



**SECTION:** Nutrition Services 822  
**SUBJECT:** **NUTRITION EDUCATION: HIGH RISK COUNSELING  
USING INTERACTIVE VIDEO TECHNOLOGY**  
**DATE:** September 7, 2010 (*revised*)

**POLICY:** Interactive video technology may be used, when approved by the State WIC office, to provide face to face second nutrition education (NE) for high risk participants when the WIC nutritionist and the participant are not in the same location.

**PURPOSE:** To provide guidance for high risk nutrition education using live video link.

**RELEVANT REGULATIONS:** ASM 06-24—WIC Nutrition Education Guidance

**OREGON WIC PPM REFERENCES:**

- ◆450—Confidentiality
- ◆506—Exceptions for Mailing Food Instruments
- ◆601—Physical Presence at Certification
- ◆661—Competent Professional Authority: Appropriate Counseling for Risk Levels
- ◆820—Nutrition Education: Participant Contacts
- ◆830—Nutrition Education: Documentation

**PROCEDURE:**

- 1.0 For agencies that are unable to hire or contract with a local RD to provide on-site high risk counseling, using interactive video technology is an optional delivery method for face-to-face high risk second NE appointments.
  - 1.1 Establish a location in the clinic where the high risk participant counseling using interactive video technology will occur.
  - 1.2 Obtain the appropriate equipment and necessary software from the state WIC office and install the software.
  - 1.3 Contact the participant in advance to schedule the appointment in TWIST and confirm the appointment for the high risk contact.
  - 1.4 The WIC nutritionist will review recent information collected in the participant's record before the contact.
  - 1.5 Provide appropriate documentation for the high risk appointment after the contact has been made.

**Standards**

- 2.0 High risk second NE contacts using interactive video technology should occur in an environment that promotes effective communication between the WIC nutritionist and the participant and ensures that both are actively involved in the interaction and confidentiality of participant information is protected.
  - 2.1 The contacts should occur at a time when the participant and the WIC nutritionist are both available and have time to talk. If the participant is not available at the designated time, attempt to reschedule the contact.

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*cont.*

2.2 The local agency will provide for installation and maintenance of the equipment necessary for the video link contact.

***Appropriate use of web cameras***

3.0 Appropriate situations for using interactive video technology to provide second NE to high risk participants include:

- The local agency has made a good faith effort to hire staff or contract with a local WIC nutritionist that will work in the local agency clinic and has been unable to do so. The agency has a WIC nutritionist on contract who lives in another part of the state and a physical face to face second NE high risk contact becomes cost prohibitive due to significant travel time between the RD and the local agency clinic.

**Example:** A local agency has been actively recruiting for an WIC nutritionist for several months. They have been able to contract with an WIC nutritionist who lives in another county; however, the distance between the RD and the local agency is significant and thus cost prohibitive.

***Inappropriate use of interactive technology***

4.0 High risk second NE contacts using interactive video technology shall not be used as a substitute for scheduled face-to-face appointments with the WIC nutritionist for those agencies who have a local WIC nutritionist on staff or on contract.

***Document in participant's record***

5.0 Each nutrition education contact using interactive technology must be documented in the participant's record using the same criteria as a physical face-to-face high risk nutrition education contact, including a high risk care plan. Documentation shall also include how the nutrition education was provided using a video link. See ♦830.

**Example:** An appointment schedule with pseudo staff "Web RD" is used for the high risk contact. The appointment type for the high risk telephone contact is FD. After the high risk telephone contact is completed, the appointment status is to "Show." The WIC nutritionist documents the high risk care plan in the "Progress Notes" and includes a statement that the appointment was held using interactive video technology.

***Required local procedure and approval process***

6.0 Local WIC programs must have a written procedure in place for using the interactive technology for high risk nutrition education. This written procedure must be submitted to the state WIC office for review and approval **prior to** implementation and must be made available during the biennial WIC review. This procedure should include:

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*cont.*

***(Required local  
procedure and  
approval  
process)***

- Name(s) of the WIC nutritionist who will provide the high risk follow up using a video link,
- How the appointment will be identified in the participant's record,
- How the local agency will assure the interactive technology connection is established and maintained throughout the appointment,
- Which local agency staff will assist the participant during the appointment such as check-in, collecting heights, weights, or bloodwork if needed,
- How educational materials will be provided to the participant, if necessary,
- Where documentation will be kept in the participant's record that the contact was made using interactive video technology,
- How the participant's next appointment will be set, and
- How food instruments will be issued to the participant, if necessary.

6.1 The continued use and appropriateness of utilizing interactive video technology for high risk counseling will be re-evaluated during the agency's biennial review. ★

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