**WIC SPEAK**

How could you have said it better? Circle WIC SPEAK and rephrase.

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| A young mother calls your clinic for an appointment. You ask her to hold because WOW is slow right now. You tell her you will give her a CERT appointment after you PRECERT her and the baby. |  |
| Mom and baby show for their appointment. She forgot to bring proof of residency. You tell her that it’s ok, you’ll just give her a SHORT CERT, or wait, she could sign an affidavit, otherwise you’ll have to TERM her after sixty days. |  |
| Thank goodness you finally work that all out and you get to the Cert Action screen. You need a minute to think and you tell her that you need to set her categories. Let’s see..she will be a PG and he baby is an IFF, what is the baby’s DOB again?…You ask her if she knows her LMP or EDC. |  |
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| She is High Risk, and you tell her that she will need to see a CPA to work on a CARE PLAN. She will need a HR appt next time; You would have liked to schedule her for a CPU because you think she might have enjoyed that. It will just be a HR for her and an IND for her baby, no wait, the baby needs a MCV because she will be seven months old. |  |
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| Before she leaves, you tell her she needs to sign her R&R, you almost forgot. If she has any questions about her food package she should just call. If she loses her ID Folder she will need to make a PSV appointment. You tell her it has been your pleasure to serve her today. |  |