

WIC Messages and Comments (Screen 22)

WIC Messages and Comments (screen 22) gives the user a full line for entering comments and a shorter line for simple messages. Messages and comments created on this screen are not permanent and will not be kept in history. They may be changed or deleted at any time. This screen provides quick access to sharing information with other WIC staff members, although much of the information may also be documented in other places.

To get to the WIC Messages and Comments Screen (screen 22), enter the following information on the fastpath line:

- From the Application Selection Menu, Screen = 22
- ID = 9-digit Patient Master ID number, or 2-digit WIC program number plus 6-digit WIC ID number with 9th position blank
 - ▶ Note that the ID does not display on the fastpath line, but the system does recognize it when it is typed into the ID field.
- Date = blank
- Action code can be
 - ▶ A = Add
 - ▶ C = Change
 - ▶ I = Inquire
 - ▶ D = Delete
- Press the **ENTER** key.

Only the current message or comment is available for view.

| | | | |
|---|-----------------------------------|--------------------|-----------------|
| HSA220A | NORTH CAROLINA HSIS - WIC MESSAGE | NC03 | 07501 |
| NEXT RECORD: COUNTY 085 | SCREEN 22 | ID _ | DATE |
| MESSAGE: 011 RECORD REVIEW ONLY | | | SYSTEM ACTION I |
| NAME: DOE, JANE | | PAT NO: 999888777H | |
| WIC ID: JANDOE | PROGRAM: 075 | STAFF: H2CI725 | |
| LAST COMMENT UPDATE: 12032004 | | | |
| ===== | | | |
| COMMENT: | | | |
| REMINO TO BRING BABY'S SS CARD NEXT VISIT | | | |
| ----- | | | |
| MESSAGE: | | | |
| ----- | | | |

Chapter 2: WIC PROGRAM FUNCTIONS WITHIN HSI
 Section 3: WIC MESSAGES AND COMMENTS (SCREEN 22)

If attempting to add a comment to a participant's record where one already exists, the system will display the message 015 Record Already on File – Enter Next Key.

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HSA220A          NORTH CAROLINA HSI - WIC MESSAGE          NC03  07501
NEXT RECORD: COUNTY 085    SCREEN 22  ID  DATE          SYSTEM
MESSAGE: 015 RECORD ALREADY ON FILE - ENTER NEXT KEY          ACTION A
NAME:
WIC ID:          PROGRAM:          STAFF:
PAT NO:
LAST COMMENT UPDATE:
=====
COMMENT:
  
```

To change a record:

- Action code = C.
- Either type a completely new message or update the current message.
- Press the **ENTER** key.
- When a change is made, the new comment or message will become the current one.

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HSA220A          NORTH CAROLINA HSI - WIC MESSAGE          NC03  07501
NEXT RECORD: COUNTY 085    SCREEN 22  ID  DATE          SYSTEM
MESSAGE: 017 ENTER CHANGES AND THEN PRESS "ENTER"          ACTION C
NAME: DOE, JANE          PAT NO: 999888777H
WIC ID: JANDOE          PROGRAM: 075          STAFF: TS12C01
LAST COMMENT UPDATE: 12032004
=====
COMMENT:
MOVING TO ANOTHER COUNTY IN JANUARY. SEND SUMMARY REPORT FOR TRANSFER.
-----
MESSAGE:
VERIFY NEW ADDRESS_
  
```

Comments entered on this screen will appear in the following screens:

- WIC Certification (screen 20)

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HSA200A  07501  N.C. HSI - WIC CERTIFICATION/INCOME/MEDICAL ADDED: 10/18/04
10/18/04          NC03  CHANGED: 11/11/04
NEXT ENTRY=> COUNTY 085    SCREEN 20  ID  DATE          ACTION I
MESSAGE: 011 RECORD REVIEW ONLY
MOVING TO ANOTHER COUNTY IN JANUARY. SEND SUMMARY REPORT FOR TRANSFER.
NAME: DOE, JANE          PAT NO: 999888777H  MSG: VERIFY NEW ADDRESS
ACTION DUE: 041805  R ISSUE: 1  18  LAST ACTION: 111104  C DOB: 05152002
WIC ID: JANDOE          PROG: 075          SITE: 01          STAFF ID: TS12C01

ACTION  ACTION  TERM  INITIAL  CERT  WIC  MIG-  HOME-  RECORD
DATE    CODE   REASON VISIT   DATE STATUS RANT  LESS  STATUS
111104  C      101804 101804  3     2    2     A
  
```

Issuance (screen 21) -

Chapter 2: WIC PROGRAM FUNCTIONS WITHIN HSI
 Section 3: WIC MESSAGES AND COMMENTS (SCREEN 22)

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HSA210A 07501 NORTH CAROLINA HSI - WIC SYSTEM NC03
12/03/04 VOUCHER ISSUANCE

NEXT RECORD: COUNTY: 085 SCREEN: 21 ID: DATE: ACTION: I
MESSAGE

NAME: DOE, JANE PGM/SITE: 07501 WIC ID: JANDOE
CYCLE: 1 DAY: 18 LAST GIVEN: 12/09/04 FOR 01 LAST FI: 30595528 #ISS: 01
ACTION DUE: 04/18/05 R HIGH RISK: DOB: 05152002 MSG: VERIFY NEW ADDRESS
MOVING TO ANOTHER COUNTY IN JANUARY. SEND SUMMARY REPORT FOR TRANSFER.
PLACE AN 'X' BY MENU ITEM CHOICE:

- STANDARD VOUCHER ISSUANCE STARTING AT MONTH __ FOR __ MONTHS SITE __
- REPLACE VOUCHER(S) _____
  
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■ WIC Notices (screen 23)

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HSA230A NORTH CAROLINA HSI - WIC NOTICE HISTORY 07501
12/03/04 NC03 SYSTEM
NEXT RECORD: COUNTY 085 SCREEN 23 ID DATE ACTION I
MESSAGE: 103 PF8 TO BROWSE FORWARD, PF7 TO BROWSE BACKWARD
MOVING TO ANOTHER COUNTY IN JANUARY. SEND SUMMARY REPORT FOR TRANSFER.
NAME: DOE, JANE PAT NO: 999888777H MSG: VERIFY NEW ADDRESS
WIC ID: JANDOE PGM: 075 DOB: 05152002 ACTION DUE: 041805 R
=====
STAFF GIVEN TYPE LANG EXPLANATION:
  
```

■ WIC History (screen 25)

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HSA250A NORTH CAROLINA HSI - WIC HISTORY NC03 07501
12/03/04 USING ARROW KEYS, POSITION CURSOR ON ID LINE - "ENTER" TO SELECT
NEXT RECORD: COUNTY 085 SCREEN 25 ID DATE ACTION I
MESSAGE: 014 NO MORE RECORDS ON FILE - ENTER NEXT KEY
NAME: DOE, JANE PGM: 075 WIC ID: JANDOE
MOVING TO ANOTHER COUNTY IN JANUARY. SEND SUMMARY REPORT FOR TRANSFER.
VERIFY NEW ADDRESS DOB: 05152002 WIC STATUS: 3
LAST ACTION: 111104 C CURRENT RECORD STATUS: A ISSUE: 1 18
ACTION DUE: 041805 1 NUTRITIONAL INFO: C 99
=====
  
```

Comment examples include:

- Proof needed to complete a pending application
- Errors made in assigning preprinted food instruments and CVVs to a participant's record (screen 21)
- Formula changes for the participant
- New formula prescription due date
- Immunization due date
- Proxy or guardian information
- Nutrition education follow-up needs
- Requested referral to other agency providers (example: CSC, MCC, immunizations)
- Other general information.

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