Using email or texts with wichealth

Goal
To give participants the opportunity to interact with a CPA using email or texts to discuss the wichealth lesson and ask questions. The CPA is to follow-up on any goal/action plan that the participant identified at the end of the lesson.

Preparation
- Review MOM 6.7 Additional Education
- Review and follow local policies relating to email and text communications
- Determine process for email or text communications
- Ask your WIC consultant to review your plan and answer your questions

Data Security
- Review MOM 1.7 Data Privacy
- **e-mail**
  - Use a secure clinic email account OR use a secure individual work email account
  - Do not use personal email or device for participant contacts
  - Use encrypted email system and reference participant by *first name* and *HH ID number*
- **Texts**
  - Use a password protected device OR use SMS gateway via a secure email account
  - Determine a way to confirm identify, such as by phone number, DOB and/or zip code
- If using an agency email account or using a shared device, identify staff roles and give appropriate access

Logistics
- **What:**
  - An email, a text or a voice message received from participants regarding wichealth lesson
  - CPA responds by an email, text or a phone call
  - CPA completes nutrition services and documents in Hubert
- **Who:**
  - Who oversees the email account or the device for texting?
  - Who corresponds to email/text?
  - Who loads benefits?
- **When:**
  - When will you respond to email/text? (business hours OR after-hours, weekends)
  - When will you load benefits after the email/text contact is completed?
- **How:**
  - How will you obtain email address?
  - How will you text? (agency mobile device OR SMS gateway, see SMS Gateway for wichealth lesson)
  - How will you document? (note OR individual education tab OR group education tab)

Tips/Reminders
- Obtain a signature for the Release of Information using electronic communications
- Use a template when sending email or texts to participants
- Offer a phone call to address complicated situations to avoid back-and-forth email or texts

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