Chapter 3: Client Processes
Section 6: Certification Variables
Lesson: Certification Data Entry Document

Objectives:

Upon completion of this lesson the user will be able to:
*   state the appropriate use of the paper certification form.

Oregon Policies:

♦   405   TWIST Disaster Management
♦   641   Documentation Requirements in the Absence of TWIST

Overview:

There are a few normal circumstances when you will certify a client without access to TWIST as home visits or satellite clinics without computer equipment. There may also be instances when you are not able to access TWIST in your regular clinic, yet WIC operations can otherwise continue. When these situations arise, certification data can be collected on a Certification Data Entry Document and then entered into TWIST when it is accessible. To fully collect all mandatory data for a certification, the Certification Data Entry Document must be accompanied by completed health history and diet assessment questionnaires.

In this lesson you will learn how to complete a Certification Entry Document and when it should be used.

Instruction:

Completing the Certification Data Entry Document

In TWIST, a certification cannot be completed and benefits cannot be issues until information has been entered into all mandatory fields. Appointments cannot be scheduled for a client until the certification is complete. The information collected on the Certification Data Entry Document will be used to complete mandatory fields in TWIST. The form is two sided and needs to be signed and dated when complete.

The following sections comprise the Certification Data Entry Document.

*   Client Primary
*   Transaction Type
*   Income Eligibility

- WIC Intake
- Medical Data - Woman, Infant & Child
- Other Medical Data
- NE Plan
- Appointments
- Food Package

There are many optional fields in TWIST that are not included on the form. If you need to document additional information use the health history questionnaire or the margin of the certification data entry document.

> ☺ **See Job Aid "Certification Data Entry Document" for more information.**

When to Use the Certification Data Entry Document

Most of the time, data will be entered directly into TWIST. The Certification Data Entry Document is not intended to be used on a regular basis to collect certification information and then enter it later into TWIST. It is to be used when TWIST is unavailable. Information from the Certification Data Entry Document needs to be entered into TWIST within two working days.

The following are appropriate situations for using the Certification Data Entry Document.

- Field nurses who conduct home visits may use the Certification Data Entry Document with the understanding that data collected on the form must be entered into the TWIST system within two business days.
- Satellite sites that do not have a laptop or other method for conducting a certification using TWIST will use the Certification Data Entry Document.
- Local agencies must use the Certification Data Entry Document in the event that certification with TWIST is not available due to a disaster or equipment failure.

Example: An agency network system is shut down for three hours due to a brown out. During this period, certifications would be completed using a Certification Data Entry Document. Once the brown out is resolved, certifications would continue utilizing TWIST. The information from the certifications completed during the three hour brown out would need to be entered into TWIST within two business days as per policy.

➥ *Practice Activities:*

Take the next 5 minutes to talk about your Local agency and when it would be appropriate to use the Certification Data Entry Document and when it would not. Use the notes section to write down your responses.

✍ *Notes:*

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