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DATE: 4/1/2020
TO: WIC Coordinators
FROM: State WIC Staff
SUBJECT: Vidyo Visits

As staff across the state are providing services over the phone to participants, agencies may want to consider video visits as an option to connect with participants remotely. Video visits through certain platforms offer a secure way to connect with participants, allowing face-to-face interaction and participants to easily show proofs for certification. Minnesota WIC has been successfully piloting video visits in Fillmore County using the Vidyo platform. There will be more details shared on this pilot later this summer.

Vidyo is a HIPAA compliant platform for secure video visits. Agencies are able to use Vidyo through the State WIC Office, with no cost to the local agency or participants. Vidyo visits can be conducted on a smartphone, tablet, or computer with a camera. Staff can email or text a Vidyo meeting link to participants. Participants can join on their smartphone through the free VidyoMobile App, or from a computer or tablet after installing the VidyoWeb plug-in in their internet browser.

We are looking to gauge interest on which local agencies would like to use Vidyo as a way to provide video visits. **Please let your State WIC Consultant know if your agency is interested in using Vidyo for video visits and the number of staff who will need access. Please include staff's name, email address and phone number in the message.**

There will be additional information in the Wednesday Update next week on how to offer Video Visits as an option with participants.