

# Using email or text for wichealth.org

8/16/2022

## 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 [Section 6.7 Additional Nutrition 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 [Section 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 the Information System.

- **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.

## Reference – Complete Listing of Hyperlinks

### Section 6.7 Additional Nutrition Education

[https://www.health.state.mn.us/docs/people/wic/localagency/program/mom/chsctns/ch6/sctn6\\_7.pdf](https://www.health.state.mn.us/docs/people/wic/localagency/program/mom/chsctns/ch6/sctn6_7.pdf)

### Section 1.7 Data Privacy

([https://www.health.state.mn.us/docs/people/wic/localagency/program/mom/chsctns/ch1/sctn1\\_7.pdf](https://www.health.state.mn.us/docs/people/wic/localagency/program/mom/chsctns/ch1/sctn1_7.pdf))

*Minnesota Department of Health - WIC Program 85 E 7<sup>th</sup> Place, PO BOX 64882, ST PAUL MN 55164-0882; 1-800-657-3942, [health.wic@state.mn.us](mailto:health.wic@state.mn.us), [www.health.state.mn.us](http://www.health.state.mn.us); To obtain this information in a different format, call: 1-800-657-3942*