4. Client Confidentiality

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<th>Competency</th>
<th>Certifier is able to:</th>
<th>Training Requirements</th>
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| Keep client information and records confidential. | Complete the DOH STATE WIC Client Confidentiality and Rights Post-test with 80% or higher score.  
Follow policy to change and protect passwords.  
Follow policy to protect client information and records.  
Get client’s signature on the release form authorizing WIC to share information with medical providers and others, as needed.  
Identify when to lock the computer.  
Follow state and clinic policy when a request for client information comes from Child Protective Service. | **Learning Management System**  
- DOH STATE WIC Legal Considerations in WIC: Part 1  
- DOH STATE WIC Legal Considerations in WIC: Part 2  
- DOH STATE WIC Client Confidentiality and Rights Post-test  
**WIC Manual**  
- Volume 1, Chapter 20 – Notification, Fair Hearings, and Civil Rights  
- Volume 1, Chapter 25 – Legal Considerations and Confidentiality  
- Volume 2, Chapter 10 – Equipment (Paper copy) |

Be sure to discuss any outstanding questions or issues with certifier. Document completion of this competency on Certifier Competency Training Documentation Form.

For persons with disabilities, this document is available on request in other formats.  
To submit a request, please call 1-800-841-1410 (TDD/TTY 711).  
DOH-961-1118 January 2019