

CIMS Supplement

October 2011

Greetings WIC Staff!

Here's what you'll find in this CIMS Supplement:

- Preventing duplicate client records.
- What to do with duplicate client records.
- What to do with deceased clients' records.
- Submitting complaints from clients about retailers.

Preventing duplicate client records

- Search for the client record before creating a new record.
- Be sure to ask the client or caregiver, "Have you ever received WIC anywhere in WA?"
- Verify the spelling of names and birth dates.
- When Client Services identifies a match to a similar client record, verify all data.
- If the client record is a match, select the [Yes] button.
- Call CIMS Support at 1-800-841-1410 extension 7 if you have trouble finding a match.

What to do with duplicate client records

1. Identify which of the two client records has the most recent check data. Select this record.
2. Use "Change Cert Info" wizard. On the Notes tab, document information about the duplicate client record such as the Client ID # and Date of Birth (DOB). Finish the wizard.
3. Return to the Desktop and select the duplicate client record.
 - If the duplicate client record doesn't include other group members, go directly to the Demographics tab. Add a "Z" in front of the caregiver and client's last names. Save.
 - If the duplicate client record includes other group members, use "Create New Client Group" to separate the record from the group. Add a "Z" in front of the client's last name, and add "Z" as the caregiver first and last names. Save.

What to do with deceased clients' records

When a family experiences a loss, it's especially important to be sensitive and caring. For our business purposes, we have to terminate the client's record. We can either keep the deceased client's record in the list of group members, or we can remove the record to prevent it from being a constant reminder for the family of their grief. It may be more appropriate at a future visit to ask which option the family prefers.

Upon being notified of the client's death, use "Terminate Client". Identify the termination reason and select the [Terminate Without Letter] button. Make notes to flag other staff about the situation.

Follow these steps if the family chooses to separate the deceased client's record from the list of group members:

1. Make a note in the other group members' records about the deceased client's record. Include the Client ID # and Date of Birth (DOB) and a note to indicate you are "Z-ing out" the client.
2. Use "Create New Client Group" to separate the deceased client's record from the group. Add a "Z" in front of the client's last name, and add "Z" as the caregiver first and last names. Save.

Submitting complaints from clients about retailers

When you submit a complaint about a retailer, please make sure the complaint includes the following information:

- Client ID #
- Clinic staff initials
- Checker name
- Date and time of transaction found on store receipt, if available.

This information will help state staff accurately follow up on complaints or training needs for the retailers.

Questions?

If you have any questions about this CIMS Supplement, please contact the CIMS Support line at: 1-800--841-1410, option 7 or cims.support@doh.wa.gov

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The Washington State WIC Nutrition Program does not discriminate.

For persons with disabilities this publication is available on request in other formats.

To submit a request, please call 1-800-841-1410 (TDD/TTY 1-800-833-6388).

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