

Guidance for Appropriate Use of the Comments Box

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ROSIE is a statewide WIC data collection system, therefore standardization for text entry is needed. The following items are both required and suggested uses for the Comments Box. The purpose of the Comments Box is like that of a notepad to record information and communications that are not appropriate for entry in the care plan.

General Guidance

1. Medical information such as objective data should be in the care plan. Avoid redundancy in the comments box.
2. Comments can be used during initial contacts before a certification appointment is completed.
3. Abbreviations used should be on the ROSIE Care Plan Abbreviations list.
4. Select staff member field before entering comments. Do not use initials of staff.
5. Avoid project defined codes as they are confusing to other agencies.
6. Always create a New Comment with your name and date. The Edit button is to only be used to edit your own comment.
7. Comments must not be deleted. If a comment was entered into the wrong record, indicate it is an error.

Required uses for the comments box

- Note observation used to determine race
- Note "saw proof of pregnancy," full name of the staff and date (Policy 2.1), until a check-off is created in ROSIE
- Note month names for Add-a-can with prescription end date
- Create an Alert if the client is under investigation for fraud or abuse
- Note custody issues
- Indicate early redemption occurrence
- Notification of lost and stolen FI occurrences
- Others, as new policies come out

Suggested uses for the comments box

- To identify what kind of service a client would need in the future
- To note special instructions or accommodations needed at certification or follow-up
- To note "Other" Language or Physical Challenges [e.g., extremely obese >350 # and needs special scale]
- To identify Foster/Kinship care clients
- To remind staff of sensitive issues, e.g. stillbirth, fire, theft, homelessness
- To note out-of-state or in-state transfers
- To plan for additional follow-up
- To note need to sign Affirmation Statement monthly
- To note the date the MA release was signed
- To indicate need for Immunization follow-up
- To note client is not dual participating
- Other

Situations to apply alerts (project discretion)