

Indiana WIC Program
Indiana State Department of Health
Multi-user Electric Pump Retrieval

Policy

Retrieval will be used when hospital grade multi-user electric (MUE) breast pumps are not returned to the clinic in a timely manner.

Procedure

- I. The local agency will make reasonable efforts to reach the client.
 - A. Each attempt must be documented on the Breastfeeding Pump screen of INWIC.
 - B. The final attempt must be a written letter (Breast Pump Retrieval Letter) mailed via First Class. Write "Do Not Forward, Return to Sender" on envelope.
 - C. Notify the State Office with the Household number and the pump serial number.
- II. When contact with the client is made
 - A. Identify yourself
 - B. Only WIC staff are allowed to attempt retrieval of the pump.
 - C. Attempts should not appear harassing in any manner.
 - D. Determine when the pump will be returned or if an extension is needed based on individual assessment.
 - E. Delete the alert and document the return on both the Breastfeeding Pump screen of INWIC and the Pump Loan Agreement.
- III. Withholding benefits or WIC services of a client who does not return a pump is not permitted. Pumps are not a program benefit. Caution should be used when considering pump reissuance to a dyad when a previously issued pump is not returned.