may not need an additional scanner from the state.

Planning activity



Portable scanner characteristics

- 11.5 inches by 2.6 inches by 1.6 inches
- Weighs 17.6 ounces
- Connects to a computer with a USB cable
- No external power source needed
- Scans one page in 8 seconds
- Can scan up to 100 pages per day
- Scans duplex 8.5 by 32 inches
- Files generated are only available to the computer it is connected to.



High capacity scanner characteristics

- 12.2 inches by 7.8 inches by 7.5 inches
- Weighs 8.38 pounds
- Must be plugged in to a power source
- Scans 65 pages per minute
- Document feed holds 80 pages
- Can scan up to 7500 pages per day
- Scans duplex and in color 8.5 by 122 inches



Given your clinic set up, where would you put a scanner?

How many of each type of scanner would you need for your agency?

- _____ Portable scanners
_____ High capacity scanners

PIN pads

A PIN pad will allow participants to set or reset a PIN for their eWIC card in your office, without having to go to the website or use the phone. We provided PIN pads to use with TWIST but because they were difficult to set up we decided to wait and use them with OTIS. We will provide training on how to get them connected.

Now is the time to order PIN pads if you did not order them before or if you want to order additional PIN pads.

Considerations:

- The website and the phone options for setting the PIN will continue. These are important resources for participants to understand.

- PINs must remain confidential for the participant. Staff should not set a PIN for the participant.
- We recommend a PIN pad be located near the front desk accessible to staff who help with card replacement or issues, not on every desk where cards are issued.
- Staff must connect to the participant record in OTIS before the participant can set their PIN. The PIN pad needs to be connected to the computer of the staff person involved in helping the participant set their PIN.

Planning activity

PIN pad characteristics

- 6.25 inches by 3.25 inches by 1.25 inches.
- Looks like a Point of Sale device used at a grocery store
- Plugs into a computer via USB cable.



Which staff are most frequently involved with resolving eWIC card issues?

How many PIN pads will you need for your permanent clinic sites? If you have received PIN pads already, will you need any additional PIN pads for OTIS?

What you need to do

1. Work with your staff and IT department to determine the number and placement of the new equipment.
2. Contact Robin Moulton Robin.L.Moulton@dhsosha.state.or.us with any questions about the equipment.
3. Pilot agencies will use this link to an electronic form to submit the number of each type of equipment you need for your agency.
<https://app.smartsheet.com/b/form/9b32c68ac4a94dd9897baafd4cf211fb>
4. Other agencies will be sent information on ordering their equipment when it is time to do so.

