

Guidelines for WIC Client Referral to Registered Dietitian

High Risk Clients

WIC staff will refer all clients whose nutrition risk level is “high” in TWIST for a nutrition intervention with the Registered Dietitian (RD). *A high risk client meets the risk criterion detailed in the Oregon WIC Program High Risk Nutrition Referral Criteria from the Oregon State Health Division.* A certifier will refer a client to the RD by scheduling the client for an appointment with the RD within 1-3 months. An RD appointment is scheduled in TWIST as an “FD” appointment.

If a client refuses RD services, or there are no scheduled RD appointments available within the 3 month period, or the client cannot make a scheduled appointment with the RD, then the certifier will refer the client to the RD for chart review within one week by e-mail. If medical or transportation issues prevent the client from coming to the WIC clinic for an RD follow up appointment, the certifier may also offer the client an RD appointment by phone.

The RD will document the nutrition intervention/care plan in the progress notes. It is recommended that the certifier also document the reason for RD referral in the progress notes.

High risk appointments for the Hermiston, Fossil, Umatilla, Heppner and Boardman clinics are referred to Angie Treadwell, RD. High risk appointments for the Pendleton and Milton-Freewater clinics are referred to Diane Benfield, RD.

Satellite Clinic High Risk Clients

The certifiers that operate the satellite clinics (Fossil, Umatilla, Heppner and Boardman) will refer all high risk clients at satellite clinics for a nutrition intervention with the UMCHS RD. The client will be given the option to have a nutrition intervention by appointment in the Hermiston, Pendleton or Milton-Freewater WIC clinic or by phone. If the client should decline RD services, the certifier will refer the client to the RD for chart review and the RD will document a care plan in the progress notes for the high risk client.

High Risk Phone Contacts

Clients who meet the criteria for a high risk phone contact as detailed above in this policy and who desire to have a high risk follow up appointment by phone will be contacted by the RD so there is no expense to client. The RD will be notified of high risk clients who wish to have follow up by phone by a certifier requesting a chart review by e-mail. The certifier will document the need and reason for the high risk phone appointment in the progress notes. The RD will then contact the client for the high risk appointment by phone and will document all attempts to reach the client by phone in the progress notes. Once a high risk phone appointment is complete, the RD will indicate as such in the progress notes and will add the client to the daily clinic schedule for that day marking the

client as “show” for an “FD” appointment. The care plan will also be documented in the progress notes. During the phone contact, arrangements will be made for an authorized person to pick up food instruments (FIs) as needed from one of the UMCHS main or satellite WIC clinics. FIs will be mailed only as a last resort per the guidelines in the UMCHS Food Instrument Mailing policy.

Medium Risk Clients

WIC staff may refer clients with a “medium” risk level to the UMCHS RD for an appointment if they feel the client is in need of RD services. They may also ask the RD to do a chart review to determine need for an RD appointment or to receive guidance for nutrition counseling with the client. It is recommended that the certifier document the reason for RD referral in the progress notes. The RD will document the care plan in the progress notes.

Monitoring:

At a minimum, the WIC Operations Manager will complete a High Risk File Review in March, June, September and December to ensure that high risk clients are being referred for RD appointments. The WIC Operations Manager will share her monitor findings with the RDs and certifiers with the expectation that certifiers and RDs will address any findings that are not in compliance with this high risk policy.

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