Your clinic will handle notifications in two different areas in Cascades—every time you schedule an appointment with a participant and once per day to manage how and when notifications will be sent to WIC families.

**What Kinds of Notifications Does Cascades Have?**

Types of Appointment Notifications:
- Scheduled
- Missed
- Cancelled
- Rescheduled

Types of Notification Methods:
- Mail
- Email
- Text

Clinic staff must document the family’s choice of notification method in the **Preferred Method of Contact** field in the *Family Demographics* screen.

*If a family chooses **Phone**, no notification will be sent since Cascades doesn’t have an auto-dialer.
*If the family chooses **No Contact**, then no notifications will be sent.

**Language Accommodations:**

Notifications are developed at the state level for each appointment type in Cascades.
- Currently, notifications are available only in English and Spanish.
- Clinic staff must document the family’s language of choice in the **Language Read** field in the *Family Demographics* screen. If a family chooses a language other than English or Spanish, the notification will be sent in English.

**Modifying Notifications When Booking or Rescheduling Appointments:**

On the *Scheduling* screen in the *Quick Scheduling Results*:

➤ Uncheck the **Add to Communication Queue** box if a notification isn’t needed.

---

NOTE

All families migrated from Client Services with **Mail** as the Preferred Method of Contact.

Please update the preferred method as you see families.
Cascades Staff Tool
Understanding Appointment and Class Notifications

Steps for Daily Management of Appointment Reminders:
Most clinics manage their appointment and class notifications daily, either at the end of the day or first thing in the morning.

Step 1: Open the Notifications screen.
¬ In the menu bar, go to Operations, select Notifications in the dropdown menu.

Step 2: Search and view the search results.
¬ Enter the desired date range in the Search Criteria container. ¬ Select the Search button. You can sort search result columns by clicking on a column header and moving the mouse.

Step 3: Dealing with multiple notifications for one family.
¬ Participant has more than one type of appointment in a day
¬ Two or more family members are scheduled on the same day

Cascades sends a separate notification to each participant for each appointment. This has caused confusion and we are looking into whether we can change Cascades to send only one notification per family.
¬ Determine which notice to send. For example, send only the notification for the first appointment.
¬ Use the Family Appointments screen to see scheduled participant time slots (under Scheduling System in Quick Links).
Cascades Staff Tool
Understanding Appointment and Class Notifications

Step 4: Delete any notices you don’t want to send or print.
- Select the red X to delete some of the family’s notifications.
For example, send only notifications for the first appointment time for the whole family.

Step 5: Do you want to send notification now or with the nightly batch process?
- If the Email/Text boxes are left checked E-mail and Text notifications will be sent immediately.
- Uncheck E-mail/Text box if you want the nightly batch process to send notifications for those participants.

E-mail/Text: The nightly process automatically sends notifications:
  - E-mails 3 days in advance of booked appointments
  - Texts 2 days in advance of booked appointments

Print: There is no nightly batch process for Print notifications.
  - Print is managed manually in the Notifications screen.

Step 6: Select the Complete Communications button.
Once you select the Complete Communications button at the bottom of the screen:
- Mail notifications will print. Staff can choose to print mailing labels for Mail notifications.
- Email and Text notifications with check-marked boxes will send.

*If a family chose Phone, no notification will be sent since Cascades doesn’t have an auto-dialer.
*If the family chose No Contact, then no notifications will be sent.

- After notifications have been sent, they no longer appear on the Notifications screen in Search Results.
- You can view sent notifications in the family’s Journal of Transactions screen.
About Missed Appointments:
- Missed appointment reminders may not show in **Search Results** until the following morning. Mailed notices for missed appointments can then be printed.
- E-mail and Text messages will already be sent by the nightly process on the day of the missed appointment.

About Rescheduled Appointments:
- If **Search Results** show a scheduled appointment that is also rescheduled, the queue only sends a notification for the rescheduled appointment, not both.

About Cancelled Appointments:
- When an appointment has been cancelled, Cascades won’t send a scheduled and cancelled notification. It will send the cancelled notification only, even if they both appear in **Search Results**.

Previewing Notifications:
To preview a notification:

- Highlight the row.
- Select the **Preview Communication** button.
Example of Notification Preview:

Sample Scheduled Appointment Reminder, Text (limit is 120 characters):

Your WIC appt is on <Appointment Date> @ <Appointment Time>. Please call <Clinic Phone Number> if you need to reschedule. <Clinic Name>

Note: Cascades doesn’t support sending texts to Apps like WhatsApp.

This institution is an equal opportunity provider.

Washington State WIC Nutrition Program does not discriminate.

For persons with disabilities, this document is available on request in other formats.
To submit a request, please call 1-800-525-0127 (TDD/TTY call 711)
DOH 961-1190 April 2019