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# Clinic Search

# Training Manual





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# What is Clinic Search?

Clinic Search is a web-based application that allows Local Agency WIC Directors and their designees to manage their clinic information which is accessible to the public at: <http://azdhs.gov/prevention/azwic/> Local Agencies are able to update the following information at both the agency and clinic level.

- Agency/Clinic Name
- Address
- Phone/Fax
- Agency/Clinic staff role identification
- Employee information
- Clinic Hours & public messages
- Clinic Photo

Clinic Search training is offered on an as needed basis. Contact the WIC Service Desk to initiate training discussions.

## **What are the features of Clinic Search?**

- Clinic Hours (incl. Sat & Sun hour options)
- Clinic Hours (operational) Notes
  - Examples:
    - \* Walk ins welcome
    - \* Clinic open first Tues of the month
    - \* Closed for lunch from...
- Special Service Message
  - Examples:
    - \* Clinic closed for staff in-service
    - \* Clinic closed due to water break, please call [number] for services.
- Local Agency WIC Directors and designees can update information through any internet connection using their HANDS account.
- Updates are reflected immediately!

# Clinic Search Admin Accounts

**WIC Agency/Clinic and ADHS** staff with a HANDS account has the ability to VIEW all agency and clinic information, employee information/roles and reports.

WIC Directors, designees and/or clinic supervisors should be appointed Clinic Search administrative access in order to fully manage their Agency's information.

**Agency Admins:** have the ability to appoint employee roles and make updates to agency and clinic information.

**Clinic Admins:** have the ability to make updates to any clinic within their agency group, and VIEW agency information and employee roles.

## **To request user access to Clinic Search: 'Agency' or 'Clinic' admin:**

WIC Director or WIC Clinic Supervisor should submit an email to [WICServiceDesk@azdhs.gov](mailto:WICServiceDesk@azdhs.gov) indicating whether to add, update, or remove Clinic Search access.

Please including the following information:

**Employee Name:** Christine Staffmember

**HANDS User Name:** cstaffm

**CS Admin role:** [agency or clinic admin]

**Email:** Christine.Staffmember@email.com

**Agency/Clinic:** 00-Agency/ 00-Clinic

## **BEST PRACTICE TIP:**



- *Consider at least one additional designee at the agency admin level to help manage agency and employee updates.*
- *Consider appointing clinic supervisors as clinic admins so they can keep their information updated and help each other with updates.*

# How to Access Clinic Search Admin

To access Clinic Search, use the following link: <http://clinicsearch.azbnp.gov/>

If you are responsible for updating your agency/clinic information you may want to save the link to your Internet favorites, if possible.

Another option to access Clinic Search Admin, is navigating to the public search page (<http://azdhs.gov/prevention/azwic/>) and clicking on the 'Admin Login' option (see below).

**Public Clinic Search at: <http://clinicsearch.azbnp.gov> or <http://azdhs.gov/prevention/azwic/>**

The screenshot shows the Arizona Department of Health Services website. At the top, there are language options for English and En Español, and a search bar. The main header includes the Arizona Department of Health Services logo and the text "Arizona Department of Health Services Health and Wellness for all Arizonans". Below the header is a navigation menu with "WIC HOME", "CONTACT US", and "ADMIN LOGIN" (highlighted with a red box). The main content area features the WIC logo and a list of clinics, including Prescott Valley WIC and Cottonwood WIC. A map is also visible on the right side of the page.

At the login page, use your HANDS username and password to login. Everyone with a valid HANDS username and password may access Clinic Search and VIEW information or run/export Reports. See page 2 for explanations of admin accounts and how to request one.

The screenshot shows the "WIC Clinic Search Admin" login page. The page title is "WIC Clinic Search Admin" with a version number of 2.3.0. Below the title is a "Terms and Conditions" section with a checkbox labeled "I Agree". A red arrow points to this checkbox with the annotation "Must check the box". Below the terms is a login form with fields for "User name" and "Password". A red arrow points to the "User name" field with the annotation "Enter your HANDS account information.". A "Log In" button is located at the bottom right of the form. At the bottom of the page, there is contact information for Women, Infants & Children (WIC) and a link to the USDA Nondiscrimination Statement.

# Home Page (default) View

When an *Agency* or *Clinic Admin* logs in they will be directed to their agency's profile and employee list. *Agency Admins* will have "edit" view (A) and *Clinic Admins* will have "read" view (B). All other clinic staff, with a HANDS Account, will be directed to the 'Reports' home page (C).

All staff will be able to VIEW information and access reports. 'Agency Admin' and 'Clinic Admin' roles have additional access to edit agency/clinic and/or employee information.

## Agency Admin (default) View

**Agency: 6 - Greenlee County Health Department**

Agency Name \* Greenlee County Health Department Phone \* (928)865-2601 Ext [ ] Save

Fax (928)865-1929

Physical Address \* 253 Fifth Street Mailing Address \* 253 Fifth Street

City \* Clifton City \* Clifton

Zip \* 85533 Zip \* 85533

Use street address for mailing address

Last Name	First Name	Agency Roles	Clinic(s)	Credential(s)
Tracy	David	ITSupportLead		
Arvizo	Janel	BreastfeedingLead,Aim	Duncan WIC,Clifton W	
Berube	Charles	ITDirector		
Rutherford	Steve	HealthDirector		
Morales	Brianna	WICDirector		

## Clinic Admin (default) View

**Agency: 6 - Greenlee County Health Department**

Agency Name \* Greenlee County Health Department Phone \* (928)865-2601 Ext [ ] Save

Fax (928)865-1929

Physical Address \* 253 Fifth Street Mailing Address \* 253 Fifth Street

City \* Clifton, AZ City \* Clifton, AZ

Zip \* 85533 Zip \* 85533

Last Name	First Name	Agency Roles	Clinic(s)	Credential(s)
Tracy	David	ITSupportLead		
Arvizo	Janel	BreastfeedingLead,Aim	Duncan WIC,Clifton W	
Berube	Charles	ITDirector		
Rutherford	Steve	HealthDirector		
Morales	Brianna	WICDirector		

## Read Only (default) View

**Reports**

- Agency
- Clinic
- Employee Position
- Employee Credential
- All Agency
- Clinic Hours
- Special Service Message
- Metrics

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# Clinic Search Navigation Overview

1. WIC Home—back to <http://www.azdhs.gov/prevention/azwic/>
2. Contact Admin—send email to Clinic Search Admin
3. Clinic Search FAQs—frequently asked questions
4. User ID—displays the user currently logged in
5. Logout—click to exit Clinic Search
6. Navigation Tree
  - ◆ ADHS—agency and clinic listing
  - ◆ Employees—listing of all employees in application (maintained by WIC Agency Admins)
  - ◆ Reports
7. Agency List
8. Associated Clinics

**1** WIC Home

**2** Contact Admin

**3** Clinic Search Admin FAQs

**4** Logged in as tjames

**5** Logout

**6** ADHS

**7** Navigation Tree

**8** Employees

**6** Employee Reports

**Agency: 6 - Greenlee County Health Department**

Agency Name \* Greenlee County Health Department Phone \* (928)865-2601 Ext

Agency Number \* 6 Fax (928)865-1929

Agency Security Group \* Greenlee-LA-Admin Clinic Security Group \* Greenlee-LA-User

Physical Address \* 253 Fifth Street Mailing Address \* 253 Fifth Street

City \* Clifton City \* Clifton

Zip \* 85533 Zip \* 85533

Use street address for mailing address  Enabled

**Employees**

Last Name	First Name	Agency Roles	Clinic(s)	Credential(s)
Tracy	David	ITSupportLead		
Arvizo	Janel	BreastfeedingLead,Aim	Duncan WIC, Clifton W	
Berube	Charles	ITDirector		
Rutherford	Steve	HealthDirector		
Morales	Brianna	WICDirector		

Clear Toggle Search Page 1 of 1 10 View 1 - 5 of 5

Employees listed are specific to this agency. To access ALL employees, navigate to the 'Employee' selection in the navigation tree.

# Adding Clinics and Employees



# How to Add a Clinic or Employee

## How do I add a clinic?

Only WIC Service Desk staff have the ability to add new clinics. The WIC Director should contact the WIC Service Desk at: [WICServiceDesk@azdhs.gov](mailto:WICServiceDesk@azdhs.gov) The WIC Service Desk will gather the necessary information to initiate the New Clinic Communication Process and request that the WIC Director (or designee) complete the *New Clinic Checklist*. A 10-week notice on any new clinics is requested.

## How do I add an employee?

Click on 'Employee' selection on Navigation Tree.  
Click the 'Add Employee' button and complete the following information.

The screenshot displays the 'WIC Clinic Search Administrative Tool' interface. The navigation tree on the left includes 'ADHS', 'Employee', and 'Reports'. The 'Employee' option is highlighted with a red box, and a red arrow points to the 'Add Employee' button in the 'Employees' section. A second red arrow points from the 'Add Employee' button to the 'Employee' form. The form includes fields for 'First Name', 'Last Name', 'Phone', 'Ext', and 'Email'. Below these fields are sections for 'Agency Roles', 'Credentials', and 'Clinic Roles', each with an 'Add' button and a table with columns for 'Role', 'Agency', 'Remove', 'Credential', and 'Remove'. The tables currently show 'No records to display'.

## How do I inactivate/activate an existing clinic?

Submit a request to the WIC Service Desk  
([WICServiceDesk@azdhs.gov](mailto:WICServiceDesk@azdhs.gov))

Include the following information:

- Agency ID/ Clinic ID
- Clinic Name
- Inactivate/activate & Reason
- Inactivation dates  
(if inactivation is temporary)

## BEST PRACTICE



### Best Practice Tip:

- Please provide mobile numbers for staff. Only ADHS staff have access to these numbers if placed in the 'mobile number' field.

# Editing Agency Information



# How to Edit Agency Information

Agency Level Admins will be able to edit their **agency's information** including: name, physical address, mailing address, phone number, and fax number.

Please note that Agency ID is only editable by WIC Service Desk staff.

Any field that has an asterisk (\*) is a required field, you must enter data to save changes.

WIC Home Contact Admin Clinic Search Admin FAQs Logged in as Clinic-Admin-User Logout

ADHS

- Adelante Healthcare
- Apache County Public Health Services District
- Cochise County Health Department
- Coconino County Health Department
- Cocopah Indian Tribe
- Desert Senita Community Health Center
- El Rio Health Center
- Gila County Health Department
- Graham County Health Department
- Greenlee County Health Department**
- Clifton WIC
- Duncan WIC
- Maricopa County Department of Public Health
- Mariposa Community Health Center
- MHC WIC Program
- Mohave County Health Department
- Mountain Park Health Center

### Agency: 6 - Greenlee County Health Department

Save

Agency Name \* Phone \* Ext

Greenlee County Health Department (928)865-2601

Fax

(928)865-1929

Physical Address \* Mailing Address \*

253 Fifth Street 253 Fifth Street

City \* City \*

Clifton Clifton

Zip \* Zip \*

85533 85533

Use street address for mailing address

#### Employees

Last Name	First Name	Agency Roles	Clinic(s)	Credential(s)
x	x	x	x	x
Tracy	David	ITSupportLead		
Arvizo	Janel	BreastfeedingLead,Aim	Duncan WIC,Clifton W	
Berube	Charles	ITDirector		
Rutherford	Steve	HealthDirector		
Morales	Brianna	WICDirector		

Clear Toggle Search Page 1 of 1 10 View 1 - 5 of 5

Staff assigned a role will be listed for each agency in this area. Click on the employee's name to view their information.

If the role relates to a specific clinic (i.e. Site Supervisor or HR Dietician) their associated clinic will display. Click on the clinic to view the related information.

# Editing Clinic Information



# How to Edit Clinic Information

Agency OR Clinic Level Admins will be able to edit their **clinic's information** including: name, physical/ mailing address, phone/fax number, clinic hours, operational notes, special service messages, and clinic photo. Clinic Admins can edit any clinic within their parent agency.

Please note that *Clinic ID* is only editable by WIC Service Desk staff.

Any field that has an asterisk (\*) is a required field, you must enter data to save changes.

The screenshot shows the WIC Admin interface. At the top, there are navigation links: WIC Home, Contact Admin, Clinic Search Admin, and FAQs. The user is logged in as 'Clinic-LA-User' and can click 'Logout'. On the left is a tree view of agencies, with 'Clifton WIC' under 'Greenlee County Health Department' highlighted in yellow. A red arrow points from this highlight to the 'Clinic: 1 - Clifton WIC' section. This section displays the following information:

- Clinic: 1 - Clifton WIC**
- Agency: Greenlee County Health Department**
- Street Address:** Courthouse @ 5th & Leonard St, Clifton, AZ 85533
- Phone Number:** (928)865-2811
- Fax Number:** (928)865-1929
- Mailing Address:** Courthouse @5th & Leonard St, CLIFTON, AZ 85533

Below this information is a 'wic Women Infants & Children' logo. The main content area has several expandable sections:

- Clinic Contact Information** (expanded)
- Days & Hours of Operation** (expanded)
- Clinic Hours:** A table showing hours for each day of the week (Mon-Fri) from 8:00 AM to 5:00 PM. Each entry has a lock icon and a minus sign.
- Clinic Hours Notes:** Two text areas for 'English Site' and 'Spanish Site', both containing the note 'Clinic closed 1st and 2nd Tuesday of the month'. There is a 'Copy English text' checkbox and a 'Save Notes' button.
- Special Service Message** (collapsed)
- Employees** (collapsed)
- Clinic Photo** (collapsed)

This is the default view when you select the clinic. For agency or clinic admins, expanding the sections will allow you to edit various information.

# How to Edit Clinic Information

To edit clinic information, click the 'Clinic Contact Information' bar to expand. Displayed fields can be edited. Fields which have an asterisk (\*) are required fields, you must enter data to save changes.

Marking the checkbox 'Use street address for mailing address' will copy the physical address data to the mailing address data fields.

Repositioning the 'clinic marker' in the map field will automatically update the latitude and longitude fields.

Only the WIC Service Desk can update *Clinic IDs* and enable/disable clinics from public viewing. Remember to click 'Save' to save any changes you make.

The screenshot shows a web application interface for editing clinic information. On the left is a sidebar with a tree view of various health departments, with 'Greenlee County Health Department' and 'Clifton WIC' selected. The main content area is titled 'Clinic: 1 - Clifton WIC' and 'Agency: Greenlee County Health Department'. It displays contact information for the clinic, including street and mailing addresses, phone and fax numbers, and a map. The 'Clinic Contact Information' section is expanded, showing fields for Name, Phone Number, Ext, Fax Number, Street Address, City, Zip, Mailing Address, and Latitude/Longitude. A red box highlights the checkbox 'Use street address for mailing address'. A red arrow points from a text box 'Asterisk indicates required field' to the asterisks on the Name, Phone Number, Street Address, City, and Zip fields. Another red arrow points from a text box 'Click and drag marker to update map placement, will auto adjust Latitude/Longitude coordinates.' to a red pin marker on the map. A 'Save' button is visible in the top right of the form area.

**Clinic: 1 - Clifton WIC**  
**Agency: Greenlee County Health Department**

<b>Street Address</b>	<b>Phone Number</b>
Courthouse @ 5th & Leonard St Clifton, AZ 85533	(928)865-2811
<b>Mailing Address</b>	<b>Fax Number</b>
Courthouse @5th & Leonard St CLIFTON, AZ 85533	(928)865-1929

**Clifton WIC**

**Clinic Contact Information** Click in this area to expand this section.

**Name \*** Clifton WIC

**Phone Number \*** (928)865-2811 **Ext:** **Fax Number** (928)865-1929

**Street Address \*** Courthouse @ 5th & Leonard St **Mailing Address \*** Courthouse @5th & Leonard St

**City \*** Clifton **City \*** CLIFTON

**Zip \*** 85533 **Zip \*** 85533

Use street address for mailing address

**Latitude** 33.046247 **Longitude** -109.290410

Click and drag marker to update map placement, will auto adjust Latitude/Longitude coordinates.

# How to Edit Clinic Hours & Assoc. Notes

To edit clinic hours and clinic hours (operational) notes, click the 'Days & Hours of Operation' bar to expand. Hours can be added, edited and removed. The operational notes section in this area should relate specifically to hours. There are no date limitations on the 'hours notes' field.

1. Click '+' icon to add hours (enter details, see below)
2. Click 'clock' icon to edit hours or '-' icon to delete the daily hours
3. Enter clinic hours (operational) notes
4. Copy to Spanish site (the system does not auto translate)

ADHS

- Adelante Healthcare
- Apache County Public Health Services District
- Cochise County Health Department
- Coconino County Health Department
- Cocopah Indian Tribe
- Desert Senita Community Health Center
- El Rio Health Center
- Gila County Health Department
- Graham County Health Department
- Greenlee County Health Department
  - Clifton WIC
  - Duncan WIC
- Maricopa County Department of Public Health
- Mariposa Community Health Center
- MHC WIC Program
- Mohave County Health Department
- Mountain Park Health Center

**Clinic: 1 - Clifton WIC**  
**Agency: Greenlee County Health Department**

<b>Street Address</b>	<b>Phone Number</b>
Courthouse @ 5th & Leonard St Clifton, AZ 85533	(928)865-2811
<b>Mailing Address</b>	<b>Fax Number</b>
Courthouse @5th & Leonard St CLIFTON, AZ 85533	(928)865-1929



▶ **Clinic Contact Information**

▼ **Days & Hours of Operation** Click in this area to expand this section.

<b>Clinic Hours</b>	<b>Clinic Hours Notes</b>																														
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th>Time Open</th> <th></th> <th>Time Closed</th> <th></th> </tr> </thead> <tbody> <tr> <td>Mon:</td> <td>8:00 AM</td> <td>🕒</td> <td>5:00 PM</td> <td>⊕</td> </tr> <tr> <td>Tue:</td> <td>8:00 AM</td> <td>🕒</td> <td>5:00 PM</td> <td>⊖</td> </tr> <tr> <td>Wed:</td> <td>8:00 AM</td> <td>🕒</td> <td>5:00 PM</td> <td>⊖</td> </tr> <tr> <td>Thu:</td> <td>8:00 AM</td> <td>🕒</td> <td>5:00 PM</td> <td>⊖</td> </tr> <tr> <td>Fri:</td> <td>8:00 AM</td> <td>🕒</td> <td>5:00 PM</td> <td>⊖</td> </tr> </tbody> </table>		Time Open		Time Closed		Mon:	8:00 AM	🕒	5:00 PM	⊕	Tue:	8:00 AM	🕒	5:00 PM	⊖	Wed:	8:00 AM	🕒	5:00 PM	⊖	Thu:	8:00 AM	🕒	5:00 PM	⊖	Fri:	8:00 AM	🕒	5:00 PM	⊖	<p>English Site</p> <p>Clinic closed 1st and 2nd Tuesday of the month</p> <p>Spanish Site <input type="checkbox"/> Copy English text</p> <p>Clinic closed 1st and 2nd Tuesday of the month</p> <p style="text-align: right;">Save Notes</p>
	Time Open		Time Closed																												
Mon:	8:00 AM	🕒	5:00 PM	⊕																											
Tue:	8:00 AM	🕒	5:00 PM	⊖																											
Wed:	8:00 AM	🕒	5:00 PM	⊖																											
Thu:	8:00 AM	🕒	5:00 PM	⊖																											
Fri:	8:00 AM	🕒	5:00 PM	⊖																											

- To Add Clinic Hours:
- Click '+'
  - Select day from pick list
  - Open time window to set time by clicking 'clock' icon
  - Select time in appropriate AM/PM time frames
  - Click 'Save' to commit data

'Set Hours Window'

**Clinic Hours**

Week Day:  
Monday

Time Open:

Time Closed:

Save Cancel

'Time Window'

	Hour					Minute			
AM	12	1	2	3	4	5	00	05	10
	6	7	8	9	10	11	15	20	25
PM	12	1	2	3	4	5	30	35	40
	6	7	8	9	10	11	45	50	55

# How to Edit Special Service Message

To edit public viewed clinic messages, click the 'Special Service Message' bar to expand.

Notes entered in this area are viewable to the public. Clinic closures are ideal information to communicate in this section. Information can be copied from English to Spanish but will appear in English. *You must translate and enter Spanish text in order to display in Spanish.*

When you enter (or edit) text in this field you will be prompted to select a 'start date' and an 'end date'. *The message will be removed from public viewing once the 'end date' is passed.*

- ADHS
  - Adelante Healthcare
  - Apache County Public Health Services District
  - Cochise County Health Department
  - Coconino County Health Department
  - Cocopah Indian Tribe
  - Desert Senita Community Health Center
  - El Rio Health Center
  - Gila County Health Department
  - Graham County Health Department
  - Greenlee County Health Department
    - Clifton WIC
    - Duncan WIC
  - Maricopa County Department of Public Health
  - Mariposa Community Health Center
  - MHC WIC Program
  - Mohave County Health Department
  - Mountain Park Health Center
  - Navajo County Health District

**Clinic: 1 - Clifton WIC**  
**Agency: Greenlee County Health Department**

<b>Street Address</b>	<b>Phone Number</b>
Courthouse @ 5th & Leonard St Clifton , AZ 85533	(928)865-2811
<b>Mailing Address</b>	<b>Fax Number</b>
Courthouse @5th & Leonard St CLIFTON , AZ 85533	(928)865-1929



▶ **Clinic Contact Information**

▶ **Days & Hours of Operation**

▼ **Special Service Message** *Click in this area to expand this section.*

<b>English Site</b>	<b>Spanish Site</b>	<input type="checkbox"/> Copy English text	Save
Enter text	Enter Spanish text or		Clear
<b>Start Date</b> *if note is present	<b>End Date</b> *if note is present		

▶ **Employees**

▶ **Clinic Photo**

# How to Update Clinic Picture

To edit a WIC clinic's picture, click the 'Clinic Photo' bar to expand.

ADHS WIC has provided a default image for all WIC clinics however Agency/Clinic Admins have the ability to replace this image with one of the clinic. Please note there are size limitations on the image you upload.

*Please contact the WIC Service Desk if you need assistance uploading the image.*

The screenshot displays the 'Clinic: 1 - Clifton WIC' management page. On the left is a navigation tree with 'Greenlee County Health Department' expanded to show 'Clifton WIC'. The main content area includes contact information (Street Address: Courthouse @ 5th & Leonard St, Clifton, AZ 85533; Phone Number: (928)865-2811; Fax Number: (928)865-1929; Mailing Address: Courthouse @5th & Leonard St, CLIFTON, AZ 85533) and a 'Clinic Photo' section. The current photo is the WIC logo. An 'Upload New Photo' button is highlighted with a red box, and a red arrow points down to a file upload dialog. The dialog shows 'Local File' and '(Image sizes of up to 320x320 pixels are supported.)'. The 'Browse...' button is circled in red. Below the dialog, the WIC logo is shown again, and text reads: 'Use the browse button to locate the saved image on your computer.'

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# Editing Employee Information



# How to Edit Employee Information

To access Employee Information, click the 'Employee' selection on the navigation tree on the left side of the screen. *Note: Only employees with a profile created in Clinic Search by WIC Agency Admins will be listed.*

You may filter or sort by any of the column titles. To select an employee click on the first or last name. The Employee profile will display in read or edit mode depending on the user's access level.

If the employee is in your agency, you may edit the following fields: name, phone, email, roles and credentials.

*\*\*Please note: mobile numbers can only be entered, edited, and viewed by ADHS staff.*

The image shows a screenshot of the ADHS Employee Information system. On the left, a navigation tree has 'Employee' highlighted. The main area displays a table of employees with columns for 'Enabled', 'Last Name', 'First Name', 'Agency(ies)', 'Clinic(s)', and 'Credential(s)'. A red box highlights the top row of the table, and a red arrow points to it with the text 'Able to filter or sort any of the columns'. Below the table is the 'Edit Employee' form. A red bracket on the left side of the form is labeled 'Required' and encompasses the 'First Name', 'Last Name', 'Phone', and 'Email' fields. The 'Agency Roles' section has a table with columns 'Role', 'Agency', and 'Remove'. The 'Remove' column contains an 'X' in a red circle, with a red arrow pointing to it and the text 'Click 'X' to remove role or credential'. The 'Credentials' section has a table with columns 'Credential' and 'Remove', which is currently empty.

Enabled	Last Name	First Name	Agency(ies)	Clinic(s)	Credential(s)
<input checked="" type="checkbox"/>	x	x	x	x	x
<input checked="" type="checkbox"/>	Ross	Tami			
<input checked="" type="checkbox"/>	Weatherby	Cindy			
<input type="checkbox"/>	Riedel	Joyce			
<input checked="" type="checkbox"/>	Bobino	Julie			
<input checked="" type="checkbox"/>	Alvarez	Bonnie			
<input checked="" type="checkbox"/>	Haas	Charmaine			
<input checked="" type="checkbox"/>	Valenzuela	Monica			
<input type="checkbox"/>	Pino	Kayley			
<input checked="" type="checkbox"/>	Nunez	Christopher	Cocopah Indian Tribe		
<input checked="" type="checkbox"/>	Howard	Erin			
<input checked="" type="checkbox"/>	Villagomez	Sophie			
<input checked="" type="checkbox"/>	Cordero	Roberto			
<input checked="" type="checkbox"/>	Cook	Brian	El Rio Health Center		

**Edit Employee**

First Name \* Steve  
Last Name \* Rutherford  
Phone \* (928)865-2601  
Ext.   
Email \* srutherford@co.greenlee.az.us

Agency Roles

Role	Agency	Remove
HealthDirector	Greenlee County Health Depart	X

Credentials

Credential	Remove
No records to display	

Clinic Roles

Role	Clinic	Remove
No records to display		

# How to Edit Employee Roles/Credentials

Following are pick list options for adding/editing:

- Agency Roles
- Clinic Roles
- Credentials

Please note: Agency/Clinic admins will only see their respective agency and clinics when they identify roles. ADHS staff will have options for ALL Agencies and ALL clinics.

**Edit Employee**

First Name \* Steve Last Name Rutherford

Phone \* (928)865-2601 Ext

Email \* srutherford@co.greenlee.az.us

**Agency Roles**

- HealthDirector
- WICDirectorSupervisor
- WICDirector
- RegisteredDietitian
- BreastfeedingLead
- AimLead
- FinancialLead
- TrainingLead
- LMSLead
- ITDirector
- ITSupportLead
- BuildingCoordinator
- FMNPCoordinator
- CSFPCoordinator
- SupplyCoordinator

Agency: Greenlee County Health Depart

Page 1 of 1 View 1 - 1 of 1

Clinic: No records to display

Save Cancel

Select Agency

First Name \* Steve Last Name Rutherford

Phone \* (928)865-2601 Ext

Email \* srutherford@co.greenlee.az.us

**Credentials**

- CBC
- CLC
- HSD
- GED
- AA
- CHES
- BN
- Empty
- BA/BS
- BSN
- CDE
- CNA
- DTR
- IBCLC
- LPN
- MA
- MBA
- MD
- MPA
- MPH
- MS
- ND
- PhD
- RD
- RN

Save Cancel

Remove No records to display

**Edit Employee**

First Name \* Steve Last Name Rutherford

Phone \* (928)865-2601 Ext

Email \* srutherford@co.greenlee.az.us

**Agency Roles**

Add Agency Role

Role	Agency	Remove
HealthDirector	Greenlee County Health Depart	X

Page 1 of 1 View 1 - 1 of 1

**Clinic Roles**

- Regional Supervisor
- Site Supervisor
- High Risk Dietitian
- CNW Lead

Clinic: No records to display

Save Cancel

Select Clinic

**Please Note:** only Agency employees who fill an agency or clinic role (as indicated in these drop downs) need to be entered into Clinic Search. Additional clinic roles may be added in the future.

# Reports



# Agency & Clinic Reports

**Agency Report**—select one, multiple, or all agencies to report on.

**Clinic Report**—select one, multiple, or all agencies. If one agency is selected, its corresponding clinics will populate in the clinic pick list for further filtering. Leave selection as ‘All clinics’ to include all clinics of the selected agency. You also have the option of filtering by active or inactive clinics.

The screenshot shows a web application interface with a top navigation bar containing 'WIC Home', 'Contact Admin', 'Clinic Search Admin FAQs', 'Logged in as apptest', and 'Logout'. On the left is a vertical menu with categories: ADHS, Employee, Reports, Employee Position, Employee Credential, All Agency, Clinic Hours, and Special Service Message. Under 'Reports', 'Agency' is highlighted with a red box. The main content area is titled 'Select an Agency for the report:' and features a multi-select dropdown menu with the following options: 'All Agencies', 'Adelante Healthcare', 'Apache County Public Health Services District', 'Cochise County Health Department', 'Coconino County Health Department', 'Cocopah Indian Tribe', and 'Desert Senita Community Health Center'. A 'Show Report' button is located below the dropdown.

## AGENCY REPORT OUTPUT

- \*Agency ID
- \*Agency Name
- \*Physical Address
- \*Agency Phone
- \*Agency Fax

The screenshot shows the same web application interface as above, but with 'Clinic' highlighted in the left menu with a red box. The main content area is titled 'Select an Agency for the report:' and has the same multi-select dropdown menu as the Agency Report view. Below this, there are two additional dropdown menus: 'Select a Clinic for the report:' with 'All Clinics' selected, and 'Active or Inactive clinics:' with 'Active' selected. A 'Show Report' button is located at the bottom of the form.

## CLINIC REPORT OUTPUT

- \*Agency ID
- \*Agency Name
- \*Clinic ID
- \*Clinic Name
- \*Physical Address
- \*Clinic Phone
- \*Clinic Fax

# Employee Position & Credential Reports

**Employee Position Report**—select one, multiple, or all agencies to report on. Select ‘agency’ or ‘clinic’ role. Then select one role under that category to report on (Limitation: can only search one role at a time).

**Employee Credential Report**—select one or all agencies to report on. If one agency is selected, its corresponding clinics will populate in the clinic pick list for further filtering. Leave selection as ‘All clinics’ to include all clinics of the selected agency. Select a Credential.

- POSITION REPORT OUTPUT**
- \*Agency/Clinic Role
  - \*Agency/Clinic ID
  - \*Agency/Clinic Name
  - \*Employee Name
  - \*Employee Phone
  - \*Employee Email

- CREDENTIAL REPORT OUTPUT**
- \*Agency ID
  - \*Agency Name
  - \*Employee Name
  - \*Employee Phone
  - \*Employee Email
  - \*Employee Credential
  - \*Clinic ID
  - \*Clinic Name

# All Agency Report

**All Agency Report**—select one, multiple, or all agencies to report on. If one agency is selected, its corresponding clinics will populate in the clinic pick list for further filtering. Leave selection as ‘All clinics’ to include all clinics of the selected agency.

The *All Agency Report* is the same as the *Local Agency Report* which was available in the previous version of Clinic Search.

## AGENCY REPORT OUTPUT

- \*Agency ID
- \*Agency Name
- \*Physical Address
- \*Agency Phone
- \*Agency Fax
- \*Agency Roles
  - Employee Name
  - Employee Phone
  - Employee (mobile) [ADHS Staff only]
  - Employee Email
- \*Clinic ID
- \*Clinic Name
- \*Physical Address
- \*Clinic Phone
- \*Clinic Fax
- \*Clinic Hours
- \*Clinic Roles
  - Employee Name
  - Employee Phone
  - Employee (mobile) [ADHS Staff only]
  - Employee Email

		<h2>WIC All Agencies</h2>	
<b>Agency 01 / Apache County Public Health Services District</b> 323 S. Mountain Avenue Springerville, AZ 85938 Phone: (928)333-2415 Fax: (928)333-5876			
HealthDirector	Chris Sexton	928-337-7525	csexton@co.apache.az.us
WICDirector	Robin Aguero	(623)333-2415	raguero@co.apache.az.us
RegisteredDietitian	Jami Heap	(928)333-2415	jheap@co.apache.az.us
<b>Clinic: 01/St Johns WIC</b> Street Address: 1200 W. Cleveland St., Ste 9 Phone: (928)337-3856 Fax: (928)333-5876 Hours: Monday 08:30 AM 04:00 PM Tuesday 08:30 AM 04:30 PM			
CNW Lead Lee Castillo		Phone: 928-333-2415	Email: lcastillo@co.apache.az.us

# Clinic Hours & SSM Reports

**Clinic Hours Report**—select one, multiple, or all agencies to report on. You can filter to a specific clinic or look for clinics that open before 8AM, close after 5PM, or include clinics with weekend hours. This report includes any clinic hours (operational) notes. Please note: these notes do not expire.

**Special Service Message Report**—select one, multiple, or all agencies to report on. If one agency is selected, its corresponding clinics will populate in the clinic pick list for further filtering. Leave selection as ‘All clinics’ to include all clinics of the selected agency.

**CLINIC HOURS REPORT OUTPUT**

- \*Agency ID
- \*Agency Name
- \*Clinic ID
- \*Clinic Name
- \*Clinic Hours
- \*Operational Notes

**SPECIAL SERVICE MESSAGE REPORT OUTPUT**

- \*Agency ID
- \*Agency Name
- \*Clinic ID
- \*Clinic Name
- \*Clinic Special Service Msg
- \*SSM Start/End Date

# Metrics Report (ADHS only)

**Metrics Report**—*The Metrics report is only accessible to ADHS staff with the appropriate administrative access.* Metrics are filterable by agency and/or clinic. Select one, multiple, or all agencies to report on. The Metrics report will identify user changes including when the change was made, who made the change, and the old and new value(s).

## METRICS REPORT OUTPUT

- \*Identifier (ID, Name, etc.)
- \*Identifier Type (clinic name, First name, etc.)
- \*Field Name
- \*Action
- \*Old Value
- \*New Value
- \*Changed by
- \*Modified Date

1		Arizona Department of Health Services		WIC Metrics					
4	Identifier	Identifier Type	Field Name	Action	Old Value	New Value	Changed By	Modified Date	
5	2 Test	ClinicName	MondayClosed	Add		16:00:00	ADHS-	10/15/2013 11:16:36 AM	
6	2 Test	ClinicName	MondayOpen	Add		07:00:00	ADHS-	10/15/2013 11:16:36 AM	
7	2 Test	ClinicName	MondayOpen	Remove	08:00:00	07:00:00	ADHS-	10/15/2013 11:16:36 AM	
8	Fredonia WIC	ClinicName	PhysicalZipCode	Edit	86022	86026	ADHS-Application-	10/14/2013 10:59:21 AM	
9	Fredonia WIC	ClinicName	MailingZipCode	Edit	86022	86027	ADHS-Application-	10/14/2013 10:59:00 AM	
10	Fredonia WIC	ClinicName	PhysicalCity	Edit	Fredonia	Fredoniaw	ADHS-Application-	10/14/2013 10:58:11 AM	

# Glossary

**ADHS Admin**—an ADHS WIC employee (nutrition consultants & team managers). Can make changes to agency, clinic, and employee information.

**Agency Admin**—a Local Agency WIC Director (or designee). Can make changes to agency, clinic, and employee information.

**Clinic Admin**—a Local Agency clinic level employee. Can make updates to clinic specific information only. Read access to all other areas and reports.

**Employee**—a WIC staff member who serves as a point-of-contact for their agency such as an area lead (i.e. Health Officer, WIC Director, Training Lead, IT Lead) supervisor (i.e. WIC Director Supervisor, Regional Supervisor, Site Supervisor).

**WIC Service Desk**—The primary point of contact for Clinic Search technical and functional questions. The WIC Service Desk can be reached via email at: [WICServiceDesk@azdhs.gov](mailto:WICServiceDesk@azdhs.gov) or by phone at: 855-432-7220, opt 5.

Contact the WIC Service Desk for any of the specific topics below:

- ◆ Adding new agency or clinic
- ◆ Adding/updating agency/clinic IDs
- ◆ Disable/Enable clinics
- ◆ Manually adjusting the map location of a clinic
- ◆ Assistance with clinic photo size for upload

**User**—a generic term for a WIC staff member with a HANDS account (may refer to ADHS or Local Agency staff).

# Frequently Asked Questions

## **How do I access Clinic Search?**

The public will access the Clinic Search feature by going to <http://azdhs.gov/prevention/azwic/> clicking on the 'Find a Clinic' link and search by entering information or click-and-drag on the map.

Approved WIC staff will use the admin link: <https://clinicsearchadmin.azbnp.gov/>

## **What username/password do I use to access Clinic Search admin?**

Clinic Search utilizes your HANDS account and password.

## **What are the various permission levels?**

Clinic Search Agency Admin

Clinic Search Clinic Admin

## **What permissions does each level have?**

*Clinic Search Agency Admin* – can make edits to existing agency AND clinic information, assigns employee roles (agency and clinic), add/update employee credentials, update clinic photos, and access reports.

*Clinic Search Clinic Admin* – can make edits to any clinic within their agency (address, hours, special messages, and update clinic photo), view employee information, and access reports.

## **Who can access Clinic Search reports if they are not designated as an Agency or Clinic Admin?**

Any WIC staff with a HANDS account will have access to Clinic Search Reports by default. They can access the reports by logging into the Clinic Search Admin site with their HANDS username and password.

## **What reports are available in the new Clinic Search?**

Agency report, Clinic report, Employee Position report, Employee Credential report, All Agency report, Clinic Hours report & Special Service Message report.

## **How do I request Clinic Search Admin access for an employee?**

The WIC staff supervisor should submit an email to the [WICServiceDesk@azdhs.gov](mailto:WICServiceDesk@azdhs.gov) including the user's: first & last name, HANDS username, email, associated agency/clinic, and which level of access should be granted (agency admin or clinic admin).

# Frequently Asked Questions

## How do I add a new clinic?

Only ADHS WIC staff has the ability to add new clinics. WIC Directors should submit an email to the [WICServiceDesk@azdhs.gov](mailto:WICServiceDesk@azdhs.gov) including:

- ✓ clinic name
- ✓ clinic ID
- ✓ physical address
- ✓ mailing address (if different)
- ✓ phone
- ✓ fax
- ✓ clinic opening date

\*Please note you may be asked to complete a *New Clinic Checklist*.

## Who needs to be added as an ‘employee’?

An ‘employee’ is any clinic staff member who fills an agency or clinic role. This individual will serve as a point-of-contact for role related information and questions as necessary.

## How do I add an employee?

Follow the instructions on page 7 of this training manual.

**Please note:** It is the responsibility of the WIC Director and the Local Agency Admins to update this information regularly.

# Clinic Search Support

**WIC Service Desk**  
**[WICServiceDesk@azdhs.gov](mailto:WICServiceDesk@azdhs.gov)** or  
**(855) 432-7220, opt 5**

