

High Risk Nutrition Education by Telephone

POLICY: Nutrition Focused high risk counseling due to circumstances may occur by telephone. The telephone contacts will not be used as a substitute for face to face appointments with the RDN when other appointments are possible.

PURPOSE: To provide guidance for high risk focused counseling that occurs by telephone because of circumstances that prevent a face to face encounter. To ensure that high risk participants and/or their caregivers receive accurate and personalized nutrition information to meet their health care needs.

PROCEDURE:

Telephone contacts with high risk participants and/or their caregivers can be used under the following circumstances to provide the high risk participant and/or their caregiver required contact with the RDN.

- High risk participant is unable to meet with the RDN because they live in a community over 15 miles from the nearest clinic and travel presents a hardship to the family.
- High risk participant is unable to come to the clinic because of a physical injury or health condition of adult or child.
- Participant missed a face-to-face appointment with the RDN and rescheduling is not possible
- Participant does not have transportation to the clinic when the RDN is there and is not able to access non emergent medical transportation.

The telephone contact will be conducted in an appropriate manner as outlined below:

- All telephone contacts between the RDN and participant will take place in a confidential, quiet environment that promotes effective communication and protects confidentiality of participant information.
- RDN will schedule all high risk consultations at least one week in advance of telephone call to allow sufficient time for exchange of information.
- When calling identify the participant/caregiver to make sure that they are the first or second cardholder of the WIC account.
- Use participate centered skills to establish rapport, ask questions and provide appropriate nutrition education.
- After the call if appropriate mail or use secure e-mail to send the participant any written nutrition information to support the counseling provided.
- Document the telephone contact in the participant's TWIST record using the same criteria as the face to face high risk nutrition education contact, including an individual care plan.