Memorandum

#21-044

TO: WIC Regional Directors
    WIC Local Agency Directors

FROM: Amanda Hovis, Director
       Nutrition Education/Clinic Services Unit
       Nutrition Services Section

DATE: June 7, 2021

SUBJECT: Guidance for conducting video calls with WIC clients

Over the last year, we have seen an increased need for telehealth visits when clinic staff cannot meet with WIC clients in person. Texas WIC is supportive of telehealth efforts. To ensure that clients receive the same level of care as if they were in the clinic, the following guidance for conducting video calls has been created:

- Maintain a private space in a room/area with a door that closes and that is free from distractions or interruptions during the video call.
- Staff should not take screenshots or use other software to capture video or images. The only exception to this is for training purposes with written permission from the client and the Local Agency Director.
- Use software that is HIPAA compliant to protect client data.
- Ensure the video call is encrypted. Consult your IT department for assistance to determine if the software offers encrypted communications.
  - Encryption is the conversion of information into an encoded format that can't be read without a key. Encrypted data looks meaningless and is extremely difficult for unauthorized parties to decrypt without the correct key.
- Inform the client at the beginning of the video call that the conversation will be private, encrypted and not recorded.
This is part of an effort to address the needs of our clients and create a safe space to share information. If you have questions about this memo, please email your state agency partner.

If you have consulted with your IT department and have technical questions, please contact the Texas State Service Desk at 800-650-1328 or wicclinics@hhs.texas.gov.