

## Guidelines for WIC Client Referral to Registered Dietitian

### **HIGH RISK CLIENTS:**

Participants who are assigned a high-risk level based on identified health risks that meet the state's high-risk criteria (see Policy 667 from Oregon procedures and policies) will be scheduled by local WIC staff for a nutrition intervention with the registered dietitian (RDN). This appointment will be scheduled within 1-3 months and recorded in TWIST as an FD appointment. The client should be informed that their next scheduled appointment will be with the RD.

If there are no scheduled RD appointments available within the 3-month period, the client is not available on "RD days", medical or transportation issues prevent the client from attending an appointment in the 3-month period, or client continues to miss scheduled appointments, the certifier can offer the client an opportunity to participate in a telephone appointment or request a chart review by the RD. The acceptance of a telephone appointment or request of chart review will be e-mailed to the RD within one week of contact with the participant. If the client is referred for a telephone appointment or chart review the certifier needs to complete a note in Progress notes documenting the reason for the referral.

When the assessment and plan is completed, the RD will document the action taken and the nutrition care plan in the client's Progress Notes

### **SATELLITE CLINIC HIGH RISK CLIENTS:**

The certifiers that staff the satellite clinics (Fossil, Umatilla, Irrigon, Heppner, Boardman and Wallowa) will schedule all high risk clients for a nutrition intervention with the UMCHS RD. The client will be given the option to have a nutrition intervention by appointment at their next regular visit in the Hermiston, Pendleton or Milton-Freewater clinic or by telephone. If the client should decline RD services, the certifier will refer the client along with a detailed Progress note to the RD for chart review. The RD will review the chart and outline a plan of action for follow up with the client which will be implemented by the certifier with results charted by the certifier in the Progress notes.

### **HIGH RISK TELEPHONE CONTACTS:**

Once the RD receives the request for a telephone high risk contact, the RD will contact the certifier to set up this contact within the WIC office or contact the certifier for dates and times acceptable by client. The RD will then contact the client for the high risk appointment by telephone and will document all attempts to reach the client by telephone in the progress notes. Once the appointment has been completed, the RD will document the completion of the appointment and the high risk care plan in the progress notes. The client will be added to the daily clinic schedule for that day and marked as "show" for a "FD" appointment. Benefits will be issued as appropriate by the RD.

**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. The certifier will document the reason for the RD referral in the progress notes. The RD will document the care plan in the progress notes and the certifier will implement the recommended plan, documenting the action in the progress notes.

**MONITORING:**

At a minimum, the WIC/OHP Operations Manager will complete a High Risk File Review in March, June, September and December to ensure that the high risk clients are being scheduled for RD appointments. The WIC Operations Manager will share her 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.