Scheduling for Education Choice
GUIDANCE FOR ONLINE/PHONE NUTRITION EDUCATION VISITS

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Agency Currently Schedules Nutrition Education/Benefit Issuance

Create two new Appointment Types:

1. Wichealth.org
2. Phone follow-up

Schedule the visit following your local agency’s current practice. Based on a specific date’s schedule, a CPA can ascertain completion of wichealth.org or call the household at the scheduled time to complete the nutrition education contact.

Agency Currently Does Not Schedule Nutrition Education/Benefit Issuance

Create two new Resources:

1. Wichealth.org
2. Phone follow-up

Add appointment columns using the new Resource(s). If the household chooses wichealth.org or phone follow-up as their education choice, add the members of the household in the appropriate column on or close to the date when their next nutrition visit is due.

The My MN WIC App

All appointments receive notifications two days prior to the scheduled appointment. The appointment reminder notification displays UPCOMING APPOINTMENT and the reminder message lists the date and start time.
Reports

Count of Appointment Types provides a count of the numbers of participants scheduled for appointments, by appointment type, during a specific time period in the past 90 days and for the future months. This report may be helpful in tracking and managing resources for Education Choice. This report and its Guidance Document is available in Infoview, under INFOVIEW TEMPLATE << Appointments. Infoview Training Modules is available on the MDH WIC website.

You may create your own Local Use Questions to track appointment types, and request data information using the Local Agency HuBERT - Change Request Form.

Local Use Questions for Pilot Agencies

Since appointment information is only stored in HuBERT for 90 days it cannot be used to track or retrieve data.

Therefore, two Local Use Questions should be added to the Demographics AdditionalInfo1 tab. An online module, Local Use Questions, is available on the Local System Administration HuBERT Training Modules page of the MDH WIC website.

In order for data to be pulled for Local Use Questions belonging to individual agencies, please type both the questions and answers exactly as displayed in the print screens below.

The first question identifies the education choice selected by the participant and should be asked and answered at the certification.

Question #1: What education choice would you like to try?

Answers:
- In person clinic visit
- WICHealth.org
- Phone call

The second question, which assesses their satisfaction with their education choice, should be asked and answered at the next nutrition visit.

Question #2: How likely are you to choose the same education method next time?

Answers:
- Very likely
- Somewhat likely
- Not at all
- I didn’t use the method
- Don’t know
Although local use questions can be required, since this option will not be provided to all participants, “Never” should be selected from the **Require Answer** drop-down when adding the local use questions.

The CPA will need to answer Local Use Questions for **each member of the household** offered education choice.