



Arizona Department of Health Services
Bureau of Nutrition and Physical Activity

HANDS WIC System

**WIC HANDS Clinic Admin User
Training Manual**



CMA Consulting Services

September, 2020

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Module 1: Clinic Administration

HANDS Clinic Administration Module Learning Objectives

After completing this module, the User should be able to:

- Search for Breast Pump in the inventory
- View Breast Pump in the inventory
- Print a Test Check
- Complete a look up of Food Benefits for Client
- Demonstrate the Un-Voiding of a Food Benefit
- Identify the Schedule Set-up pages of the HANDS Scheduling Module
- Add the Default Clinic hours, Days of Operation, Holidays and Schedule Templates
- Demonstrate the Clinic Scheduler Set-up procedure
- Identify the Scheduler Set-up conflicts
- Utilize the HANDS Schedule blocking function
- Describe the Moving Existing Appointments function

Overview

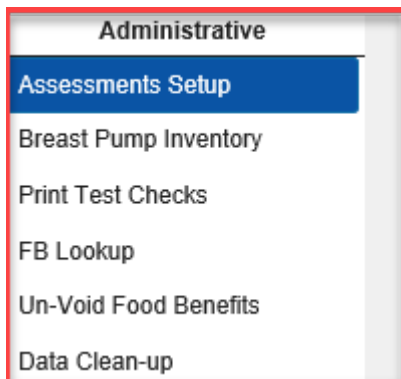
The WIC Services Administration is in the WIC Services Module and is accessible from the WIC Services Navigation Pick List located in the Certification Workflow pages.

The WIC Services Administrative section includes:

- Assessments Setup
- Breast Pump Inventory
- Print Test Checks
- Food Benefit Lookup
- Un-void Food Benefits
- Data Clean-up

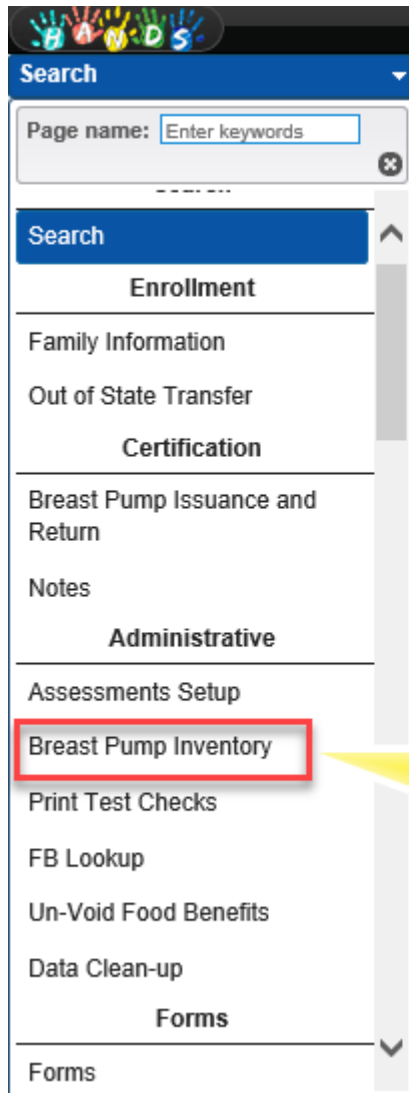
The Assessments Setup and Data Clean-up pages are referenced in the State User Manual.

All Required Fields are highlighted yellow with an asterisk ().



Breast Pump Inventory

The Breast Pump Inventory page is used to manage the breast pump inventory including searching for breast pumps, logging pumps into inventory, assigning pumps to local agencies, updating the pump status, view pump issuance history or make a pump active/inactive.



Step 1: Access the Breast Pump Inventory pages by selecting Breast Pump Inventory from the WIC Services Navigation Pick List

Searching for a WIC Breast Pump

1. Select Breast Pump Inventory from the WIC Services navigation drop-down list. You will need to be in the WIC Services module to see this option.
2. The Breast Pump Inventory search page displays.

Home Sys Admin Ops Mgmt **WIC Services** CSFP Services Scheduling Finance Vendor Program Integrity Reports

Breast Pump Inventory

● Active ● Inactive ● Both

Serial Number State/Local Clinic Date Added

10 - PIMA COUNTY HEALTH DEPT FLOWING WELLS

Status

State/Local Agency Clinic Serial Number Pump Type Date Added Status Comment Active Inactive Reason Issuance History

No data to show

Row count: 10

Add Search New Search

3. To search for a pump in inventory, enter the search criteria and click Search.

State/Local Agency	Clinic	Serial Number	Pump Type	Date Added	Status	Comment	Active	Inactive Reason	Issuance History
PIMA COUNTY HEALTH DEPT	FLOWING WELLS	4454334544	Hospital Grade Ameda Elite	04/28/2014	RETURNED		Yes		
PIMA COUNTY HEALTH DEPT	FLOWING WELLS	84848484	Hospital Grade Ameda Elite	03/21/2014	RETURNED	DJFLKJSDLKFJALSDKFJLSDAK;FJALSKDFJLSDKFJ	Yes		

4. Select a pump by clicking on the Serial Number.

5. The pump information is displayed.

Back to List

Active PUP Inactive Reasons

*Serial Number: 4454334544 *State/Local Agency: 10 - PIMA COUNTY HEALTH DEPT Clinic: FLOWING WELLS

*Date Added: 04/28/2014 *Pump Type: Hospital Grade Ameda Elite *Status: RETURNED

Comment

Save Reset

6. This is where you can make the pump Active/Inactive, update the status or assign the pump to a clinic.

7. Make changes if needed and click Save.

8. Select Back to List to return to the Search Results.

Viewing the Breast Pump Issuance History

1. From the Breast Pump Inventory search results, click on the purple icon in the Issuance History column for a pump.

State/Local Agency	Clinic	Serial Number	Pump Type	Date Added	Status	Comment	Active	Inactive Reason	Issuance History
PIMA COUNTY HEALTH DEPT	FLOWING WELLS	883885	Hospital Grade Medela Classic	05/01/2014	AVAILABLE	THIS PUMP WAS PURCHASED IN MAY 2014.	Yes		
PIMA COUNTY HEALTH DEPT	FLOWING WELLS	4454334544	Hospital Grade Ameda Elite	04/28/2014	RETURNED		Yes		
PIMA COUNTY HEALTH DEPT	FLOWING WELLS	84848484	Hospital Grade Ameda Elite	03/21/2014	RETURNED	DJFLKJSDLKFJALSDKFJLSDAK;FJALSKDFJLSDKFJ	Yes		

Row count: 10 Showing 1-3 of 3

2. The pump history page will display.

Serial Number	Pump Status	Issue Date	Issued By	LA/Clinic Issued From	LA/Clinic Returned To	Client ID	Due Date	Actual Return Date	Recorded By	Comment
4454334544	RETURNED	04/29/2014		FLOWING WELLS	FLOWING WELLS	3101403285	06/01/2014	04/29/2014	WHITE SHEILA	INFANT IS STILL IN THE HOSPITAL AND RECEIVING BREASTMILK FORTIFIER. MS. WIC NEEDS SUPPORT AND INSTRUCTION ON HOW TO MAINTAIN THE BREASTPUMP

Row count: 10 Showing 1-1 of 1

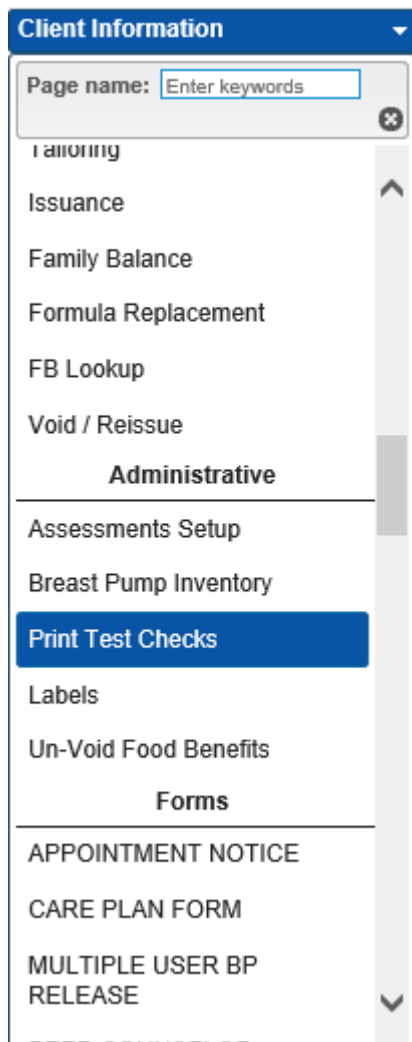
3. Click the Back to List button to get back to the Breast Pump Inventory page.

Print Test Checks

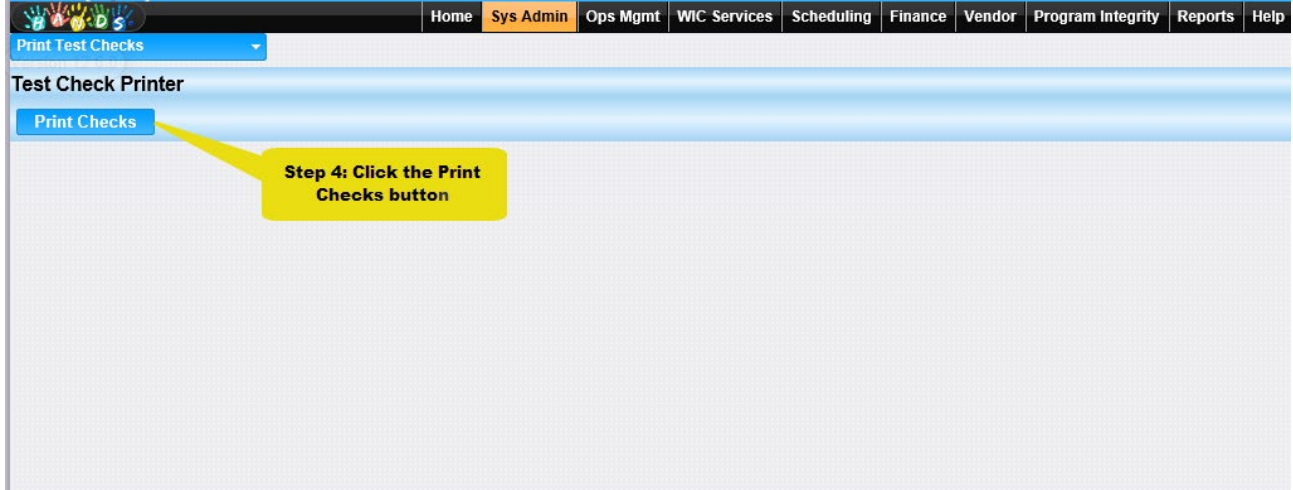
In order to test MICR printer settings, HANDS allows the user to print a test check. The Print Test Check functionality may be found in the Administrative section of the WIC Services Navigation Pick List.

This functionality is user role based and is for state and clinic administrative staff only.

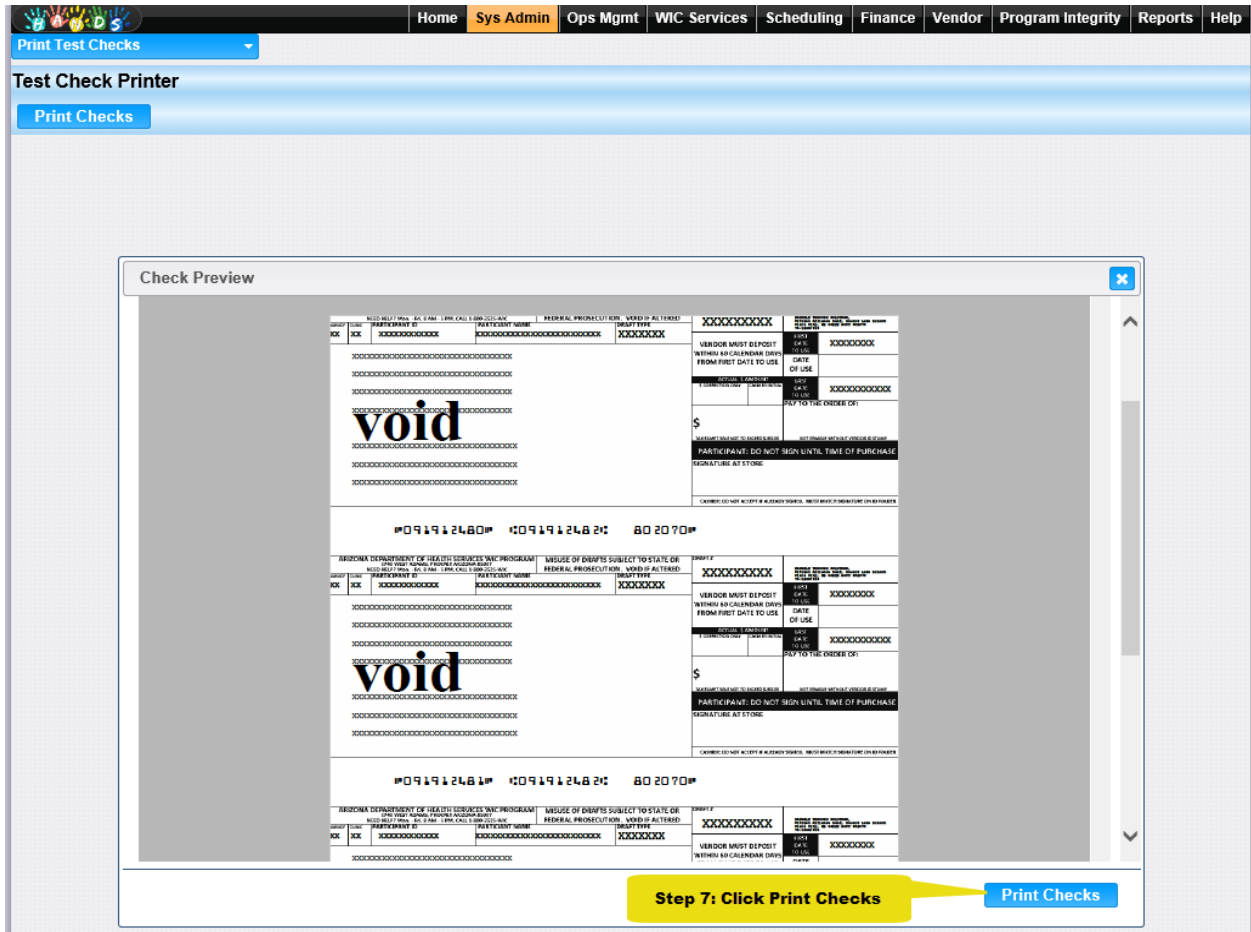
1. Go to the HANDS WIC Services Module.
2. Click on the Navigation Pick List drop down arrow.
3. Click on the Print Test Check Option. This will bring you to the System Administration Test Check Printer Page.



4. Click the Print Checks button.

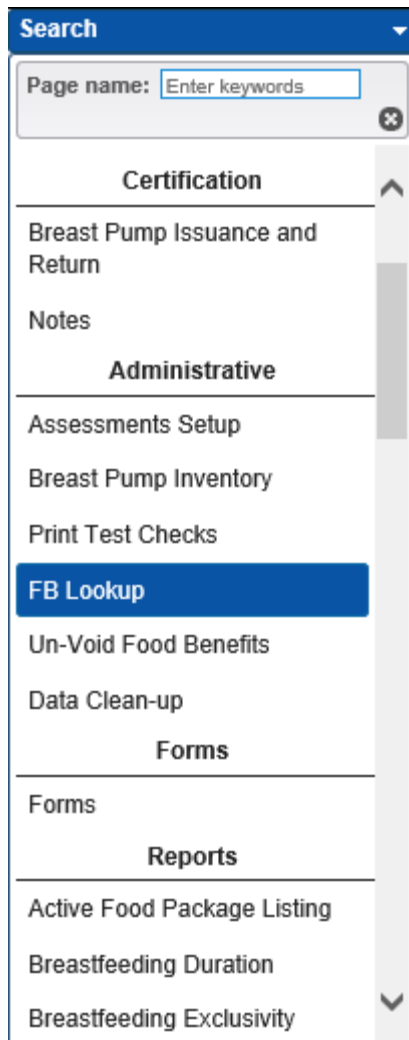


- 5. The check preview box will appear.
- 6. Scroll down to review the test checks.
- 7. Click print checks.



Food Benefit Look Up

To access the FB Look Up page, choose the FB Look Up from the WIC Services Navigation Pick List.



On the FB Look Up Page, enter the search criteria required. You may search by the following:

- Family ID
- Client ID
- First date & Last Date to use range
- Serial Number range

FB Lookup

Search Criteria
Family ID: 140002259 Client ID: _____
Vendor ID: _____ Farmer ID: _____ CVW ID: _____

Date to Use Range
First Date to Use: _____ Last Date to Use: _____

Serial Number Range
Starting Serial Number: _____ Ending Serial Number: _____

Food Benefits

Serial Number	Preview Check	Family ID	Client ID	Issue Date	First Date to Use	Last Date to Use	Cleared Date	Redemption Amount	Void Date	Void Reason	Voided By	Vendor ID	Rejected Date	Requested Amount	Rejected Reason	Issued By	LA/Clinic
No data to show																	

Row count: 10

CVVs

Serial Number	Preview Check	Family ID	Client ID	Issue Date	First Date to Use	Last Date to Use	Cleared Date	Redemption Amount	Void Date	Void Reason	Voided By	Vendor ID	Farmer ID	Rejected Date	Requested Amount	Rejected Reason	Issued By
No data to show																	

Row count: 10

Search New Search

1. Click the Search button.
2. The Food Benefits Information displays.
3. The user may review a check listed by clicking the Preview Check button.

FB Lookup

Search Criteria

Family ID Client ID

Vendor ID Farmer ID CVV ID

Date to Use Range

First Date to Use Last Date to Use

Serial Number Range

Starting Serial Number Ending Serial Number

Food Benefits

Serial Number	Preview Check	Family ID	Client ID	Issue Date	First Date to Use	Last Date to Use	Cleared Date	Redemption Amount	Void Date	Void Reason	Voided By	Vendor ID	Rejected Date	F
994944433	Preview Check	139772717	1021618244	11/18/2013	11/18/2013	12/18/2013								
992907018	Preview Check	139772717	1021618244	11/18/2013	11/18/2013	12/18/2013				DAMAGED, UNISSUED				
984771578	Preview Check	010272486	1000007953		11/12/2013	01/10/2014						4		
981243891	Preview Check	139772717	1021618244	11/18/2013	11/18/2013	12/18/2013								
971559153	Preview Check	139772717	1021618244	11/18/2013	11/18/2013	12/18/2013				LOST OR STOLEN				
962022202	Preview Check	139772717	1021618244	11/18/2013	11/18/2013	12/18/2013								
95687576	Preview Check	020272551	1000008077		10/09/2013	12/07/2013						24		
940024815	Preview Check	139772717	1021618244	11/18/2013	11/18/2013	12/18/2013				DAMAGED, UNISSUED				
922022425	Preview Check	139772717	1021618244	11/18/2013	11/18/2013	12/18/2013				LOST OR STOLEN				
91577011	Preview Check	139772941	1051618582	12/12/2013	12/12/2013	01/10/2014								

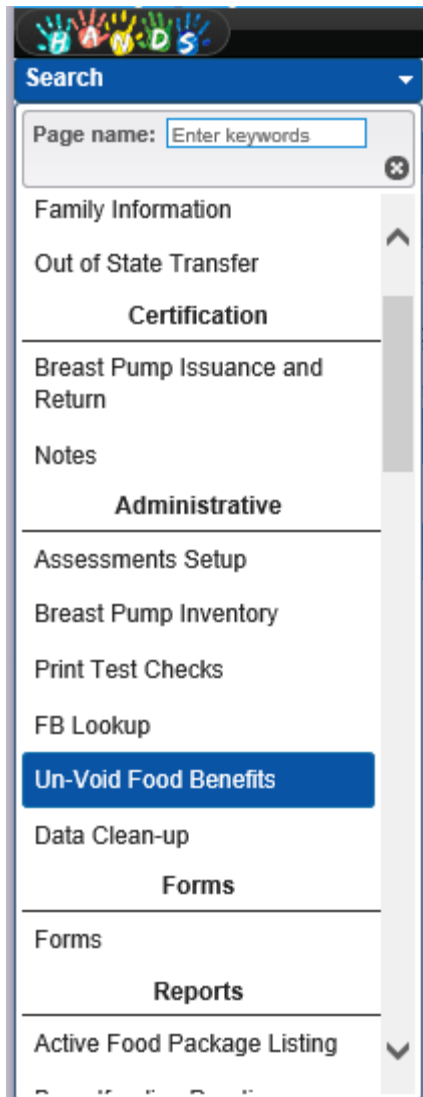
<< < > >> Row count: 10 Showing 1-10 of 55751685

Search New Search

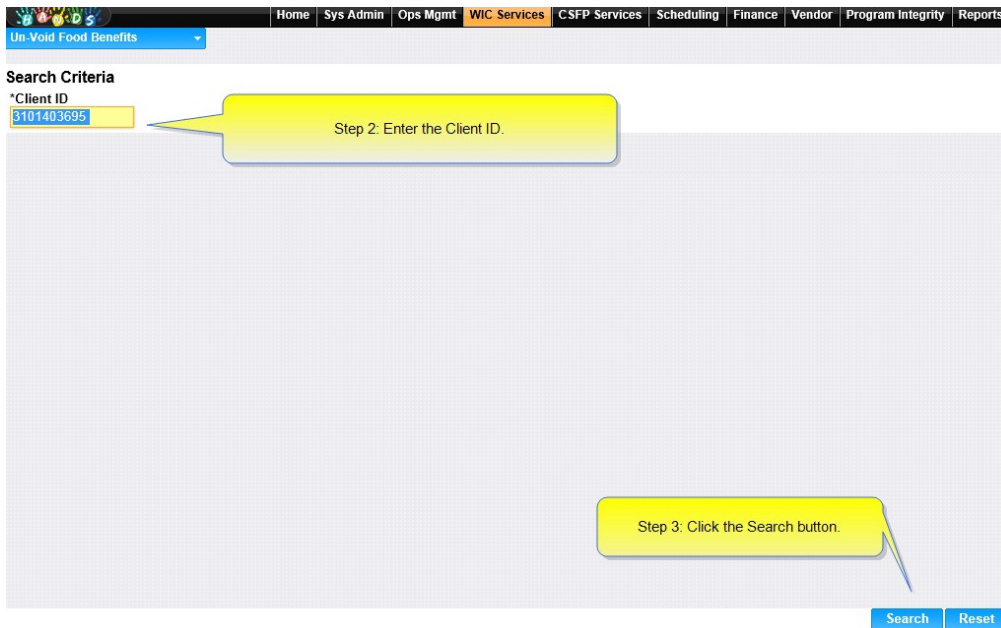
Un-Void Food Benefits

Food Benefits can be un-voided the same day they were voided.

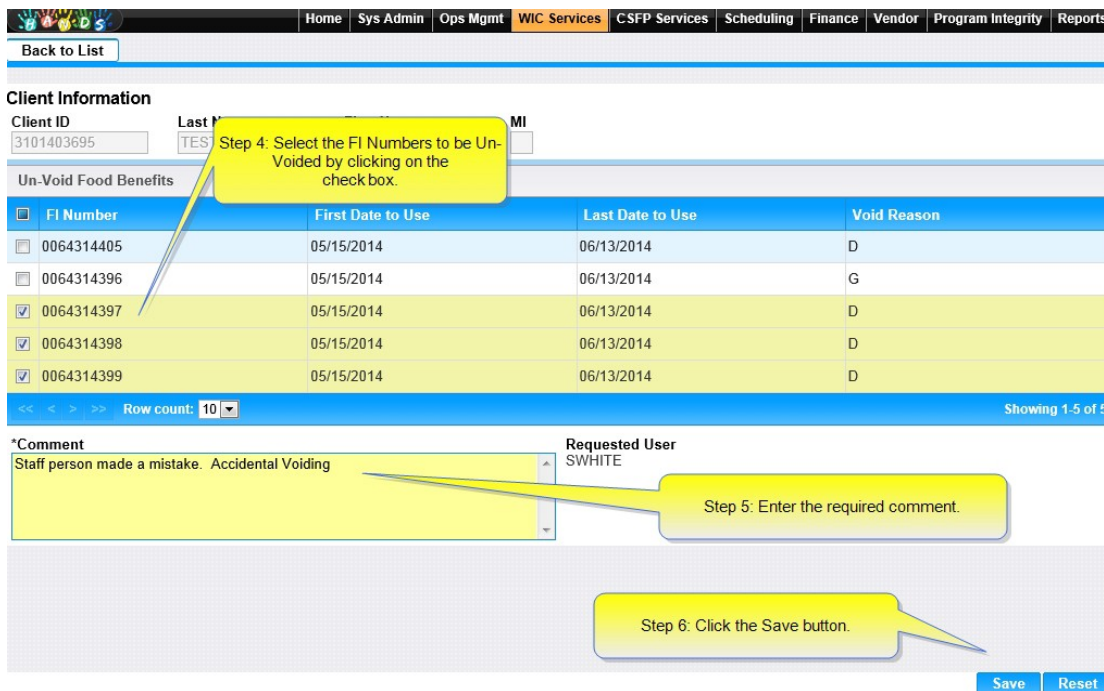
1. On the Navigation Pick List in WIC Services, click on the Un-void Food Benefits



2. On the Un-Void Food Benefits page, enter the Client ID.
3. Click the Search button.



4. In the Un-Void Food Benefits section, choose the FI number to be Un-Voided.
5. Enter the required Comment.
6. Click the Save button.



7. The Un-Void Food Benefits box will display and ask if you want to Un-Void the selected food benefits.

Un-Void Food Benefits
✕

Do you want to Un-Void selected food benefits?

Yes
No

8. Click the Yes button to Un-Void the Food Benefits.

9. The Food Benefits selected have been un-voided.

Cert	Med	Assess	Care Plan	Fd Pkg	Appts	Notes
			Assignment	Issuance	Formula Replacement	Void / Reissuance
*Reasons						
<div style="background-color: #ffff00; border: 1px solid #0070c0; width: 100%; height: 15px; display: flex; justify-content: flex-end; align-items: center; padding-right: 5px;"> ▼ </div>						
Food Benefit List						
<input type="checkbox"/>	Serial Number	First Date to Use	Last Date to Use	Status	Preview Check	
<input type="checkbox"/>	0064314397	05/15/2014	06/13/2014	ISSUED, NOT CASHED	Preview Check	
<input type="checkbox"/>	0064314398	05/15/2014	06/13/2014	ISSUED, NOT CASHED	Preview Check	
<input type="checkbox"/>	0064314399	05/15/2014	06/13/2014	ISSUED, NOT CASHED	Preview Check	
<< < > >> Row count: 10		Showing 1-3 of 3				

Setting Up Schedules In HANDS

HANDS Scheduling Overview

HANDS Scheduler offers a variety of appointment styles for managing WIC clinic flow and appointment availability. This flexibility will help local agencies to better manage the daily clinic service flow and meet mandatory federal guidelines or the 10/20 rule for scheduling WIC clients.

HANDS Scheduler allows traditional scheduling, open access scheduling, centralized appointment scheduling, walk in appointments and group appointments. The system will have indicators to track all appointment activity. As a result, there will be a variety of Scheduling Reports that will help clinic administration to determine if the current schedule is meeting the requirements indicated by Arizona WIC Policy and Procedures.

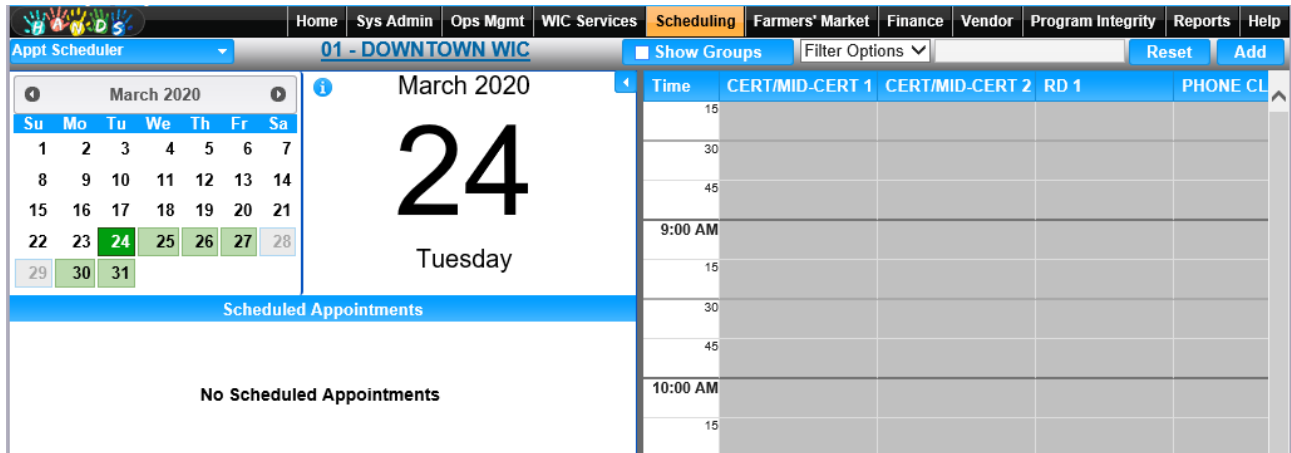
The design of the HANDS Scheduler area provides staff with easy navigation for scheduling and updating WIC appointments. For example, there are at least 3 different ways to add appointments for a WIC client located in both the Scheduler and WIC Services modules of HANDS. A clinic user could make an appointment for a client while in the WIC Services module or by going directly to Scheduler. In addition, all client records within a family are available on the same screen for making, rescheduling or canceling WIC appointments.

For setting up a clinic schedule, HANDS Schedule templates offer many appointment types, time slots and columns which may be opened or blocked as needed without having to alter the entire schedule. Changes to a clinic schedule may be added for a certain day or range of days, and HANDS will provide alerts if there are any existing conflicts between the new and existing schedule

Services, Provider Columns, Time Slots & Nutrition Groups

The schedule day is divided into Services, Columns and Time Slots. The types of services are maintained by the WIC State Agency. The columns are maintained at the agency level. The local agencies decide the starting and ending times as well as the number of services and service providers per schedule day.

Examples of the services that clinic staff may choose from when building calendars or making appointments in HANDS.

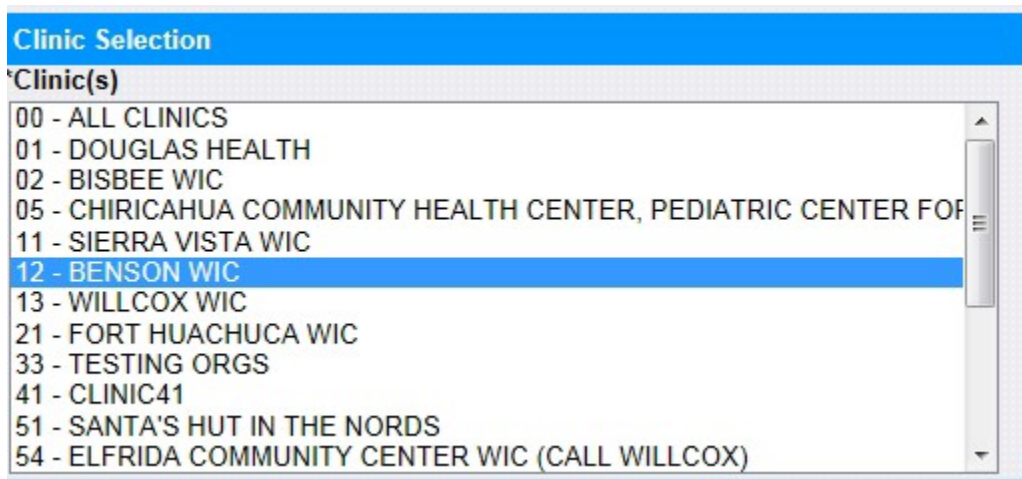


Services may include New Certification, Certification, Additional Certification, Mid Certification Assessment, High Priority/Risk, Medium Priority/Risk, Nutrition Discussion, Nutrition Discussion with medical, Out of State Transfer, Forgotten Documents, BF Assessment, and BF Counseling.

Clinic Administrative Responsibility

Clinic Administrative Staff are required to set up the WIC Appointment Schedule templates and calendars in HANDS for WIC clinics within their assigned Local Agency. WIC Clinic Staff without the calendar builder role will not have access to the Scheduler Set up pages.

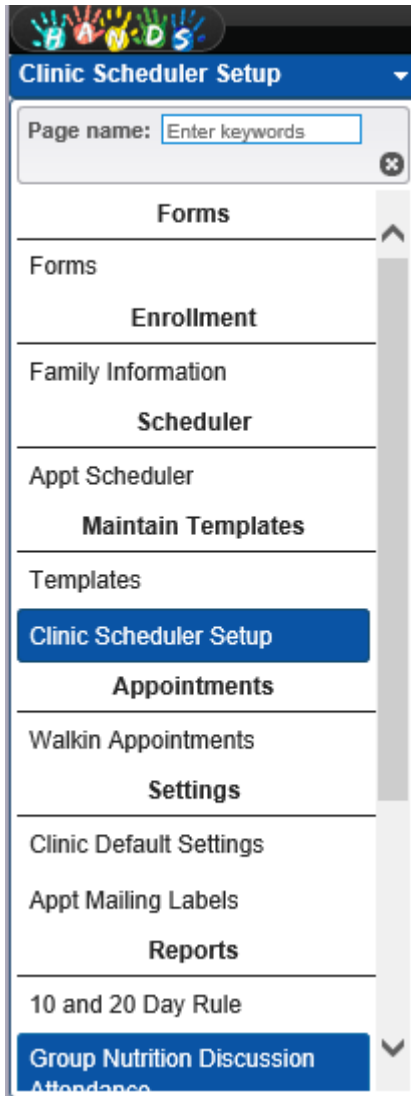
The Clinic Administrative Staff with the calendar builder role will have access to all the assigned WIC clinics within the Local Agency, and they will appear in the drop-down list on the associated HANDS Scheduler set up pages.



This will allow the user to set up schedules and clinic calendars for a variety of clinics without having to individually search for each clinic. It will also allow the user to use the same template or to assign clinic hours for multiple sites within a local agency.

Scheduling Navigation Pick List

The Navigation Pick List allows navigation through the HANDS Scheduling Area and from the Scheduling area back to WIC Services.



Setting Clinic Hours, Schedule Templates, and Clinic Calendars

Setting up a WIC Clinic's Schedule in HANDS includes 4 procedures.

Procedure 1: Columns and Group Names Set Up

The Column Name and Nutrition Discussion Group Class Name procedure allows the Local Agency staff to customize the naming of columns and Nutrition Discussion Group Class Names. Users can also determine the order in which Columns and Nutrition Discussion Group Classes appear.

Procedure 2: Clinic Default Settings Set Up

The Clinic Default Settings Set Up procedure establishes the Days and Hours of Operation for a WIC Clinic. It also allows for the setting up of clinic holidays and closed days.

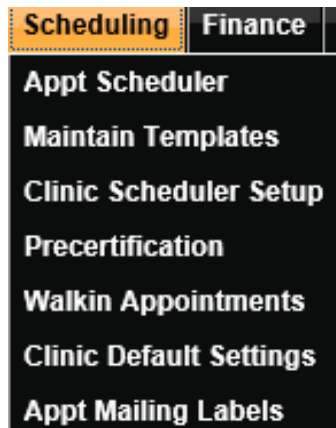
Procedure 3: Clinic Schedule Template Set Up

Templates are used to define the clinic appointment time slots and Nutrition Discussion Groups without a specific date association.

Procedure 4: Clinic Calendar Set Up Using Templates

Defined template settings are then associated with one or more clinics for a date range using the clinic calendar set up. If there is any existing schedule or appointment information that conflicts with a new template being applied, HANDS will let the user know there is a conflict. This will be discussed in the Scheduler Conflicts section of this module. The HANDS Scheduler Set Up Pages may be accessed through the Black Top Menu Bar as part of the Scheduler Area drop down options. See below.





Procedure 1: Columns and Group Names Set Up

The Column Name and Nutrition Discussion Group Class Name procedure allows the Local Agency staff to customize the naming of columns and Nutrition Discussion Group Class Names that appear for their Agency. It also provides the Local Agency staff with the ability to determine the order in which Columns and Nutrition Discussion Group Classes appear.

Column Names will be used for setting up Appointment templates for the Appointment Scheduler which will be discussed in procedure 3. Columns are displayed on the Appointment Scheduler for clinic workers to schedule clients in. Scheduling coordinators can then view columns on the Scheduler in order to coordinate client processing and benefit issuing with staff members.

Columns

Step 1: Navigate to Columns Base Table

- Select the Sys Admin Menu
- Click on the Appt Scheduler Base Tables section
- Click the Columns hyperlink

ROMOC [Log Out] 00 - BUREAU OF NUTRITION AND PHYSICAL ACTIVITY / 00 - ALL CLINICS

Home Sys Admin Ops Mgmt WIC Services Scheduling Finance Vendor Program Integrity Reports

Columns

Name	Local Agency	Display Order	
HIGH RISK	02 - COCHISE COUNTY HEALTH DEPARTMENT	1	
HIGH RISK	03 - COCONINO COUNTY DEPT OF PUBLIC HEALTH	1	
HIGH RISK	04 - GILA COUNTY HEALTH DEPT	1	
HIGH RISK	05 - GRAHAM COUNTY DEPT OF HEALTH	1	
HIGH RISK	06 - GREENLEE COUNTY HEALTH DEPT	1	
HIGH RISK	07 - MARICOPA COUNTY DEPT OF PUBLIC HEALTH- WIC ADMINISTRATION	1	
HIGH RISK	08 - MOHAVE COUNTY DEPT OF HEALTH AND SOCIAL SVCS	1	
HIGH RISK	09 - NAVAJO COUNTY HEALTH DEPT	1	
RD2	10 - PIMA COUNTY HEALTH DEPT	4	
HIGH RISK		1	
HIGH RISK	13 - YAVAPAI COUNTY WIC	1	
HIGH RISK		1	
HIGH RISK		1	
HIGH RISK		1	
HIGH RISK	27 - MARANA HEALTH CENTER	1	
HIGH RISK		1	

Save

Step 2: Add a New Column Name

- Click the Add button
- Enter desired column name
- Select the Local Agency name
- Enter the Display Order (This determines the order in which the Column name will display throughout the application)
- Click the OK button

Add

*Name
HIGH RISK

*Local Agency
01 - APACHE COUNTY HEALTH DEPT

Display Order
1

OK Cancel

Step 3: Save the New Column Name

- On the Columns base table page, click the Save button to add the new Column Name to the Application

Nutrition Discussion Group Names

Nutrition Discussion Group Names will be used for setting up Group Nutrition Discussion templates for the Appointment Scheduler which will be discussed in procedure 4.

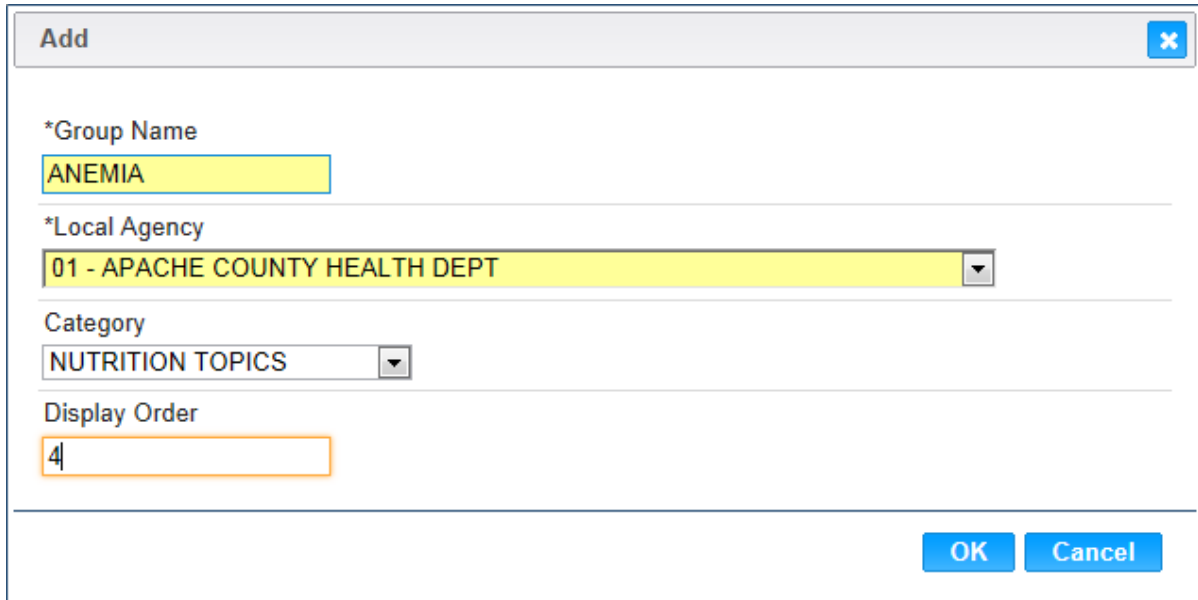
Step 1: Navigate to Nutrition Discussion Group Names Base Table

- Select the Sys Admin Menu
- Click on the Appt Scheduler base tables section
- Click the Nutr. Disc. Group Names hyperlink

HANDS WIC System					Home	Sys Admin	Ops Mgmt	WIC Services	CSFP Services	Scheduling	Farmers' Market	Finance	Vendor	Program Integrity	Reports	Help
Nutr. Disc. Group Names																
Nutr. Disc. Group Names																
					+ Add											
Group Name	Local Agency	Category	Display Order													
BREASTFEEDING ENGLISH	14 - YUMA COUNTY HEALTH DEPT	BREASTFEEDING	1													
BREASTFEEDING SPANISH	14 - YUMA COUNTY HEALTH DEPT	BREASTFEEDING	2													
ANEMIA	02 - COCHISE COUNTY HEALTH DEPARTMENT	NUTRITION TOPICS	1													
BREASTFEEDING CLASS-PG	08 - MOHAVE COUNTY DEPT OF HEALTH AND SOCIAL SVCS	BREASTFEEDING	1													
WIC@HOME - POWER OF BEANS (ENG)	07 - MARICOPA COUNTY DEPT OF PUBLIC HEALTH-WIC ADMINISTRATION	NUTRITION TOPICS	21													
WIC@HOME - POWER OF BEANS (SPA)	07 - MARICOPA COUNTY DEPT OF PUBLIC HEALTH-WIC ADMINISTRATION	NUTRITION TOPICS	22													
WIC@HOME - GET UP & MOVE (ENG)	07 - MARICOPA COUNTY DEPT OF PUBLIC HEALTH-WIC ADMINISTRATION	HEALTH RELATED TOPICS	23													
WIC@HOME - GET UP & MOVE (SPA)	07 - MARICOPA COUNTY DEPT OF PUBLIC HEALTH-WIC ADMINISTRATION	CHILDREN	24													
WIC@HOME - RAISING A FOODIE (ENG)	07 - MARICOPA COUNTY DEPT OF PUBLIC HEALTH-WIC ADMINISTRATION	NUTRITION TOPICS	25													
WIC@HOME - RAISING A FOODIE (SPA)	07 - MARICOPA COUNTY DEPT OF PUBLIC HEALTH-WIC ADMINISTRATION	NUTRITION TOPICS	26													
KIDS IN THE KITCHEN (ENG)	07 - MARICOPA COUNTY DEPT OF PUBLIC HEALTH-WIC ADMINISTRATION	CHILDREN	27													
KIDS IN THE KITCHEN (SPA)	07 - MARICOPA COUNTY DEPT OF PUBLIC HEALTH-WIC ADMINISTRATION	CHILDREN	28													

Step 2: Add a New Nutrition Discussion Group Name

- Click on the Add button
- Enter desired Nutrition Discussion Group Name
- Select the Local Agency Name
- Enter the display order (This determines the order in which the Nutrition discussion Group name will display throughout the application)
- Click the OK button



The screenshot shows a dialog box titled "Add" with a close button (X) in the top right corner. The dialog contains the following fields:

- *Group Name:** A text input field containing "ANEMIA".
- *Local Agency:** A dropdown menu with "01 - APACHE COUNTY HEALTH DEPT" selected.
- Category:** A dropdown menu with "NUTRITION TOPICS" selected.
- Display Order:** A text input field containing "4".

At the bottom right of the dialog are two buttons: "OK" and "Cancel".

Step 3: Save the New Nutrition Discussion Group Name

- On the Nutrition Discussion Group Name base table page, click the Save button to add the new Nutrition Discussion Group Name to the application.

Procedure 2: Clinic Default Settings Set Up

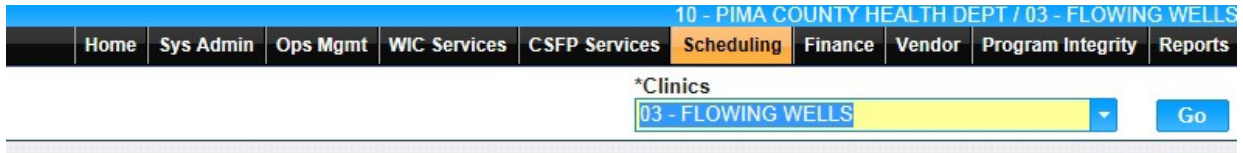
There are three basic settings for every WIC clinic that can easily be maintained in this screen. A) Clinic Default Working Days; B) Clinic Default Hours of Operation; C) Clinic Closed Days.

These settings are vital for appointment scheduling. Every clinic within the local agency or a state agency can be easily modified by choosing any clinic at the top right corner and the data can be saved one clinic at a time.

To set Clinic Default Settings, which include typical days of the week and start and end times:

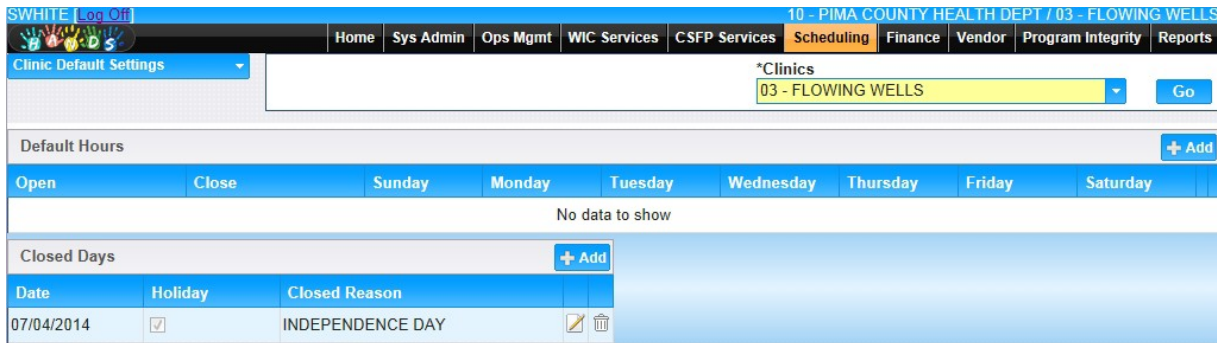
Step 1: Select WIC Clinic

- Select the Scheduling menu
- Select Clinic Default Settings
- Select the appropriate Clinic
- Click Go



Step 2: Setting Default Clinic Hours and Days

- Set the Clinic default hours by clicking Add



- Enter the earliest and latest time your Clinic will open and close for the weekly day(s) of operation that you select. Enter the absolute earliest and latest time your clinic could potentially be open. This will allow an easier time of adding services later that are outside the typical clinic hours.

The screenshot shows a dialog box titled "Add" with a close button in the top right corner. The dialog contains the following fields and controls:

- *Open: 7:00am
- *Close: 5:00pm
- Sunday: Yes
- Monday: Yes
- Tuesday: Yes
- Wednesday: Yes
- Thursday: Yes
- Friday: Yes
- Saturday: Yes

At the bottom right of the dialog are two buttons: "OK" and "Cancel".

- Click OK

Step 3: Entering clinic closed days and/or holidays

- In the Closed Days section, Click the Add button.
- Enter the date for the Closed day
- Indicate if the Closed day is a holiday by checking the Holiday check box
- Choose the Closed reason
- Click OK to close the Holiday box. Remember to Save!

Hint! You do not need to enter normal closed days such as Sunday. That is done in the days of the week (Step 2 above).

Add ✕

*Date
07/04/2020

Holiday
✓ Yes

*Closed Reason
INDEPENDENCE DAY

OK Cancel

Step 4: Save the Clinic Default Setting

- On the Clinic Default Settings Page, Click the Save button to set the clinic default hours and closed days.

Hint! You can set up different Clinic Default Settings for each day of Operation if needed. For example, if a clinic closes at noon every Friday, then a separate Clinic Default Setting will need to be added for Fridays, while the rest of the weekdays remain the same.

Procedure 3: Maintain Templates

There are three template types that may be set up from the Maintain Templates Page:

- 1) Hours of Operation
- 2) Appointment Time Slot
- 3) Group Nutrition Discussion

- The Hours of Operation is used to determine the hours the clinic is open if different than in the ClinicDefault Settings.
- The Appointment Time Slot is used to determine the services and columns that are available during times
- The Group Nutrition Discussion is used to set up any Nutrition Discussion Groups discussions and the date(s) and time(s) they occur.

SWHITE [Log Off] 10 - PIMA COUNTY HEALTH DEPT / 03 - FLOWING WELLS

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Templates

Appointment Time Slot

Hours of Operation Appointment Time Slot Group Nutrition Discussion

Template Name Clinic 03 - FLOWING WELLS Active

Appointment Time Slot Templates

Template Name	Description	Type	Active
<input checked="" type="checkbox"/> SPRING SCHEDULE		Time Slot	Yes
<input checked="" type="checkbox"/> SUMMER HOURS		Time Slot	Yes
<input checked="" type="checkbox"/> SATURDAY		Time Slot	Yes
<input checked="" type="checkbox"/> HIGH RISK TIME OFF		Time Slot	Yes

<< < > >> Row count: 10 Showing 1-4 of 4

Step 1: Go to the Maintain Templates page.

Step 2: Choose the template type. Hours of Operation, Appointment Time Slot or Nutrition Discussion Group.

Step 3: Click Add to Add a New Template Or Click Search to Search for Existing Template.

Capture screenshot Add Search

Maintain Templates: Hours of Operation Template

The Hours of Operation template is used to set the hours of operation outside of the Clinic Default Settings.

For example, the clinic default hour settings for a WIC Clinic might be from 8:00 am to 5:00 pm every day. If the clinic needed to stay open until 7:00 PM on a special day, an Hours of Operation template could be set up to allow the after regular hours extension.

In the demonstration below, the WIC Clinic's normal hours of operation are from 7:00 AM until 5:00 PM, Monday thru Friday. However, the staff must attend a mandatory training the following Friday. The supervisor has decided to extend WIC clinic hours to 7 PM for the prior Monday, Tuesday and Wednesday to make up for the Friday appointments which have to be rescheduled.

Clinic Default Settings

*Clinics
32 - CLINIC 32

Go

Default Hours
+ Add

Open	Close	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
7:00 AM	5:30 PM	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Closed Days
+ Add

Date	Holiday	Closed Reason	
07/03/2014	<input checked="" type="checkbox"/>	OTHER CLOSURE	<input type="checkbox"/>
07/04/2014	<input checked="" type="checkbox"/>	INDEPENDENCE DAY	<input type="checkbox"/>
05/26/2014	<input checked="" type="checkbox"/>	MEMORIAL DAY	<input type="checkbox"/>

The Hours of Operation Template are for setting up hours which are outside of the normal default hours established in Clinic Default Settings.

The WIC calendar builder will use the Hours of Operation page under the Maintain Templates area to add a special Hours of Operation Template. An Appointment Time Slot template will also need to be created to add appointment time slots during the newly extended time. Both templates will need to be saved in the Clinic Scheduler Set Up.

1. In the Maintain Templates Page, select Hours of Operation.
2. Click the Search button to look for any pre-existing templates if needed.
3. Click the Add button to add a new Hours of Operation template. The Hours of Operation Template box opens.

SWHITE [Log Off] 10 - PIMA COUNTY HEALTH DEPT / 03 - FLOWING WELLS

Home Sys Admin Ops Mgmt WIC Services CSFP Services **Scheduling** Finance Vendor Program Integrity Reports

Templates

Appointment Time Slot

Hours of Operation
 Appointment Time Slot
 Group Nutrition Discussion

Step 1: On the Maintain Templates Page, choose the Hours of Operation Template button.

Template Name Clinic **03 - FLOWING WELLS** Active

Appointment Time Slot Templates

Template Name	Description	Type	Active
<input checked="" type="checkbox"/> SPRING SCHEDULE		Time Slot	Yes
<input checked="" type="checkbox"/> SUMMER HOURS		Time Slot	Yes
<input checked="" type="checkbox"/> SATURDAY		Time Slot	Yes
<input checked="" type="checkbox"/> HIGH RISK TIME OFF		Time Slot	Yes

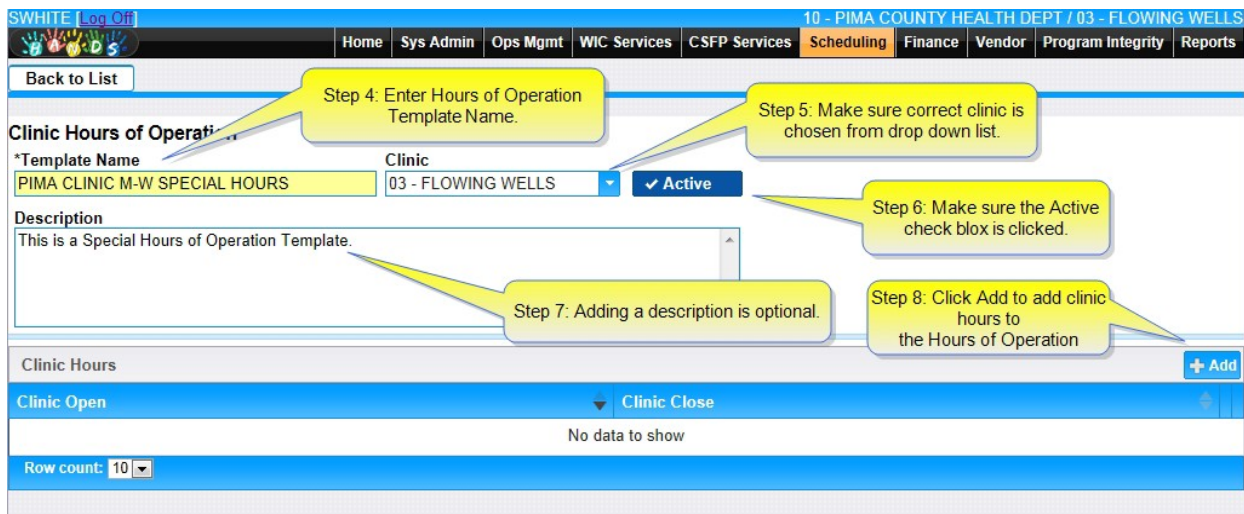
<< < > >> Row count: 10 Showing 1-4 of 4

Step 2: Click Search to look up any pre existing templates.

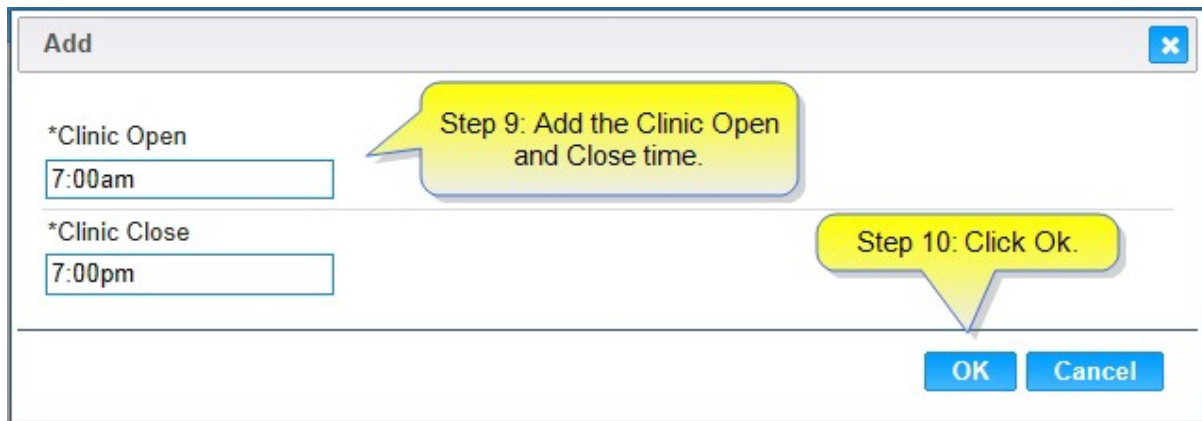
Step 3: Click Add to Add a new Hours of Operation Template.

Add Search

4. Enter a template name in the Template name field
5. Choose the correct clinic from the drop-down list.
6. Make sure the Active check box is checked.
7. Enter a comment or description if desired.
8. Click Add.



9. Select the start time and end time for the first Hours of Operation in the Clinic Open & Close fields.
10. Click OK.
11. Click the Save button on the bottom right of the Hours of Operation Template page.



After saving, the Hours of Operation template will become available in the Clinic Scheduler Set Up Page.

To Change the Hours of Operation in the same template

1. Go to the Maintain Templates Page
2. Click the Hours of Operation Radio Button.
3. Click the Search button.
4. In the search results, click the Edit icon beside your chosen Hours of Operation template.
5. In the Clinic Hours section, click the Edit Icon.
6. Select the start time for the new Hours of Operation in the Clinic Open field.

7. Select the end time for the new Hours of Operation in the Clinic Close field.
8. Click OK.
9. Click Save.

To add additional Hours of Operation templates

1. Select the Scheduling menu.
2. Select Maintain Templates.
3. Select Hours of Operation.
4. Click the Search button to make sure you do not already have an appropriate template.
5. Click Add.
6. Enter a new name for your template.
7. Select the time the clinic is going to open in the Clinic Open field
8. Select the time the clinic is going to close in the Clinic Close field
9. Click OK.
10. Click Save.
11. Continue with steps above for all the templates you need for your clinic.

Maintain Templates: Appointment Time Slot Template

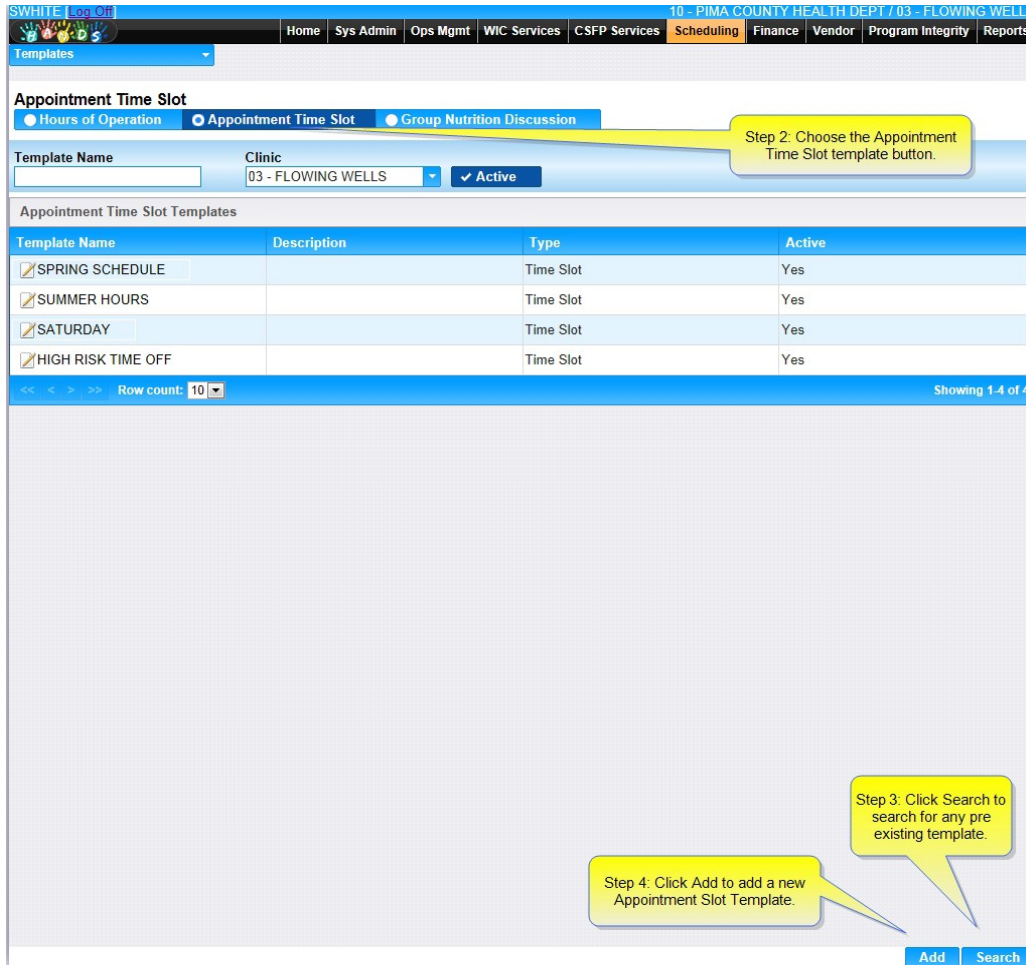
After the Clinic Hours of Operation has been set up, the user will add an Appointment Time Slot Template to select what WIC services will be offered.

Each time slot will include:

- Start Time
- End Time
- Services
- Columns (Columns are displayed on the Appointment Scheduler for the clinic workers to schedule clients in. They were set up previously in Columns Base Table).

Creating the Appointment Time Slot Template

1. Under scheduling, click templates.
2. Select Appointment Time slot button.
3. Click the Search button to look up any pre-existing template.
4. Click Add to add a new Appointment Time Slot template.

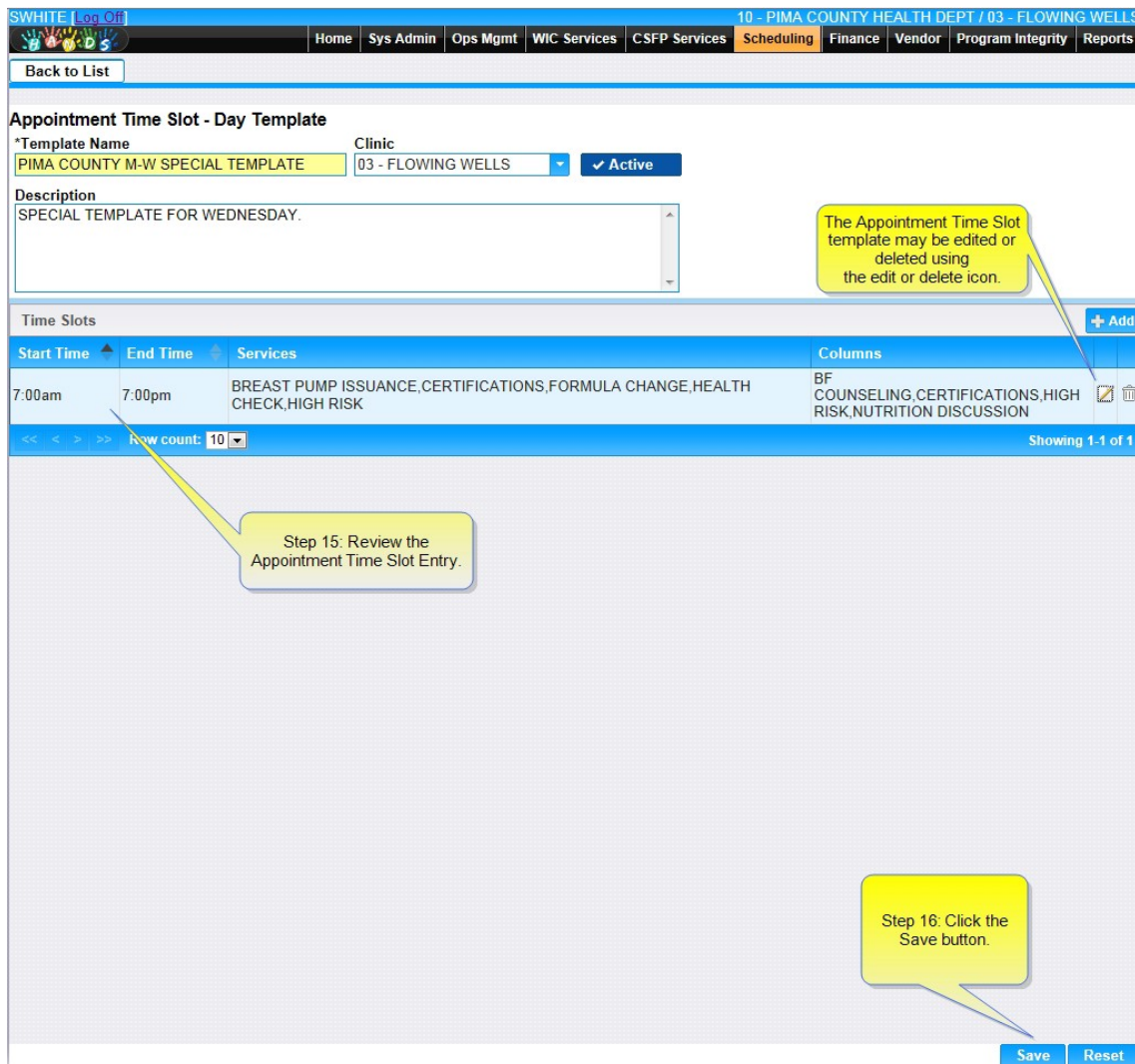


5. Enter a template name in the Template name field.
6. The appropriate Clinic Name should be in the Clinic field.
7. Make sure the Active check box is checked.
8. Enter a comment or a description if desired.
9. Click the Add button in the Time Slots section.

The screenshot shows the 'Appointment Time Slot - Day Template' form. At the top, there is a navigation bar with 'Home', 'Sys Admin', 'Ops Mgmt', 'WIC Services', 'CSFP Services', 'Scheduling', 'Finance', 'Vendor', 'Program Integrity', and 'Reports'. Below this is a 'Back to List' button. The form fields include: '*Template Name' with the value 'PIMA COUNTY M-W TEMPLATE'; 'Clinic' with a dropdown menu showing '03 - FLOWING WELLS' and a checked 'Active' checkbox; and a 'Description' field containing 'Special Monday thru Wed Template'. Below the form is a 'Time Slots' table with columns for 'Start Time', 'End Time', 'Services', and 'Columns'. The table is currently empty, showing 'No data to show'. A 'Row count: 10' dropdown is visible at the bottom left of the table area. Callout boxes provide instructions: Step 4 (Template Name), Step 5 (Clinic), Step 6 (Active checkbox), Step 7 (Description), and Step 8 (Add button).

- 10. Select the start time and end time for the Appointment Time slot you are setting up
- 11. Indicate the service(s) you want offered during this time slot in the Services field.
- 12. Indicate which column(s) you want associated with the services in this time slot in the Columns field and click the small x in the upper right hand corner (note: pressing the Enter key will not work).
- 13. Be sure to account for break/lunch times when designating start/end times.
- 14. Click OK.

The screenshot shows an 'Edit' dialog box for a time slot. It contains the following fields: '*Start Time' (7:00am), '*End Time' (7:00pm), '*Services' (5 selected), and '*Columns' (4 selected). Callout boxes provide instructions: Step 10 (Start/End Time), Step 11 (Services), Step 12 (Columns), and Step 14 (Click OK). 'OK' and 'Cancel' buttons are at the bottom right.



- 15. Review the listed columns and services.
- 16. Click the Save button.

Adding Special Appointment Time Slot Templates for Altering Individual Columns and Services

Most WIC Clinics will list all available services and columns on a template and save that template for future appointments. There may be occasions, however, that require a change to only one column or service without having to change the entire schedule.

HANDS will allow the user to add a special template just for that service or column change to an existing schedule.

For instance, if a WIC employee who had been providing certification services in the

morning hours needs to switch to afternoons, a special template could be created and applied to the current calendar to address that change in hours.

Any template may be used to create a new template. Just choose an existing template, make the required changes and click the "Save As" button to Rename and save your new template! This will save a new Template and not Override the Existing one.



Maintain Templates: Group Nutrition Discussion Template

The Nutrition Discussion Group templates will be used to define, plan and create Nutrition Discussion groups for any given day. For example, if a WIC clinic has two Nutrition Discussion Groups on a clinic day, one in the morning and one in the afternoon, two Nutrition Discussion Group templates should be created and then saved in the Clinic Scheduler Set Up Page.

Each group will include:

- Start Time
- End Time
- Group Name
- List of Topics

Creating the Group Nutrition Discussion Template

1. On the Maintain Templates Page, choose the Group Nutrition Discussion button.
2. Click the Search button to look up any preexisting templates.
3. Click the Add button to add a new Group Nutrition Discussion Template.

SWHITE Log Off 10 - PIMA COUNTY HEALTH DEPT 7 03 - FLOWING WELLS

Home Sys Admin Ops Mgmt WIC Services CSFP Services Scheduling Finance Vendor Program Integrity Reports

Templates

Group Nutrition Discussion

Hours of Operation
 Appointment Time Slot
 Group Nutrition Discussion

Template Name
 Clinic
 Active

Group Nutrition Discussion Templates

Template Name	Description	Type	Active
<input checked="" type="checkbox"/> ANTIOXIDANTS GROUP		Group	Yes

<< < > >> Row count: 10 Showing 1-1 of 1

Add Search

4. Enter a template name in the Template name field (i.e., for a typical Monday Group Nutrition Discussion the template name might be Monday Group Nutrition Discussion).
5. Make sure the Active check box is checked.
6. The appropriate Clinic Name should be in the Clinic field, if not, however, but sure to indicate the correct clinic.
7. Enter a description if desired.
8. Click Add.

The screenshot shows the 'Group - Day Template' form. At the top, there is a navigation bar with 'Home', 'Sys Admin', 'Ops Mgmt', 'WIC Services', 'CSFP Services', 'Scheduling', 'Finance', 'Vendor', 'Program Integrity', and 'Reports'. Below this is a 'Back to List' button. The form title is 'Group - Day Template'. It contains the following fields:

- *Template Name: PIMA COUNTY GROUP NUTRITION DISCUSSIC
- Clinic: 03 - FLOWING WELLS
- Active: checked
- Description: THIS IS A NUTRITION DISCUSSION TEMPLATE.

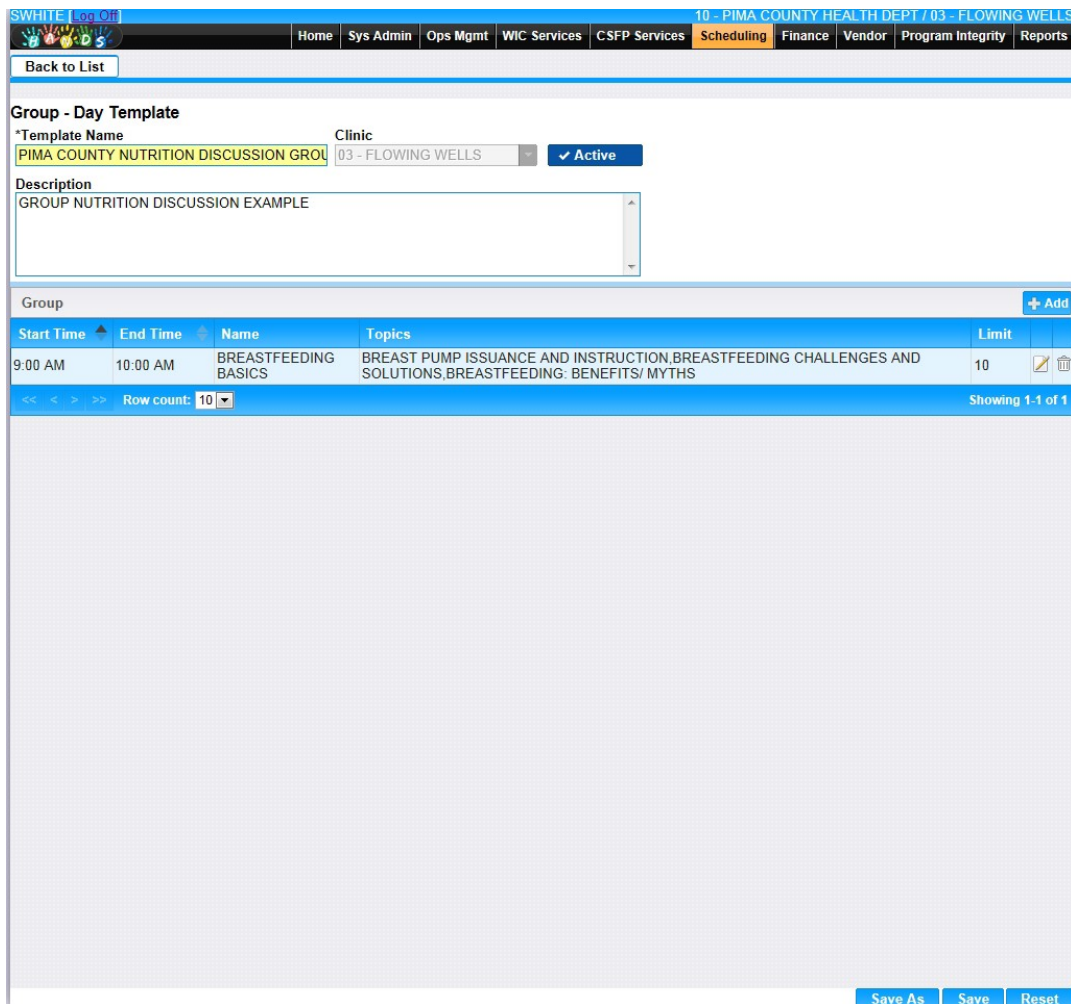
Below the form is a table with columns: Start Time, End Time, Name, Topics, and Limit. The table is currently empty, showing 'No data to show'. At the bottom left, there is a 'Row count: 10' dropdown. At the bottom right of the table area, there is an '+ Add' button.

9. Select the Start time when you want the group discussion to begin (you can use the same shortcut as before to indicate that start time).
10. Select the End time when you want to group discussion to end (you can use the same shortcut as before to indicate that end time).
11. Select the Name of the group discussion in the Name field.
12. Select group topic.
13. Enter the maximum number of people allowed to sign up for this discussion in the Limit field.
14. Click OK.

The screenshot shows the 'Add' dialog box. It contains the following fields:

- *Start Time: 9:00am
- *End Time: 10:00am
- *Name: BREASTFEEDING BASICS
- Topics: 4 selected
- *Limit: 10

At the bottom right, there are 'OK' and 'Cancel' buttons.



Procedure 4: Clinic Scheduler Set Up

Clinic Scheduler Setup Using Templates

After the Default Clinic settings and templates have been entered, the user will need to set up the scheduling calendar so that the appropriate columns and times are displayed for making appointments. The scheduling calendar may be saved for only 1 day or for a range of days.

If there are existing clinic hours, classes or scheduled appointments that will cause a conflict with a new template being applied, HANDS will not save the new template and will show a Conflict message box. This will be covered in more detail in the Scheduler Set Up Conflicts section of this module.

Clinic Scheduler Setup: Hours of Operation Template

1. Select the Scheduling menu.
2. Select Clinic Scheduler Setup.
3. Under Calendar Setup Options, in the Start Date field, enter the calendar Start Date.
4. In the End Date field, enter the calendar End Date.
5. Select the days of the week.
6. Only check the Overwrite Clinic Closed check box if you want the system to set up the new template on days that the clinic is closed.
7. In the Clinic Selection list, choose the appropriate clinic.
8. Under Build Options, select the Hours of Operation Template from the Hours of Operation Template drop down field.
9. Click the Apply button located at the bottom right of the page.
10. Repeat steps 1 through 9 to apply other Hours of Operation templates.
11. Go On to Appointment Time slot Templates if applicable

Clinic Scheduler Setup

Calendar Setup Options

*Start Date
4/9/2014

*End Date
04/18/2014

Days
 Su Mo Tu We Th Fr Sa

Overwrite Clinic Closed

Build Options

Hours of Operation Template
CLINIC 32 M-W SPECIAL HOURS

Appointment Timeslot Template Move Appointments Automatically

Group Nutrition Discussion Template

Clinic Selection

Clinic(s)

- 29 - CLINIC 29
- 30 - CLINIC 30
- 31 - CLINIC 31
- 32 - CLINIC 32
- 33 - CLINIC 33
- 34 - CLINIC 34
- 35 - CLINIC 35
- 36 - CLINIC 36
- 37 - CLINIC 37
- 38 - CLINIC 38
- 39 - CLINIC 39
- 40 - CLINIC 40

Block Options

Columns to Block

- CNW1
- CNW2
- RD
- CNW44
- CNW8
- CNW7
- IBCLC

Apply Reset

Clinic Scheduler Setup: Appointment Time Slot Template

1. Select the Scheduling menu.
2. Select Clinic Scheduler Setup.
3. Under Calendar Setup Options, in the Start Date field, enter the calendar Start Date.
4. In the End Date field, enter the calendar End Date.
5. Select the days of the week.
6. Check the Overwrite Clinic Closed check box if you want the system to set up the new template on days that the clinic is closed.
7. Click the Move Appointments Automatically check box if there are any existing conflicts with currently scheduled appointments. HANDS will move the appointments automatically.
8. In the Clinic Selection list, choose the appropriate clinic.
9. Under Build Options, in the Appointment Time slot Template field, select one of the Appointment Time slot Templates you created earlier.
10. Click Apply.
11. Repeat steps 1 through 9 to apply other Appointment Time slot templates.

The screenshot displays the 'Clinic Scheduler Setup' interface. It is divided into several sections:

- Calendar Setup Options:**
 - *Start Date: 4/9/2014
 - *End Date: 04/18/2014
 - Days: Su, Mo, Tu, We, Th, Fr, Sa
 - Overwrite Clinic Closed
- Build Options:**
 - Hours of Operation Template: [Dropdown]
 - Appointment Timeslot Template: CLINIC 32 FRIDAY PG 1 & 2 CERTS [Dropdown]
 - Move Appointments Automatically
 - Group Nutrition Discussion Template: [Dropdown]
- Clinic Selection:**
 - *Clinic(s):
 - 26 - CLINIC 26
 - 27 - CLINIC 27
 - 28 - CLINIC 28
 - 29 - CLINIC 29
 - 30 - CLINIC 30
 - 31 - CLINIC 31
 - 32 - CLINIC 32
 - 33 - CLINIC 33
 - 34 - CLINIC 34
 - 35 - CLINIC 35
 - 36 - CLINIC 36
 - 37 - CLINIC 37
- Block Options:**
 - Columns to Block:
 - CNW1
 - CNW2
 - RD
 - CNW44
 - CNW8
 - CNW7
 - IBCLC

At the bottom right, there are 'Apply' and 'Reset' buttons.

Clinic Scheduler Setup: Group Nutrition Discussion Template

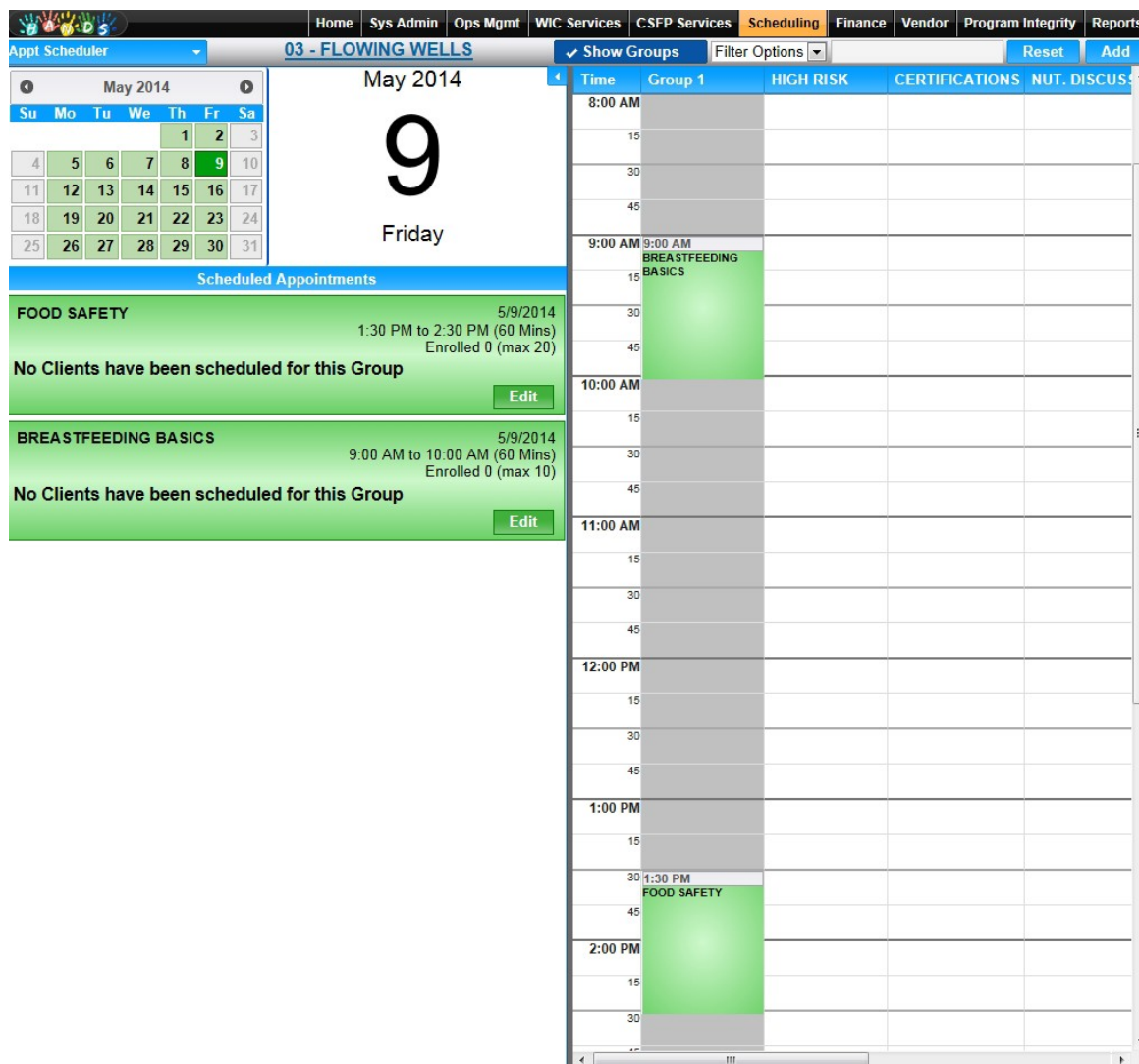
1. Select the Scheduling menu.
2. Select Clinic Scheduler Setup.
3. Under Calendar Setup Options, in the Start Date field, enter the date on which you want this calendar to begin.
4. In the End Date field, enter the date on which you want this calendar to end.
5. Select the days of the week for which you are setting up this calendar.
6. Check the Overwrite Clinic Closed check box if you want the system to keep appointments scheduled even on days that the clinic is closed.
7. In the Clinic Selection section, select the appropriate clinic.
8. Under Build Options, in the Group Nutrition Discussion Template field, select one of the Group Nutrition Discussion Templates you created earlier.
9. Click Apply.
10. Repeat steps 1 through 9 to apply other Group Nutrition Discussion templates.

The screenshot displays the 'Clinic Scheduler Setup' form, which is divided into several sections:

- Clinic Scheduler Setup** (Dropdown menu)
- Calendar Setup Options**
 - *Start Date: 4/30/2014
 - *End Date: 06/30/2014
 - Days: Su Mo Tu We Th Fr Sa
 - Overwrite Clinic Closed
- Clinic Selection**
 - *Clinic(s):
 - 01 - THERESA LEE WIC (CLOSED)
 - 03 - FLOWING WELLS
 - 04 - CENTRO DEL SUR
 - 05 - EAST OFFICE WIC
 - 07 - TUSD TEEN PARENTING PROGRAM
 - 09 - HIGHWAY DRIVE WIC (CLOSED)
 - 11 - ARCHER WIC (CLOSED)
 - 12 - CONTINENTAL WIC
 - 13 - QUINCIE DOUGLAS WIC (CLOSED)
 - 14 - LIBERTY WIC (CLOSED)
 - 15 - ABRAMS WIC AND FOOD PLUS OFFICE
 - 17 - TUCSON UNIFIED SCHOOL DIST WIC (CLOSED)
- Build Options**
 - Hours of Operation Template: [Dropdown]
 - Appointment Timeslot Template: [Dropdown] Move Appointments Automatically
 - Group Nutrition Discussion Template: PIMA COUNTY NUTRITION DISCUSSION GROUP WED
- Block Options**
 - Columns to Block:
 - HIGH RISK
 - NUT. DISCUSSION
 - BF COUNSELING
 - CERTIFICATIONS
 - NUTRITION DISCUSSION
 - Temp1

At the bottom right of the form, there are 'Apply' and 'Reset' buttons.

WIC Appointments and Nutrition Discussion Groups are now available for scheduling clients.

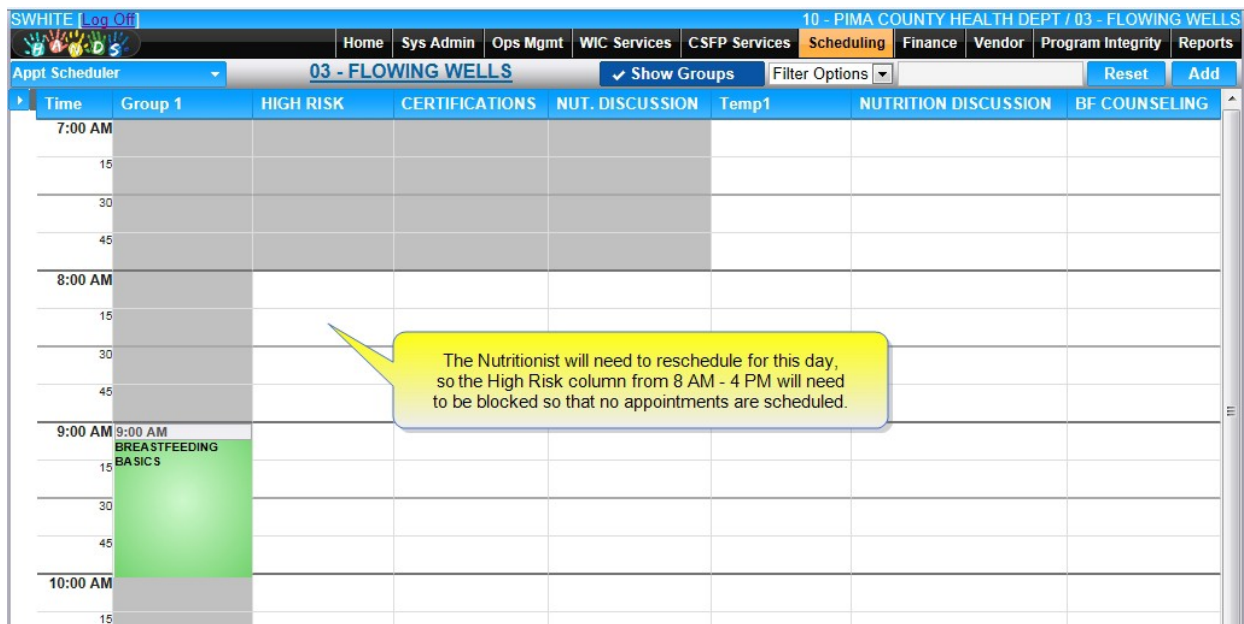


Clinic Schedule Set Up: Appointment Column Blocking

HANDS allows the blocking of specified appointment columns on the schedule. This assures that a specific column of services or appointments may be closed or blocked without having to alter or change the other appointments or columns on the schedule.

The schedule below shows that appointments are open for the entire day and for all WIC clinic staff listed.

The WIC Nutritionist needs to reschedule for another day. Luckily, there are no appointments scheduled, and the high risk appointment column may be easily blocked.



To Block an individual appointment column.

1. In the Scheduling Module menu, select Clinic Scheduler Setup.
2. Under Calendar Options, enter the Start Date and End Date of the day(s) you want to block.
3. In the Clinic Selection section, select the appropriate clinic.
4. Under Build Options, in the Block Options section, select the columns you wish to block.
5. Click Apply.
6. Repeat steps 1 through 6 to add any additional blocks.

The screenshot shows the 'Clinic Scheduler Setup' page in the HANDS WIC system. The interface includes a navigation menu at the top with options like Home, Sys Admin, Ops Mgmt, WIC Services, CSFP Services, Scheduling, Finance, Vendor, Program Integrity, and Reports. The main content area is divided into several sections:

- Calendar Setup Options:** Contains fields for *Start Date (05/09/2014) and *End Date (05/09/2014), and a Days selection area with checkboxes for Su, Mo, Tu, We, Th, Fr, and Sa. A button 'Overwrite Clinic Closed' is also present.
- Clinic Selection:** A list of clinics with '03 - FLOWING WELLS' selected.
- Build Options:** Includes 'Hours of Operation Template', 'Appointment Timeslot Template', and 'Group Nutrition Discussion Template' dropdowns. A button 'Move Appointments Automatically' is next to the Appointment Timeslot Template.
- Block Options:** A section titled 'Columns to Block' with a list of items including 'HIGH RISK', 'NUT. DISCUSSION', 'BF COUNSELING', 'CERTIFICATIONS', and 'NUTRITION DISCUSSION Temp1'.

Numbered callout boxes provide the following instructions:

- Step 1:** Go to Clinic Scheduler Setup.
- Step 2:** Enter the start date and end date of the schedule day (s).
- Step 3:** Choose Day(s) of the Week you wish to block if blocking a range of days.
- Step 4:** Make sure the correct clinic is highlighted. You can choose multiple clinics at the same time by holding down the CTRL- key and clicking the clinic names to highlight.
- Step 5:** Choose column to block.
- Step 6:** Click Apply.

Buttons for 'Apply' and 'Reset' are located at the bottom right of the main form area.

If there is an appointment scheduled in the column to be blocked, HANDS will let you know by displaying the Block Conflicts box.

You may continue with the block or reschedule the appointments and then attempt to block again.

The 'Block Conflicts' dialog box displays the following information:

- Clinic:** 03 - FLOWING WELLS
- Item:** HIGH RISK

Conflict Type	Conflict Details	Reason
Appointment	5/9/2014 9:00 AM - 9:30 AM HIGH RISK HIGH RISK COUNSELING	Schedule Conflict

Buttons for 'Continue Block', 'Print', and 'OK' are located at the bottom of the dialog box.

The Nutritionist Column is now blocked.

The screenshot shows the 'Appt Scheduler' interface for '03 - FLOWING WELLS'. The interface includes a top navigation bar with options like 'Home', 'Sys Admin', 'Ops Mgmt', 'WIC Services', 'CSFP Services', 'Scheduling', 'Finance', 'Vendor', 'Program Integrity', and 'Reports'. Below this is a sub-header with 'Appt Scheduler', '03 - FLOWING WELLS', 'Show Groups', 'Filter Options', 'Reset', and 'Add'. The main area is a grid with columns: 'Time', 'CERTIFICATIONS', 'NUT. DISCUSSION', 'Temp1', 'NUTRITION DISCUSSION', 'BF COUNSELING', and 'HIGH RISK'. The rows represent time slots from 7:00 AM to 1:00 PM in 15-minute increments. A single appointment is scheduled at 9:00 AM in the 'HIGH RISK' column, with the name 'TESTER, MARIE C' displayed in a green cell. A 'Capture screenshot' button is visible at the bottom center of the grid.

Blocking Tip: If the user wishes to add a new template with fewer columns than the original template, the user must block the non-applicable columns. A user can "unblock" the columns by reapplying the original template (or new template with the same columns).

Scheduler Building Conflicts

Whenever a schedule is changed or altered in HANDS Scheduler, a schedule conflict may occur when there are existing appointments or conflicting clinic hours. HANDS will let the user know there is a conflict by displaying the Build Conflicts box and the conflict reason.

Outside Hours Conflict

When an "Hours of Operation" template is added, HANDS checks if the new template hours conflict with any appointments and/or classes which may be on the schedule. If a conflict is found, HANDS will display an "***Outside Hours Conflict***" message.

Service Type Mismatch

If a new appointment time slot template hours column is shortened or services are removed, HANDS checks for conflicts and will show a conflict message of *Service Type Mismatch* for a removed service. HANDS will also show a conflict of "***Outside Hours Conflict***" for shortened column hours.

Schedule Conflict

If a schedule column is blocked, HANDS will validate if the columns to be blocked have any Appointments scheduled and will show a conflict of "***Schedule Conflict***"

Hours of Operation Template Conflict

In the screen shot below, this Hours of Operation template is about to applied for the September 1st schedule. It shortens the clinic hours from 7 pm to 2 pm. However, there is an appointment scheduled at 6 pm.

Clinic Scheduler Setup
▼

Calendar Setup Options

*Start Date
09/01/2014

*End Date
09/01/2014

Days
 Su Mo Tu We Th Fr Sa

Overwrite Clinic Closed

Clinic Selection

*Clinic(s)

- 25 - CLINIC 25
- 26 - CLINIC 26
- 27 - CLINIC 27
- 28 - CLINIC 28
- 29 - CLINIC 29
- 30 - CLINIC 30
- 31 - CLINIC 31
- 32 - CLINIC 32
- 33 - CLINIC 33
- 34 - CLINIC 34
- 35 - CLINIC 35
- 36 - CLINIC 36

Build Options

Hours of Operation Template
CLINIC 32 SHORTENED HOURS

Appointment Timeslot Template
 Move Appointments Automatically

Group Nutrition Discussion Template

Block Options

Columns to Block

- CNW1
- RD
- CNW7
- NUTRITIONIST

Apply Reset

Whenever there is an appointment conflict with the newly applied hours, HANDS will let the user know by displaying the Build Conflicts Dialog box.

Build Conflicts ✕

Clinic: 32 - CLINIC 32

CLINIC 32 SHORTENED HOURS - Hours of Operation Template

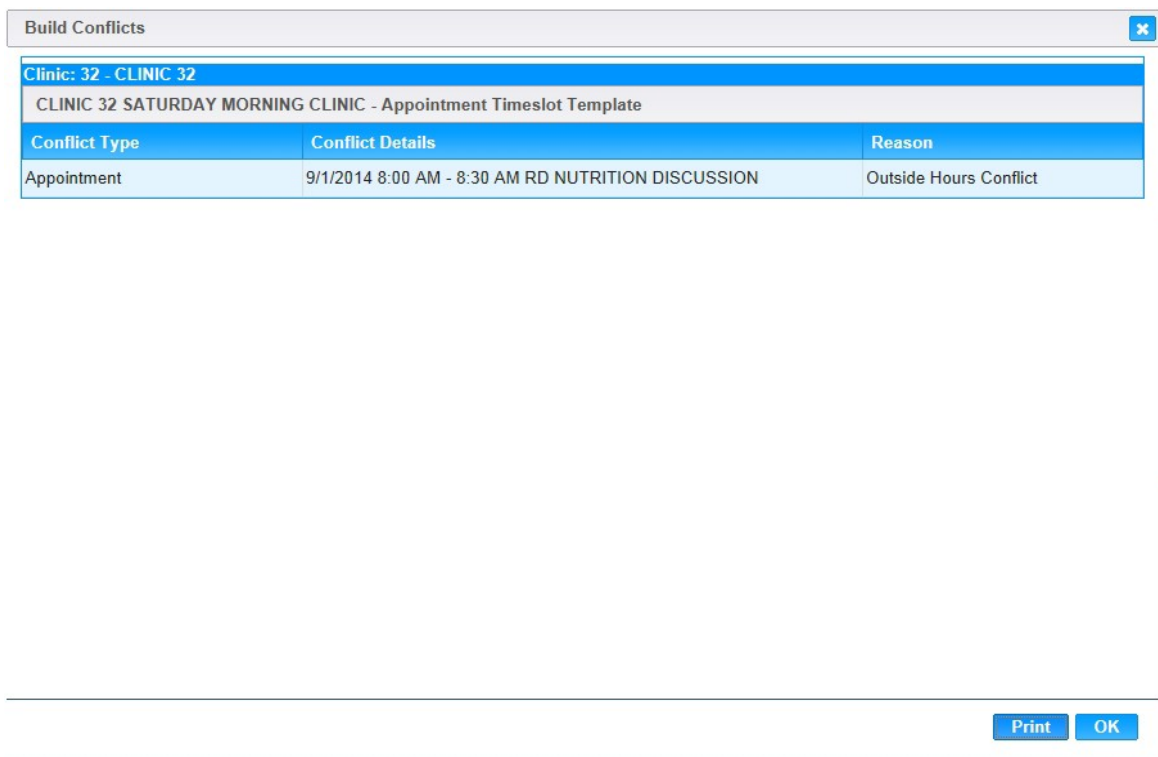
Conflict Type	Conflict Details	Reason
Appointment	9/1/2014 6:00 PM - 6:30 PM CNW1 BREASTFEEDING DISCUSSION	Outside Hours Conflict

Print OK

Scenario 1: Appointment Time Slot Template Conflict

When a new Appointment Time Slot template conflicts with the appointment times of the current schedule, a similar Build Conflict Dialog Box appears with the Outside Hours Conflict.

In this case, the new Appointment Time Slot template has a later starting time than the current template. There is appointment scheduled for 8 AM on the current template that conflicts with the starting time of the new template.



Scenario 2: Appointment Time Slot Template Conflict

When a new Appointment Time Slot template is being applied which has different hours than the Hours of Operation template a conflict message will appear. The Hours of Operation template ends at 5:30 PM, whereas the new Appointment Time Slot Template has a conflicting ending time of 7:00 PM.

A new Appointment Time Slot template must match the start and ending times of the Hours of Operation or Default Clinic Hours, if no Hours of Operation template is applied.

Build Conflicts ✕

Clinic: 32 - CLINIC 32

CLINIC 32 FRIDAY PG 1 & 2 CERTS - Appointment Timeslot Template

Conflict Type	Conflict Details	Reason
Hours of Operation	9/2/2014 5:30 PM - 7:00 PM	Outside Hours Conflict

Print
OK

Nutrition Group Discussion Template Conflict

This conflict occurs when the user attempts to save a Nutrition Discussion Group template which is scheduled outside of the clinic hours of operation. The current hours of operation have an ending time of 2 pm, whereas the new Group Nutrition Discussion template is scheduled for 6:30 to 7 pm.

Build Conflicts
✕

Clinic: 32 - CLINIC 32

LATE NUTRITION DISCUSSION - Group Nutrition Discussion Template

Conflict Type	Conflict Details	Reason
Hours of Operation	9/2/2014 6:30 PM - 7:00 PM	Outside Hours Conflict

Print
OK

Blocking Columns Conflict

When a user on the Clinic Schedule Set Up page tries to block out a column that currently has appointments scheduled in it, the Block Conflicts Dialog Box will appear and let the user know there is a Schedule Conflict. The User has a choice to Cancel or Continue with the Block.

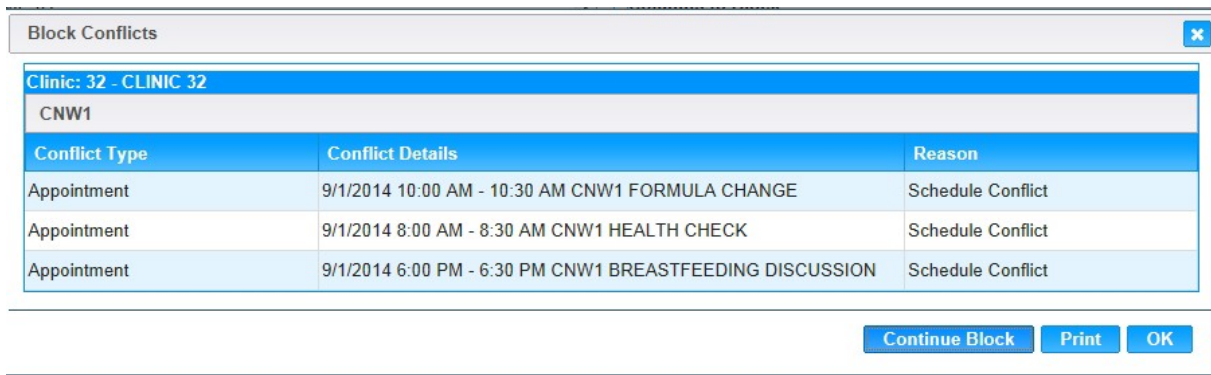
Block Conflicts
✕

Clinic: 32 - CLINIC 32

CNW2

Conflict Type	Conflict Details	Reason
Appointment	9/2/2014 8:00 AM - 8:30 AM CNW2 HEALTH CHECK	Schedule Conflict
Appointment	9/2/2014 8:00 AM - 8:30 AM CNW2 HEALTH CHECK	Schedule Conflict
Appointment	9/2/2014 10:00 AM - 10:30 AM CNW2 FORMULA CHANGE	Schedule Conflict
Appointment	9/2/2014 1:00 PM - 1:30 PM CNW2 BREASTFEEDING DISCUSSION	Schedule Conflict

Continue Block
Print
OK



The screenshot shows a window titled "Block Conflicts" with a close button (X) in the top right corner. Below the title bar, the text "Clinic: 32 - CLINIC 32" is displayed in a blue header bar, followed by "CNW1" in a grey bar. A table with three columns is shown: "Conflict Type", "Conflict Details", and "Reason". The table contains three rows of data, all with "Appointment" as the conflict type and "Schedule Conflict" as the reason. The conflict details describe formula changes, health checks, and breastfeeding discussions.

Conflict Type	Conflict Details	Reason
Appointment	9/1/2014 10:00 AM - 10:30 AM CNW1 FORMULA CHANGE	Schedule Conflict
Appointment	9/1/2014 8:00 AM - 8:30 AM CNW1 HEALTH CHECK	Schedule Conflict
Appointment	9/1/2014 6:00 PM - 6:30 PM CNW1 BREASTFEEDING DISCUSSION	Schedule Conflict

At the bottom right of the window, there are three buttons: "Continue Block", "Print", and "OK".

Conflict Resolution: Moving Existing Appointments

When appointments exist in a current schedule, there will be a conflict if a user attempts to save a new template column with appointments currently scheduled outside of the assigned column hours.

HANDS will help the user to apply the desired template by moving the existing appointments over to another time slot which does not conflict with the new time or services.

For example, if a Nutrition Ed Specialist (NES) or Community Nutrition Worker (CNW) needs to come in later on a clinic day, a new template with the shorter hours may be applied on the designated schedule, and all related appointments moved to another available appointment time slot

For this example, there is an appointment at 8 AM scheduled on September 2nd for this employee or CNW7. In order to add a new template with the CNW7's new starting hours of 10 AM, this appointment will need to be moved to a later time slot or it may be rescheduled by hand by the staff member for another day.

Time	CNW1	CNW2	RD	CNW7	IBCLC	NUTRITIONIST	CNW44
7:00 AM							
15							
30							
45							
8:00 AM	8:00 AM RIPLEY, DEIDRA						
15							
30							
45							
9:00 AM							
15							
30							
45							
10:00 AM	10:00 AM RIPLEY, DEIDRA						
15							
30							
45							
11:00 AM	11:00 AM RIPLEY, DEIDRA						
15							
30							

A special Appointment Time slot Template was created on the Maintain Templates Pages by the calendar builder. The new template will need to be applied to Clinic Scheduler by the calendar builder in order to change the column's hours. In this case, the employee needs to start at 10:00 AM while there is an appointment scheduled at 8 AM.

To access the Move Appointments Automatically functionality

1. Go to Clinic Scheduler Set Up.
2. Choose the Start Date and End Date of the schedule you wish to add your special template.
3. Select the new updated template you want to add.
4. Click the Move Appointments Automatically check box.
5. Make sure you are in the correct clinic.
6. Click the Apply button.

Family Information

Calendar Setup Options

***Start Date**
09/02/2014

***End Date**
09/02/2014

Days
 Su Mo Tu We Th Fr Sa

Overwrite Clinic Closed

Build Options

Hours of Operation Template

Appointment Timeslot Template
CNW1 SATURDAY TEMPLATE Move Appointments Automatically

Group Nutrition Discussion Template

Clinic Selection

***Clinic(s)**

- 01 - CLINIC 01
- 02 - CLINIC 02
- 03 - CLINIC 03
- 04 - CLINIC 04
- 05 - CLINIC 05
- 06 - CLINIC 06
- 07 - CLINIC 07
- 08 - CLINIC 08
- 09 - CLINIC 09
- 10 - CLINIC 10
- 11 - CLINIC 11
- 12 - CLINIC 12

Block Options

Columns to Block

- CNW1
- CNW2
- RD
- CNW44
- CNW7
- IBCLC
- NUTRITIONIST

Apply
Reset

7. The Move Appointments Confirmation Dialog Box will appear.
8. Click the "Yes" button to allow HANDS to automatically move the appointment to another time slot.

Move Appointments Confirmation x

Clinic: 32 - CLINIC 32

CNW1 SATURDAY TEMPLATE - Appointment Timeslot Template

Conflict Type	Client Name	Conflict Details	Reason	New Column Name
Appointment	FOSTER, BOY	9/2/2014 8:00 AM - 8:30 AM CNW1 HEALTH CHECK	Outside Hours Conflict	NUTRITIONIST

Yes
No
Conflicts

9. Go to the Scheduling Appointments page to make sure the appointment was moved.

Time	CNW1	CNW2	RD	CNW7	IBCLC	NUTRITIONIST	CNW44
7:00 AM							
15							
30							
45							
8:00 AM							
15						8:00 AM RIPLEY, DEIDRA	
30							
45							
9:00 AM							
15							
30							
45							
10:00 AM							
15	10:00 AM RIPLEY, DEIDRA						
30							
45							
11:00 AM							
15	11:00 AM RIPLEY, DEIDRA						
30							
45							
12:00 PM							
15							
30							
45							
1:00 PM							
15							

The Move Appointments Confirmation Dialog Box will open if you take out services within a column and there are appointments scheduled for those same services.

In this example, the CNW1 column will need the certifications service removed. A special Appointment Time slot Template will be created for this column in Maintain Templates and then added to the schedule calendar. However, there are three certifications scheduled within the column.

Appointment Sheet				
32 - CLINIC 32				
<input type="checkbox"/> Show Groups <input type="button" value="Filter Options"/> <input type="button" value="Reset"/> <input type="button" value="Add"/> 				
Time	CNW1	RD	CNW7	NUTRITIONIST
7:00 AM				
15				
30				
45				
8:00 AM	8:00 AM RIPLEY, DEIDRA			
15				
30			8:30 AM GREEN, SALLIE A	
45				
9:00 AM	9:00 AM RIPLEY, DEIDRA	9:00 AM GREEN, SALLIE A		
15				
30				
45				
10:00 AM				
15				
30				
45				
11:00 AM	11:00 AM RIPLEY, DEIDRA			
15				
30				

If there are other columns available which provide the required service HANDS will automatically move the existing appointment to another open time slot within the alternate column.

To Move Appointments for A Change in a Schedule Service Column

1. Go to Clinic Scheduler Set Up.
2. Choose the Start Date and End Date of the schedule you wish to add your special template.
3. Select which appointment time slot template you are applying.
4. Click the Move Appointments Automatically Check box.
5. Make sure you are in the correct clinic.
6. Click the Apply button

Clinic Scheduler Setup

Calendar Setup Options

*Start Date
09/03/2014

*End Date
09/03/2014

Days
 Su Mo Tu We Th Fr Sa

Overwrite Clinic Closed

Clinic Selection

*Clinic(s)

- 27 - CLINIC 27
- 28 - CLINIC 28
- 29 - CLINIC 29
- 30 - CLINIC 30
- 31 - CLINIC 31
- 32 - CLINIC 32**
- 33 - CLINIC 33
- 34 - CLINIC 34
- 35 - CLINIC 35
- 36 - CLINIC 36
- 37 - CLINIC 37
- 38 - CLINIC 38

Build Options

Hours of Operation Template

Appointment Timeslot Template
CNW1 SERVICES CHANGE TEMPL

Move Appointments Automatically

Group Nutrition Discussion Template

Block Options

Columns to Block

- CNW1
- RD
- CNW7
- NUTRITIONIST

Apply Reset

7. The Move Appointments Confirmation Dialog Box will appear.

Move Appointments Confirmation				
Clinic: 32 - CLINIC 32				
CNW1 SERVICES CHANGE TEMPLATE - Appointment Timeslot Template				
Conflict Type	Client Name	Conflict Details	Reason	New Column Name
Appointment	FOSTER, OLDER B	9/3/2014 9:00 AM - 9:30 AM CNW1 CERTIFICATIONS	Service Type Mismatch	RD
Appointment	BABY, GREAT G	9/3/2014 8:00 AM - 8:30 AM CNW1 FORMULA CHANGE	Service Type Mismatch	RD
Appointment	BABY, GREAT G	9/3/2014 8:00 AM - 8:30 AM CNW1 FORMULA CHANGE	Service Type Mismatch	RD
Appointment	FOSTER, KID B	9/3/2014 11:00 AM - 11:30 AM CNW1 CERTIFICATIONS	Service Type Mismatch	RD
Appointment	RIPLEY, DEIDRA F	9/3/2014 9:30 AM - 10:00 AM CNW1 CERTIFICATIONS	Service Type Mismatch	RD

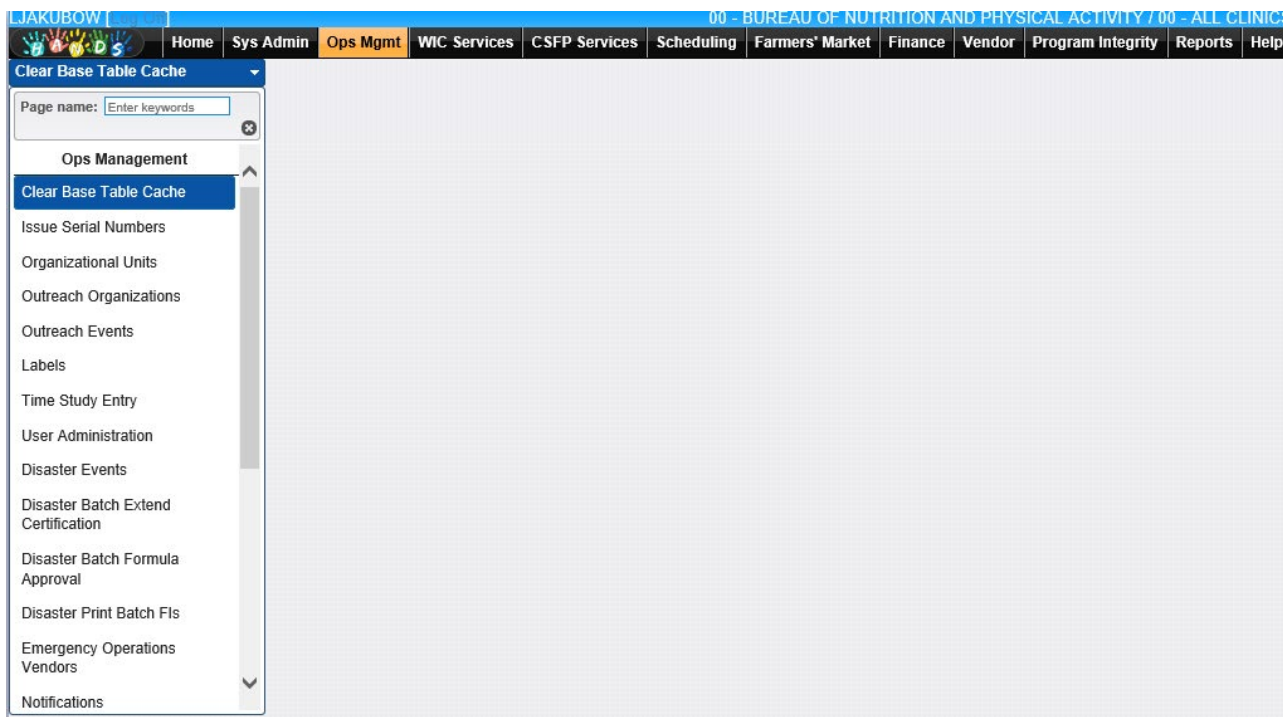
8. Click the "Yes" button to allow HANDS to automatically move the appointment to another available services column & timeslot.
9. Notice the Reason is Service Type Mismatch.
10. Click the "Yes" button to move the appointments.
11. Go to the Schedule Appointments Page to make sure the appointments were moved.

Time	CNW1	RD	CNW7	NUTRITIONIST
7:00 AM				
15				
30				
45				
8:00 AM		8:00 AM RIPLEY, DEIDRA		
15				
30			8:30 AM GREEN, SALLIE A	
45				
9:00 AM		9:00 AM GREEN, SALLIE A		
15				
30				
45				
10:00 AM				
15				
30				
45				
11:00 AM		11:00 AM RIPLEY, DEIDRA		
15				
30				
45				

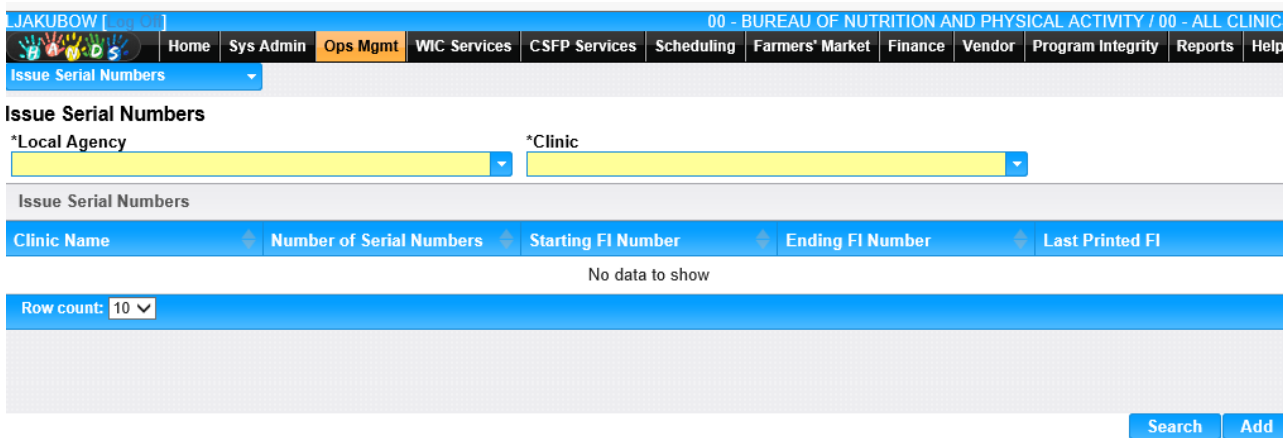
Module 2: Operations Management

Issue Serial Numbers

From the home page in HANDS click on Ops Mgmt on the main menu bar. Click on the navigation drop down list to view the different pages within Ops Management.



1. Select Issue Serial Numbers from the drop down list. The Issue Serial Numbers search page displays.



2. Select a local agency and a clinic from the drop down lists and click the Search

button.

- 3. The page will display the FI information assigned to the selected clinic including: Number of Serial Numbers, Starting FI Number, Ending FI Number, and Last Printed FI.

The screenshot shows the 'Issue Serial Numbers' page. At the top, there is a navigation bar with tabs: Home, Sys Admin, Ops Mgmt, WIC Services, CSFP Services, Scheduling, Farmers' Market, Finance, Vendor, Program Integrity, Reports, and Help. Below the navigation bar, there are dropdown menus for '*Local Agency' (07 - MARICOPA COUNTY DEPT OF PUBLIC HEALTH- WIC A) and '*Clinic' (06 - BROADWAY WIC). The main content area is a table with the following data:

Clinic Name	Number of Serial Numbers	Starting FI Number	Ending FI Number	Last Printed FI
06 - BROADWAY WIC	0000024000	0091050160	0091074160	0091069097
06 - BROADWAY WIC	0000024000	0090210106	0090234106	0090234106
06 - BROADWAY WIC	0000024000	0089429047	0089453047	0089453047
06 - BROADWAY WIC	0000024000	0088468986	0088492986	0088492986
06 - BROADWAY WIC	0000024000	0087564625	0087588625	0087588625
06 - BROADWAY WIC	0000024000	0086648364	0086672364	0086672364
06 - BROADWAY WIC	0000024000	0085712098	0085736098	0085736098
06 - BROADWAY WIC	0000024000	0084788038	0084812038	0084812038
06 - BROADWAY WIC	0000024000	0083707970	0083731970	0083731970
06 - BROADWAY WIC	0000024000	0082673405	0082697405	0082697405

At the bottom of the table, there is a 'Row count: 10' dropdown and 'Showing 1-10 of 50'. At the bottom right, there are 'Search' and 'Add' buttons.

- 4. To assign an FI Serial Numbers to a clinic, click the Add button. The Add page will display, user will need to do this for all new clinics. When a clinics allotment of FI's gets to be 10% or lower the End of Day process (EOD) will automatically allocate more FI's for the clinic.

The screenshot shows the top navigation bar with the user name 'LJAKUBOW' and the page title '00 - BUREAU OF NUTRITION AND PHYSICAL ACTIVITY / 00 - ALL CLINICS'. Below the navigation bar is a 'Back to List' button. The form contains the following fields:

- *Local Agency: A dropdown menu that is currently empty.
- *Clinic: A dropdown menu that is currently empty.
- *Number of Serial Numbers: An input field that is empty.
- Starting FI Number: An input field that is empty.
- Ending FI Number: An input field that is empty.
- Last Printed FI: An input field that is empty.

At the bottom right of the form are two buttons: 'Issue' and 'Reset'.

5. Once you have selected a Local Agency and Clinic from the drop-down lists, the rest of the fields on the page are automatically populated. User can edit the Number of Serial Numbers field.

This screenshot shows the same form as above, but with the following values entered:

- *Local Agency: 07 - MARICOPA COUNTY DEPT OF PUBLIC HEALTH- WIC A
- *Clinic: 06 - BROADWAY WIC
- *Number of Serial Numbers: 24000
- Starting FI Number: 0091786208
- Ending FI Number: 0091810207
- Last Printed FI: 0091786207

The 'Issue' and 'Reset' buttons are still visible at the bottom right.

6. To keep the changes, click the Issue button at the bottom of the page.
7. To clear all entered values and begin again, click the Reset button at the bottom of the page.

This screenshot shows the form with a yellow success message at the top: 'Record saved successfully'. The form fields are populated with the same values as in the previous screenshot:

- *Local Agency: 07 - MARICOPA COUNTY DEPT OF PUBLIC HEALTH- WIC A
- *Clinic: 06 - BROADWAY WIC
- *Number of Serial Numbers: 0000024000
- Starting FI Number: 0091786208
- Ending FI Number: 0091810207
- Last Printed FI: 0091786207

The 'Issue' and 'Reset' buttons are still visible at the bottom right.

Organizational Units

The Organizational Units page is where the user can add the clinics and agencies to their HANDS database as well as add the services offered. This page is also where the user would edit agency or clinic information. The user can also print out the Civil Rights Complaint form from the Organizational Unit page.

From the home page in HANDS click on Ops Mgmt on the main menu bar. Click on the navigation drop down list to view the different pages within Ops Management.

Organization Units Search

1. From the drop down navigation list select Organization Units. The Organizational Units search page displays.
2. Enter the search criteria and click the Search button at the bottom of the page. The page will display the search results.
3. To clear the entered search criteria and begin again, click the New Search button at the bottom of the page.

ROMOC [Log Off](#) 00 - BUREAU OF NUTRITION AND PHYSICAL ACTIVITY / 00 - ALL CLINICS

Home Sys Admin Ops Mgmt WIC Services CSFP Services Scheduling Farmers' Market Finance Vendor Program Integrity Reports Help

Organizational Units

Organizational Units

ACTIVE ALL

Organizational Code: Name: Organizational Level:

Organizational Code	Name	Organizational Level	Active	Start Date	End Date
00	<input checked="" type="checkbox"/> BUREAU OF NUTRITION AND PHYSICAL ACTIVITY	STATEAGY	<input checked="" type="checkbox"/>	01/01/2000	01/01/2050
01	<input checked="" type="checkbox"/> APACHE COUNTY HEALTH DEPT	LOCALAGY	<input checked="" type="checkbox"/>	01/01/2000	01/01/2050
01	<input checked="" type="checkbox"/> CLIFTON WIC	CLINIC	<input checked="" type="checkbox"/>	01/01/2000	01/01/2050
01	<input checked="" type="checkbox"/> DOUGLAS WIC	CLINIC	<input checked="" type="checkbox"/>	01/01/2000	01/01/2050
01	<input checked="" type="checkbox"/> DOWNTOWN WIC	CLINIC	<input checked="" type="checkbox"/>	01/01/2000	01/01/2050
01	<input checked="" type="checkbox"/> EL RIO WIC	CLINIC	<input checked="" type="checkbox"/>	01/01/2000	01/01/2050
01	<input checked="" type="checkbox"/> FT YUMA INDIAN HOSPITAL WIC	CLINIC	<input checked="" type="checkbox"/>	01/01/2000	01/01/2050
01	<input checked="" type="checkbox"/> GLOBE WIC	CLINIC	<input checked="" type="checkbox"/>	01/01/2000	01/01/2050
01	<input checked="" type="checkbox"/> KINGMAN WIC	CLINIC	<input checked="" type="checkbox"/>	01/01/2000	01/01/2050
01	<input checked="" type="checkbox"/> MAIN CLINIC	CLINIC	<input checked="" type="checkbox"/>	01/01/2000	01/01/2050

<< < > >> Row count: 10 Showing 1-10 of 388

Add Search New Search

View/Edit an Existing Organization

1. Click on the Name field in the search results. The Organizational Unit page displays with the organization information.

HPURDY [...] 00 - BUREAU OF NUTRITION AND PHYSICAL ACTIVITY / 00 - ALL CLINICS

Home Sys Admin **Ops Mgmt** WIC Services CSFP Services Scheduling Farmers' Market Finance Vendor Program Integrity Reports Help

[Back to List](#)

*Organizational Code: 01 *Name: DOUGLAS WIC *Organizational Level: CLINIC *Organizational Size: MEDIUM

*Parent Org. Code: 02 - COCHISE COUNTY HEALTH DE *Start Date: 01/01/2000 End Date: 01/01/2050

Active Virtual Clinic

FNS Identifier: *Elevation: 3000 to 3999 feet WIC Office Space - Square Footage: 4 Measuring Unit: E

*Address 1: 1012 N. G AVE. STE 101 Email Address: Contact Info. Staff Member: COOPER, RENEE, RCOOPER

Address 2: Comment: 2-1-06 Jennifer Kuo requested that elevation be changed to less than 4000 feet based on AZ Dept of Commerce website statement that elevation of Douglas is 3990. This will help for risk assignment of

*City, State, ZIP Code, and County: DOUGLAS, AZ 85607 COCHISE

Latitude: 89.2356 Longitude: -78.6123

Operating Characteristics

Print Appointment Notices Print Appointment Labels

WIC Clinic CSFP Clinic CSFP Distribution Site Farmers' Market eWIC Clinic

Appointment Interval: 15 *Cross Streets: G. AVENUE & 10TH STREET

Comment: Added Farmers' Market 02-23-07. RS

Organizational Unit Phones: [+ Add](#)

Phone Type	Phone Number	Ext.	Priority	
FAX : FAX	(520) 364-5453		Other	<input type="checkbox"/> <input type="checkbox"/>
WP : WORK PHONE	(520) 805-5614		Primary	<input type="checkbox"/> <input type="checkbox"/>

Program and Outreach Organizations: [+ Add](#)

	Program	Comment	
+	CSFP		<input type="checkbox"/> <input type="checkbox"/>
+	ZZ WIC		<input type="checkbox"/> <input type="checkbox"/>
+	BREASTFEEDING SUPPORT		<input type="checkbox"/> <input type="checkbox"/>

*Serviced ZIP Codes: 27 selected

Hours of Operation: [+ Add](#)

Open	Close	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
No data to show								

Clinic Hours Notes - English: Clinic Hours Notes - Secondary Language:

Special Service Message (SSM) - English: Special Service Message (SSM) - Secondary Language:

[Print Civil Rights Complaint Form](#) [Save](#) [Reset](#)

2. Add/edit the information on the page

3. To save changes, click the Save button at the bottom of the page.

4. To clear all entered values and begin again, click the Reset button at the bottom of the page.

5. Click the Back to List at the top of the page.

Add an Organizational Unit

1. On the Organization Units search page click the Add button at the bottom of the page. The blank Organizational Unit page displayed.

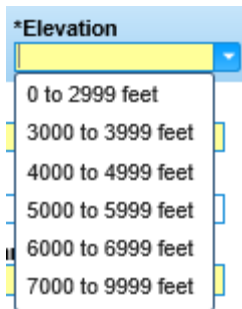
The screenshot shows a web-based form for adding a new organizational unit. The form is divided into several sections:

- Basic Information:** Fields for *Organizational Code, *Name, *Organizational Level (dropdown: LOCALAGY), *Organizational Size (dropdown: LARGE), *Parent Org. Code, *Start Date, and End Date. There are also checkboxes for Active and Virtual Clinic.
- Identification:** FNS Identifier, *Elevation (dropdown), WIC Office Space - Square Footage (input: 1), and Measuring Unit (dropdown: E).
- Contact Info:** *Address 1, Address 2, *City, State, ZIP Code, and County, Latitude, Longitude, Email Address, and Comment. A table for Staff Member information is shown with columns for Number, Ext., and Type, and a note "No data to show".
- Operating Characteristics:** Checkboxes for Print Appointment Notices, Print Appointment Labels, WIC Clinic, CSFP Clinic, CSFP Distribution Site, Farmers' Market, and eWIC Clinic. A Comment field is also present. Appointment Interval is set to 15, and *Cross Streets is N/A.
- Organizational Unit Phones:** A table with columns for Phone Type, Phone Number, Ext., and Priority. It shows "No data to show".
- Program and Outreach Organizations:** A table with columns for Program and Comment. It shows "No data to show".
- *Serviced ZIP Codes:** A dropdown menu with "Select options".
- Hours of Operation:** A table with columns for Open, Close, and days of the week (Sunday through Saturday). It shows "No data to show".
- Clinic Hours Notes:** Two text areas for "Clinic Hours Notes - English" and "Clinic Hours Notes - Secondary Language".
- Special Service Message (SSM):** Two text areas for "Special Service Message (SSM) - English" and "Special Service Message (SSM) - Secondary Language". Below these are fields for SSM Start Date and SSM End Date.
- Clinic Images:** Two "Upload Clinic Image" buttons, each with a "NO IMAGE AVAILABLE" message and an "Upload" button.

At the bottom right of the form, there are buttons for "Print Civil Rights Complaint Form", "Save", and "Reset".

2. Enter all required fields and any other fields to complete the adding of the organizational unit. The phone numbers for the entered staff member are populated based on phone numbers entered for the staff member on the User Admin page.

3. The Organizational Size field options are based off how many FI's an organizational unit prints per month.
 - Small = 4,000 FI's in a month
 - Medium = 12,000 FI's in a month
 - Large = 24,000 FI's in a month
4. If the organization is active, select the Active checkbox.
5. If the appointment is to display in the Participant Portal, select the Virtual Clinic checkbox.
6. Select the elevation level for the organization unit from the drop down menu.



7. To add an Organization Unit Phone, click the Add button within the Organizational Unit Phones section. The add window displays.
8. Select the Phone Type, enter the Phone number and select the Priority.
9. To keep changes, Click the Ok button at the bottom of the add window.
10. To discard unsaved changes, click the Cancel button at the bottom of the add window.

Add [X]

*Phone Type
[Dropdown]

*Phone Number
[Text Input]

Ext.
[Text Input]

*Priority
 Primary Secondary Other

[OK] [Cancel]

11. To add a Program and Outreach Organization, click the Add button within the Program and Outreach Organizations section. The add window displays.
12. Select the Program from the drop down menu.
13. Enter Comment.
14. To keep changes, Click the Ok button at the bottom of the add window.
15. To discard unsaved changes, click the Cancel button at the bottom of the add window.

Add [X]

*Program
[Dropdown]

Comment
[Text Area]

[OK] [Cancel]

16. The Serviced ZIP Codes field is required to save a new Organization. Click on the drop down list to select which zip codes this organization will serve.

The screenshot displays the 'Hours of Operation' section of the WIC System Clinic Admin interface. The interface includes a navigation menu at the top with options like Home, Sys Admin, Ops Mgmt, WIC Services, CSFP Services, Scheduling, Farmers' Market, Finance, Vendor, Program Integrity, Reports, and Help. Below the navigation menu, there are tabs for WIC Clinic, CSFP Clinic, CSFP Distribution Site, Farmers' Market, and eWIC Clinic. The main content area is divided into several sections: 'Appointment Interval' (15), '*Cross Streets' (N/A), 'Organizational Unit Phones' (No data to show), 'Program and Outreach Organizations' (No data to show), 'Hours of Operation' (No data to show), 'Clinic Hours Notes - English' and 'Clinic Hours Notes - Secondary Language', 'Special Service Message (SSM) - English' and 'Special Service Message (SSM) - Secondary Language', 'SSM Start Date' and 'SSM End Date', and 'Clinic Images' (two 'Upload Clinic Image' buttons). A dropdown menu for '*Serviced ZIP Codes' is open, showing a list of ZIP codes with checkboxes: 00000 (checked), 05468, 10005, 10007, 15219, and 19087. At the bottom of the interface, there are buttons for 'Print Civil Rights Complaint Form', 'Save', and 'Reset'.

17. To add Hours of Operation, click the Add button within the Hours of Operation section. The add window displays.
18. Enter all required fields and select applicable days.
19. To keep changes, Click the Ok button at the bottom of the add window.
20. To discard unsaved changes, click the Cancel button at the bottom of the add window.

Add ✕

*Open

*Close

Sunday
 Yes

Monday
 Yes

Tuesday
 Yes

Wednesday
 Yes

Thursday
 Yes

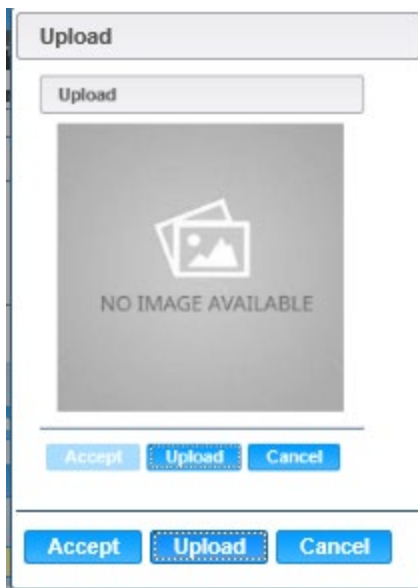
Friday
 Yes

Saturday
 Yes

21. Enter applicable Clinic Hours Notes and Special Service Message.
22. Enter SSM Start Date and SSM End Date.
23. To add a Clinic Image, click the Upload button within the Clinic Images section, Upload Clinic Image box.
24. Click the Upload button to search for the image and upload.
25. To discard unsaved images, click the Cancel button at the bottom of the Upload window.




26. Upon Uploading an image, the Accept button will become active. To approve the image, click the Accept button.



27. To clear all entered values and begin again, click the Reset button at the bottom of the page.
28. To keep the information, click the Save button at the bottom of the page.
29. To Print Form click Print Civil Rights Complaint Form button at the bottom of the page.
30. Click the Back to List at the top of the page.

CIVIL RIGHTS COMPLAINT FORM ✕

Complaint of Discrimination


The purpose of this form is to assist you in filing a complaint. All sections must be completed.

State your name and address:

Name: _____

Address: _____

Telephone No.: Home: () Work: ()
 _____ _____

Person(s) discriminated against, if different from above:

Name: _____

Address: _____

Telephone No.: Home: () Work: ()
 _____ _____

Agency and department or program that

OK

Outreach Organizations

The Outreach organization page is used to maintain the referrals for a user to assign to a client on the Care Plan-Referral page. A user with the proper access can view, add and edit Outreach Organizations.

From the home page in HANDS click on Ops Mgmt on the main menu bar. Click on the navigation drop down list to view the different pages within Ops Management.

Outreach Organization Search

1. From the drop down navigation list select Outreach Organizations. The Outreach Organizations search page displays.
2. Enter the search criteria and click the Search button at the bottom of the page. The page will display search results.
3. To clear the entered search criteria and begin a new search, click the New Search button at the bottom of the page.

ROMOC [Log Off](#) 00 - BUREAU OF NUTRITION AND PHYSICAL ACTIVITY / 00 - ALL CLINICS

Home Sys Admin **Ops Mgmt** WIC Services CSFP Services Scheduling Farmers' Market Finance Vendor Program Integrity Reports Help

Outreach Organizations

Outreach Organizations

Local Agency Name

Name
<input checked="" type="checkbox"/> GILA COUNTY EXTENSION
<input checked="" type="checkbox"/> ARIZONA LEGISLATIVE HOTLINE
<input checked="" type="checkbox"/> DES ADVOCACY PHOENIX
<input checked="" type="checkbox"/> DYSLEXIA HOTLINE
<input checked="" type="checkbox"/> GIRL SCOUTS
<input checked="" type="checkbox"/> HEARING COMMUNICATIONS
<input checked="" type="checkbox"/> LEGAL AID HOTLINE
<input checked="" type="checkbox"/> MISSING CHILDEN HOTLINE
<input checked="" type="checkbox"/> NATIONAL CHILD ABUSE HOTLINE
<input checked="" type="checkbox"/> NATIONAL HISPANIC PRENATAL

<< < > >> Row count: 10 Showing 1-10 of 1828

Add Search New Search

View/Edit an Existing Outreach Organization

1. Select the Outreach Organization Name by clicking on the Name field.
2. The Outreach/Referral Organization page displays with the Organization information.

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Outreach / Referral Organization

Outreach / Referral Org. ID *Name
 1113 POISON CONTROL

*Outreach / Referral Org. Type OTHER Smoking Referral Org.

*Address 1 UNKNOWN

Address 2

*City, County, State, and ZIP PHOENIX, AZ 85007 MARICOPA

ZIP4

Local Agencies

Agency No data to show

Programs

Program No data to show

Phones

Phone Number	Phone Type	Priority
No data to show		

Contact Information

*Last Name *First Name MI1

*Title STAFF MEMBER Email

Comment

3. Add/edit the information on the page.
4. To keep changes, Click the Save button at the bottom of the page.
5. To discard unsaved changes and start over, click the Reset button at the bottom of the page.
6. Click the Back to List at the top of the page.

Add a New Outreach Organization

1. On the Outreach Organizations page, click the Add button at the bottom of the page. The blank Outreach/Referral Organization page displays.
2. Enter all required fields and any other fields to complete the adding of the Outreach/Referral Organization

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Outreach / Referral Organization

Outreach / Referral Org. ID *Name

*Outreach / Referral Org. Type Smoking Referral Org.

*Address 1

Address 2

*City, County, State, and ZIP

ZIP4

Local Agencies		
+ Add		
Agency		
No data to show		
Programs		
+ Add		
Program		
No data to show		
Phones		
+ Add		
Phone Number	Phone Type	Priority
No data to show		

Contact Information

*Last Name *First Name MI1

*Title Email

Comment

Save Reset

3. To clear all entered values and begin again, click the Reset button at the bottom of the page.
4. To save changes, click the Save button at the bottom of the page.
5. Click the Back to List at the top of the page.

Outreach Events

The Outreach Events page is used to record and document the activity of an outreach event sponsored by the clinic staff. Clinic staff are also able to search and view past Outreach Events.

From the home page in HANDS click on Ops Mgmt on the main menu bar. Click on the navigation drop down list to view the different pages within Ops Management.

Outreach Events Search

1. From the drop down navigation list select Outreach Events. The Outreach Events search page displays.
2. Enter the search criteria and click the Search button at the bottom of the page. The page will display search results.
3. To clear the entered search criteria and begin a new search, click the New Search button at the bottom of the page.

The screenshot shows the 'Outreach Events' search interface. At the top, there is a navigation bar with 'Ops Mgmt' highlighted. Below it, a search form contains several fields: 'Outreach Organization', 'Local Agency', 'Clinic', 'Event Begin Date', 'Event End Date', 'Primary Contact', 'Staff', and 'Audience'. Below the form is a table with columns: Outreach Organization, Local Agency, Clinic, Event Date, Primary Contact, Phone Number, Staff, and Audience. The table currently displays 'No data to show'. At the bottom right, there are three buttons: 'Add', 'Search', and 'NewSearch'.

View/Edit an Existing Outreach Event

1. Select the Edit icon for the Outreach Event in the search results. The Outreach Event page displays with the event information.

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*Outreach Organization: 24 HR CRISIS LINE *Local Agency: 02 - COCHISE COUNTY HEALTH DE *Clinic: 02 - BISBEE WIC

*Event Date: 01/31/2015 Primary Contact: [input field]

Phone Number: [input field] Email: [input field]

*Staff Attending: 10-A, 10-B Audience: Select options

Event Materials	QTY.Dist
No data to show	

Notes: [text area]

Save Cancel

6. Add/edit the information on the page.
7. To save changes, click the Save button at the bottom of the page.
8. To discard information entered, click the Cancel button at the bottom of the page.
9. Click the Back to List at the top of the page.

Add an Outreach Event

1. On the Outreach Event page, click the Add button at the bottom of the page. The blank Outreach Event page displays.

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*Outreach Organization *Local Agency *Clinic

*Event Date Primary Contact

Phone Number Email

*Staff Attending Audience

Select options Select options

Event Materials + Add

Event Materials	QTY.Dist
No data to show	

Notes

Save Cancel

2. Enter all required fields and any other fields to complete the adding of the Outreach Event.
3. To identify the staff attending the event, select them from the Staff Attending drop down menu.
4. To identify the type of audience, select the audience from the audience drop down menu.
5. To add Event Materials, click the Add button in the Event Materials section. The Add window displays.

Add

*Event Materials

QTY.Dist

OK Cancel

6. Select Event Materials from the drop down menu.
7. Enter the quantity in the QTY. Dist box.
8. To discard information entered, click the Cancel button on the add window.

9. To save information entered, click the Ok button on the add window.
10. To discard information entered, click the Cancel button at the bottom of the page.
11. To save information entered, click the Save button at the bottom of the page.
12. Click the Back to List at the top of the page.

Labels

The Labels page will let the user search for organizations and print mailing labels for the search results. The user can search for State Agencies, Local Agencies, Clinics, Active organizations, or All organizations. The user also can search for an individual organization by entering the name in the Name field.

From the home page in HANDS click on Ops Mgmt on the main menu bar. Click on the navigation drop down list to view the different pages within Ops Management.

Labels Search

1. From the drop down navigation list select Labels. The Labels search page displays.

The screenshot shows the 'Labels' search page in the HANDS WIC System. At the top, there is a navigation bar with 'Ops Mgmt' selected. Below the navigation bar, there are radio buttons for 'ACTIVE' and 'ALL'. The search criteria section includes fields for 'Organizational Code', 'Name', and 'Organizational Level', along with a 'Print Labels' button. The main content is a table with the following data:

Name	Street Address 1	Street Address 2	City	State	Zip Code
THUNDERBIRD WIC	5422 W THUNDERBIRD RD., SUITE 6	THUNDERBIRD MEDICAL PLAZA 1	GLENDALE	AZ	85306
ADELANTE LUKE AFB	7282 N 137AVE	BLDG #1140	LUKE AFB	AZ	85309
AGUA FRIA FOOD BANK	405 E. HARRISON DRIVE		AVONDALE	AZ	85323
ADELANTE WEST VALLEY	322 E. WESTERN AVENUE		AVONDALE	AZ	85323
AVONDALE WIC	950 E VAN BUREN		AVONDALE	AZ	85323
BUCKEYE - ALL FAITH	201 E. CENTRE		BUCKEYE	AZ	85326
EAGLE TAIL VILLAGE	306 S7TH STREET		BUCKEYE	AZ	85326
ADELANTE BUCKEYE WIC	306 E MONROE STREET		BUCKEYE	AZ	85326
FOOTHILLS FOOD BANK	7005 E. CAVE CREEK RD.		CAVE CREEK	AZ	85331
EL MIRAGE PCC WIC	12428 W THUNDERBIRD RD		EL MIRAGE	AZ	85335

At the bottom of the table, there is a pagination bar showing 'Row count: 10' and 'Showing 1-10 of 431'. A 'Search' button is located at the bottom right of the page.

2. Enter the search criteria, Organization Code, Name, and/or Organizational Level and click the Search button at the bottom of the page. The page will display search results.

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Labels

● ACTIVE ● ALL

Organizational Code Name Organizational Level LOCALAGY

Print Labels

Name	Street Address 1	Street Address 2	City	State	Zip Code
ADELANTE HEALTHCARE	16551 N DYSART RD, SUITE 104A		SURPRISE	AZ	85374
ITCA FARMERS' MARKET	2345 N CENTRAL		PHOENIX	AZ	85001
JON'S LOCAL AGENCY	MOUNTAIN TOP		PHOENIX	AZ	85004
BETH'S	1234		PHOENIX	AZ	85005
BANKSTER	123		PHOENIX	AZ	85006
ST MARY'S FOOD BANK ALLIANCE	2831 N 31ST AVENUE		PHOENIX	AZ	85009
MARICOPA COUNTY DEPT OF PUBLIC HEALTH- WIC ADMINISTRATION	4041 N CENTRAL	SUITE 700	PHOENIX	AZ	85012
CATALINA WIC	2927 NORTH 35TH AVE		PHOENIX	AZ	85017
YAVAPAI COUNTY WIC	1090 COMMERCE DRIVE		PRESCOTT	AZ	86305
COCOPA TRIBE WIC PROGRAM	14515 S. VETERANS DRIVE		SOMERTON	AZ	85350

<< >> Row count: 10 Showing 1-10 of 35

Search

3. Confirm the information in the search results are the addresses for which the user wants to print labels.
4. To print the label, click the Print Labels button located below the Organization Code search field. The Label Preview box will display.

Label Preview

Label Type
Avery 5160 prints 10 X 3 labels per sheet.

Label start location
1

Preview Labels Cancel

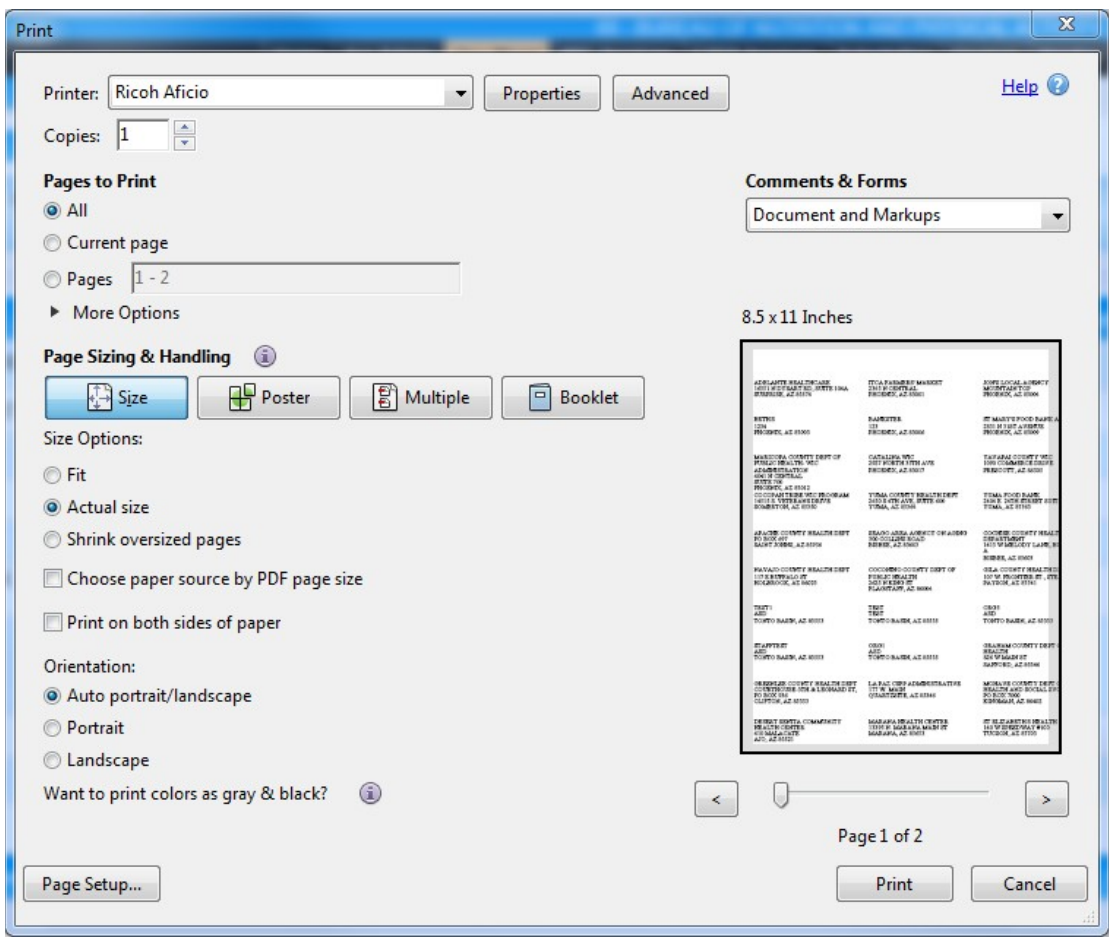
5. Select the appropriate Label Type and Label Start Location and click the Preview Labels button. The Label preview window will display.

Labels
✕

ADELANTE HEALTHCARE 16551 N DYSART RD, SUITE 104A SURPRISE, AZ 85374	ITCA FARMERS' MARKET 2345 N CENTRAL PHOENIX, AZ 85001	JON'S LOCAL AGENCY MOUNTAIN TOP PHOENIX, AZ 85004
BETH'S 1234 PHOENIX, AZ 85005	BANKSTER 123 PHOENIX, AZ 85006	ST MARY'S FOOD BANK A 2831 N 31ST AVENUE PHOENIX, AZ 85009
MARICOPA COUNTY DEPT OF PUBLIC HEALTH- WIC ADMINISTRATION 4041 N CENTRAL SUITE 700 PHOENIX, AZ 85012 COCOPAH TRIBE WIC PROGRAM 14515 S. VETERANS DRIVE SOMERTON, AZ 85350	CATALINA WIC 2927 NORTH 35TH AVE PHOENIX, AZ 85017	YAVAPAI COUNTY WIC 1090 COMMERCE DRIVE PRESCOTT, AZ 86305
APACHE COUNTY HEALTH DEPT PO BOX 697 SAINT JOHNS, AZ 85936	SEAGO AREA AGENCY ON AGING 300 COLLINS ROAD BISBEE, AZ 85603	COCHISE COUNTY HEALTH DEPARTMENT 1415 W MELODY LANE, B1 A BISBEE, AZ 85603
NAVAJO COUNTY HEALTH DEPT 117 E BUFFALO ST HOT SPRING, AZ 86005	COCONINO COUNTY DEPT OF PUBLIC HEALTH 7615 N KING ST	GILA COUNTY HEALTH D 107 W FRONTIER ST., STE DAVENPORT, AZ 85541

OK

6. Use the mouse to hover over the top of the form and use the print icon in the toolbar to print the labels. A Print dialog window will appear, and the user can select their print options, including multiple copies. The user's Print dialog box may look different.



- 7. To cancel the print, click the Cancel button.
- 8. To print the label, click the Print button.
- 9. Click OK on the Labels Preview box.

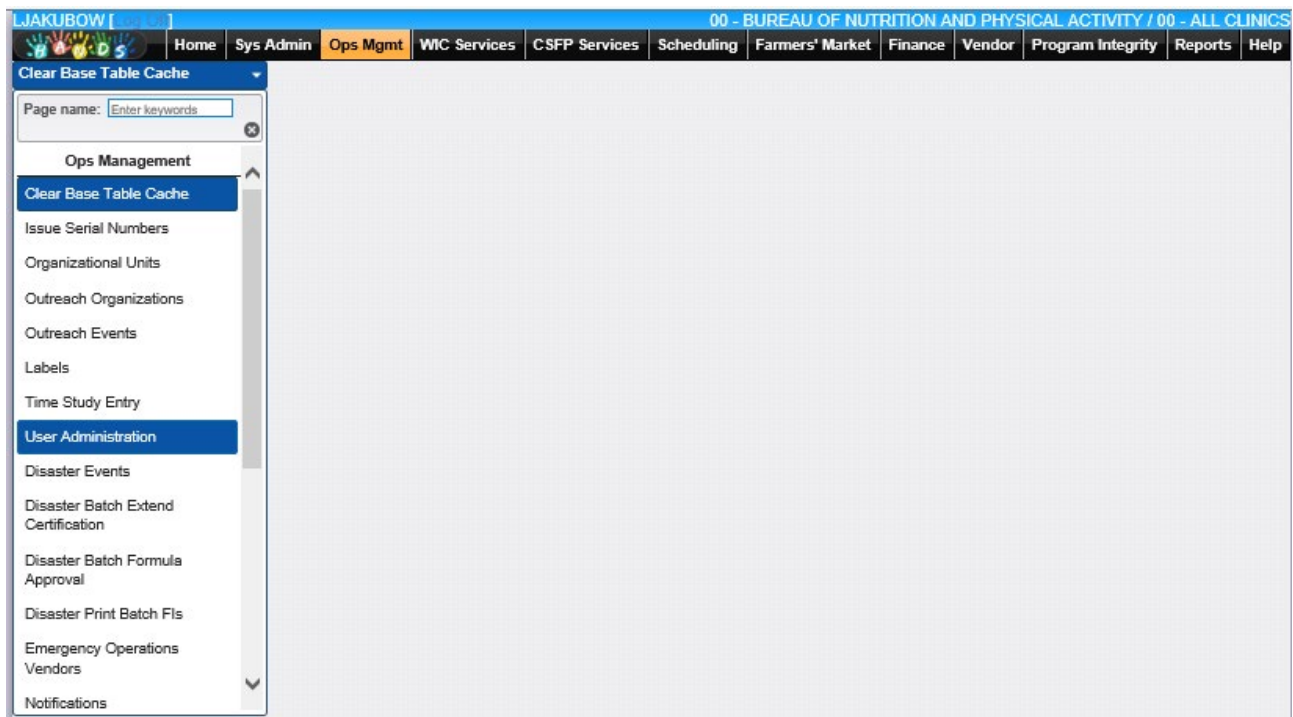
User Administration

The User Administration page is used to add and maintain Users within HANDS. This includes their access, disabling an account, title assignment, and Trainings. The user's address and phone number information is captured and maintained on this page as well. Information is organized by: Staff ID, Username, First Name, Last Name, Account Disabled, and Access to State Agency.

From the home page in HANDS click on Ops Mgmt on the main menu bar. Click on the navigation drop down list to view the different pages within Ops Management.

User Administration Search

1. From the drop down navigation list select User Administration. The User Administration search page displays.



2. Enter the search criteria, Username, First Name, and/or Last Name and click the Search button at the bottom of the page. The page will display search results.

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User Administration

User Administration

Username First Name Last Name

Staff ID	Username	First Name	Last Name	Account Disabled	Can Access State Agency
73211		TESTER	TESTER	<input type="checkbox"/>	<input type="checkbox"/>

<< < > >> Row count: 10 Showing 1-1 of 1

Add Search New Search

3. To clear the entered search criteria and begin another search, click the New Search button at the bottom of the page.

View/Edit an Existing User Account

1. Click on the Username in the search results. The user information is displayed.

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*Username [] Staff ID 73211 *Date of Birth [] Position Number [] Vacant/Pseudo/Non-WIC Vacant Pseudo Non-WIC

Time Study Supervisor

Account Disabled

*Last Name TESTER *First Name TESTER MI1 [] Maiden Name []

*Primary Language 1 - ENGLISH Secondary Language []

E-Mail [] Educational/Professional suffix [] Alias 465 Local Agency Coordinator

Comment []

Street Address *Street Address 117 E BUFFALO ST Address2 [] *City, State, ZIP Code, and County HOLBROOK, AZ 86025 NAVAJO

Phone Numbers [+ Add](#)

Phone Type	Phone Number	Ext.	Priority		
FAX : FAX	(520) 524-4366		Other	<input type="checkbox"/>	<input type="checkbox"/>
WP : WORK PHONE	(520) 524-6825		Other	<input type="checkbox"/>	<input type="checkbox"/>

State Access and Title Assignment Can Access State Agency

Titles [+ Add](#)

Organizational Unit / Program	Title	Grant Access to All Clinics	Home Org	Start Date	End Date	Comment		
12 - HOLBROOK WIC / WIC - ZZ WIC	CN1 - COMMUNITY NUTRITION WORKER	No	Yes	05/01/2001			<input type="checkbox"/>	<input type="checkbox"/>

Trainings

Date	Class Topic	Location	Instructor	Duration	Cost	In Service	Out Service	Nutr.Ed.
No data to show								

[Save](#) [Reset](#)

2. Add/Edit the information on the page.
3. To discard unsaved changes, click the Reset button at the bottom of the page.
4. To save changes, click the Save button at the bottom of the page.
5. Click the Back to List at the top of the page.

Add a New User Account

When adding a new user to HANDS, the user must first have an account created in the active directory. This means a request for a new user must be submitted to the Help Desk prior to creating a new user in HANDS. Once the request has been completed by the Help Desk and the user has the Username, follow the directions below to add a user.

1. On the User Administration search page click the Add button at the bottom of the page. The blank user page displays.

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*Username *Date of Birth Position Number Vacant/Pseudo/Non-WIC
 Vacant Pseudo Non-WIC

Account Disabled

*Last Name *First Name MI1 Maiden Name

*Primary Language Secondary Language

E-Mail Educational/Professional suffix Alias Local Agency Coordinator

Comment

Street Address *Street Address
 Address2
 *City, State, ZIP Code, and County

*Phone Numbers (Primary Required)

Phone Type	Phone Number	Ext.	Priority
No data to show			

State Access and Title Assignment

Can Access State Agency

Titles

Organizational Unit / Program	Title	Grant Access to All Clinics	Home Org	Start Date	End Date	Comment
No data to show						

Trainings

Date	Class Topic	Location	Instructor	Duration	Cost	In Service	Out Service	Nutr.Ed.	Other
No data to show									

2. Enter the Username provided by the Help Desk. Enter all the required fields and any other appropriate fields to add the user. At least one Primary Phone number is required.

3. Select all applicable check boxes for Vacant, Pseudo, Non-WIC, Account Disabled, Local Agency Coordinator, Can Access State Agency.
4. For a user to be able to access HANDS, a Title must be added. Each Title has roles assigned to it which will enable the user to access certain functions in HANDS.
5. To enter a Title, click the Add button on the Title grid. The add window displays.

The screenshot shows a modal window titled "Add" with a close button (X) in the top right corner. The form contains the following fields and controls:

- *Organizational Unit / Program:** A dropdown menu with a yellow background and a blue arrow on the right.
- *Title:** A dropdown menu with a yellow background and a blue arrow on the right.
- Grant Access to All Clinics:** Two radio buttons labeled "Yes" and "No".
- Home Org:** Two radio buttons labeled "Yes" and "No".
- *Start Date:** A text input field with a yellow background.
- End Date:** A text input field.
- Comment:** A text area with a vertical scrollbar on the right side.
- Buttons:** "OK" and "Cancel" buttons are located at the bottom right of the window.

6. Enter all required fields and any other appropriate fields to add the Title record. There needs to be at least one Organization that is the "Home Org" for each user. Selecting Yes will ensure that when the user logs in each time, the default organization will be selected automatically. The user can change the Organization if they have access to more than one.
7. To discard changes, click the Cancel button on the add window.

8. To save changes, click the OK button on the add window.
9. To clear all entered values and begin again, click the Reset button at the bottom of the page.
10. To save changes and create user, click the Save button at the bottom of the screen.
11. Click the Back to List at the top of the page.