

## Enter Verbal Order for a Medical Documentation Form

The process is the same for all participant categories and all foods and formulas prescribed by a medical provider.

- Use these steps when a participant’s medical provider prescribes medical foods or formulas as a verbal order.
- Complete medical documentation must be scanned into Cascades within 2 weeks of a verbal order.

**Note:** A second verbal order cannot extend the original verbal order.

Steps	Cascades Screen
<p><b>Step 1: Create new food prescription:</b></p> <ul style="list-style-type: none"> <li>• In <b>Issue Benefits</b> Quick Link select <b>Prescribe Food</b>.</li> <li>• Select the green “+” sign.</li> <li>• Enter date in the <b>Select the New Food Prescription Date</b> pop up.</li> <li>• Select <b>Save</b>.</li> </ul>	   <div style="border: 2px solid red; padding: 10px; margin-top: 10px;"> <p>When a verbal order is given, it is required that only <b>one month</b> of benefits are issued. Complete medical documentation must be scanned into Cascades <b>within 2 weeks</b> after a verbal order is given.</p> </div>

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<p><b>Step 2: Add the formula or food you want to add:</b></p> <p>In <b>Add Item to Food Prescription</b> container select:</p> <ul style="list-style-type: none"> <li>• Category</li> <li>• Subcategory</li> <li>• Quantity</li> </ul> <p>Select <b>Add Item</b>.</p>	<div data-bbox="527 435 1969 639" style="border: 2px solid blue; padding: 5px;"> <p style="text-align: center; border: 1px solid red; display: inline-block; padding: 2px;">Add Item to Food Prescription</p></div> <div data-bbox="527 505 1969 639" style="border: 1px solid blue; padding: 5px; margin-top: 5px;"> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;"><b>Category</b></td> <td style="width: 25%;"><b>Subcategory</b></td> <td style="width: 15%;"><b>Quantity</b></td> <td style="width: 15%;"><b>Max / Med Max</b></td> <td style="width: 10%;"><b>UOM</b></td> <td style="width: 10%;"></td> </tr> <tr> <td>Exempt Infant Formula (EXF) </td> <td>Similac Alimentum Powder 12.1 oz </td> <td>884</td> <td>0 / 884</td> <td>Ounce</td> <td style="text-align: right;"> <div style="display: inline-block; border: 1px solid red; padding: 2px 5px;">Add Item</div> <div style="display: inline-block; border: 1px solid gray; padding: 2px 5px; margin-left: 5px;">Clear</div> </td> </tr> </table> </div> <div data-bbox="527 776 1969 1154" style="border: 2px solid red; padding: 10px; margin-top: 10px;"> <p style="text-align: center;"><b>Important Steps When Adding New Formula</b></p> <ul style="list-style-type: none"> <li>• In <b>Food Prescription Items</b> add the new formula <u>before</u> you zero out the old formula.</li> <li>• When you add the new formula and quantity, you'll receive the alert <b>"Formula Rx exceeds the Nutrition Benefit for WIC."</b> Zeroing out the original formula quantity corrects the alert.</li> <li>• When you add the new formula zero out the old but don't delete it.</li> </ul> </div>	<b>Category</b>	<b>Subcategory</b>	<b>Quantity</b>	<b>Max / Med Max</b>	<b>UOM</b>		Exempt Infant Formula (EXF)	Similac Alimentum Powder 12.1 oz	884	0 / 884	Ounce	<div style="display: inline-block; border: 1px solid red; padding: 2px 5px;">Add Item</div> <div style="display: inline-block; border: 1px solid gray; padding: 2px 5px; margin-left: 5px;">Clear</div>
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<p><b><u>The Attached Medical Documentation screen in Cascades</u></b></p> <p>Once you've selected <b>Add Item</b> the <b>Attach Medical Documentation</b> form pops up.</p> <p>In the bottom right corner, you'll also see the "Medical Documentation Required" <b>Status Message</b>.</p> <p><b>Note:</b> You'll see the food you added in the <b>Medical Food Prescription</b> container.</p>	<p><b>Attach Medical Documentation</b></p> <p>Effective Date ★ 7/23/2023    Expiration Date ★ 8/23/2023    Prescription Date 8/7/2023</p> <p><b>Diagnosis Information</b></p> <p>Medical Reason ★ ICD Code ★ OR Diagnosis Code ★ OR Verbal Order ★</p> <p>Low birth weight: &lt;= 5 lbs 8 oz</p> <p><b>Physician Information</b></p> <p>Physician's Name ★ Bridges    Physician's Phone ★ (555) 555-5555    Physician's Email    Medical Food Prescribed    Non-Medical Food Prescribed</p> <p><b>Medical Food Prescription</b> <span style="float: right;">Total Items: 3</span></p> <table border="1"> <thead> <tr> <th>Category</th> <th>Subcategory</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/> Infant Formula (IF)</td> <td>Similac Advance Powder 12.4 oz</td> </tr> <tr> <td><input type="checkbox"/> Exempt Infant Formula (EXF)</td> <td>Similac NeoSure Powder 13.1 oz</td> </tr> <tr> <td><input checked="" type="checkbox"/> Exempt Infant Formula (EXF)</td> <td>Similac Alimentum Powder 12.1 oz</td> </tr> </tbody> </table> <p><b>Add Additional Medical Foods</b></p> <p>Category    Subcategory    Add Item    Clear</p> <p>Scan Document    View Documents</p> <p><b>Status Message</b></p> <p>⚠ Quantity exceeds the Max Quantity Allowed. Medical Documentation Required.</p>	Category	Subcategory	<input type="checkbox"/> Infant Formula (IF)	Similac Advance Powder 12.4 oz	<input type="checkbox"/> Exempt Infant Formula (EXF)	Similac NeoSure Powder 13.1 oz	<input checked="" type="checkbox"/> Exempt Infant Formula (EXF)	Similac Alimentum Powder 12.1 oz
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# Cascades Steps

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<p><b>Step 3: Fill in medical documentation information:</b></p> <ul style="list-style-type: none"> <li>• <b>Prescription Dates</b> <ul style="list-style-type: none"> <li>▪ <b>Effective Date</b>-Today's date</li> <li>▪ <b>Expiration Date</b>- Allow Cascades to auto-generate the date</li> </ul> </li> <li>• <b>Diagnosis Information</b> <ul style="list-style-type: none"> <li>▪ <b>Medical Reason</b>- Select Medical Diagnosis from Doctor</li> <li>▪ <b>ICD or Diagnosis code</b>- Leave blank</li> <li>▪ <b>Verbal Order</b>- Check box and select form of verbal order</li> </ul> </li> <li>• <b>Physician's Information</b> <ul style="list-style-type: none"> <li>▪ <b>Physician's Name</b></li> <li>▪ <b>Physician's Phone</b></li> </ul> </li> </ul>	<p>The screenshot shows the Cascades Screen with three main sections:</p> <ul style="list-style-type: none"> <li><b>Prescription Dates:</b> Contains fields for Effective Date (7/23/2023), Expiration Date (8/23/2023), and Prescription Date (8/7/2023). Red boxes and arrows point to the Effective and Expiration Date fields.</li> <li><b>Diagnosis Information:</b> Contains fields for Medical Reason (Low birth weight: &lt;= 5 lbs 8 oz), ICD Code, Diagnosis Code, and Verbal Order (checked). Red boxes and arrows point to the Medical Reason, ICD Code, and Verbal Order fields.</li> <li><b>Physician Information:</b> Contains fields for Physician's Name (Bridges), Physician's Phone ((555) 555-5555), Physician's Email, Medical Food Prescribed, and Non-Medical Food Prescribed. Red boxes and arrows point to the Physician's Name and Physician's Phone fields.</li> </ul>

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<p><b>Step 4: Check and save medical food prescription:</b></p> <ul style="list-style-type: none"> <li>• Make sure only the food or formula you are issuing is check marked under the Medical Food Prescription section.</li> <li>• Make sure that the <b>Verbal Order</b> box is check marked and use the <b>drop down</b> box to indicate the type of verbal order.</li> <li>• <b>Note:</b> For adults and children you will need to scroll to bottom of the <b>Medical Food Prescription</b> list to see the food or formula you added.</li> </ul>	<p>The screenshot shows the 'Attach Medical Documentation' form. Key elements include:</p> <ul style="list-style-type: none"> <li><b>Prescription Dates:</b> Effective Date (7/23/2023), Expiration Date (8/23/2023), Prescription Date (8/7/2023).</li> <li><b>Diagnosis Information:</b> Medical Reason (Low birth weight: &lt;= 5 lbs 8 oz), ICD Code, Diagnosis Code, and Verbal Order (checked) with Medical provider phone dropdown.</li> <li><b>Physician Information:</b> Physician's Name (Bridges), Physician's Phone ((555) 555-5555), Physician's Email, Medical Food Prescribed, and Non-Medical Food Prescribed.</li> <li><b>Medical Food Prescription:</b> A table with 2 items:             <table border="1"> <thead> <tr> <th>Category</th> <th>Subcategory</th> </tr> </thead> <tbody> <tr> <td><input checked="" type="checkbox"/> Exempt Infant Formula (EXF)</td> <td>Simlac Alimentum Powder 12.1 oz</td> </tr> <tr> <td><input type="checkbox"/> Infant Formula (IF)</td> <td>Simlac Advance Powder 11.4 oz</td> </tr> </tbody> </table> </li> <li><b>Add Additional Medical Foods:</b> Category and Subcategory dropdowns, Add Item, and Clear buttons.</li> <li><b>Buttons:</b> Scan Document, View Documents, Save, and Cancel.</li> </ul>	Category	Subcategory	<input checked="" type="checkbox"/> Exempt Infant Formula (EXF)	Simlac Alimentum Powder 12.1 oz	<input type="checkbox"/> Infant Formula (IF)	Simlac Advance Powder 11.4 oz
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<p><b>Step 5: Save medical food prescription:</b></p> <ul style="list-style-type: none"> <li>• Select <b>Save</b>.</li> <li>• The system will display a message that medical documentation with ICD code has to be added within 30 days. Select <b>OK</b>.</li> <li>• <b>Status Message</b> will display saying medical documentation was saved successfully.</li> </ul>	<p><b>Attach Medical Documentation</b></p> <p>Prescription Dates      Effective Date: 7/23/2023   Expiration Date: 8/23/2023   Prescription Date: 8/7/2023</p> <p>Diagnosis Information      Medical Reason: Low birth weight: &lt;= 5 lbs 8 oz   ICD Code:   OR   Diagnosis Code:   OR   Verbal Order: <input checked="" type="checkbox"/> Medical provider phon</p> <p>Physician Information      Physician's Name: Bridges   Physician's Phone: (555) 555-5555   Physician's Email:   Medical Food Prescribed:   Non-Medical Food Prescribed:  </p> <table border="1"> <thead> <tr> <th colspan="2">Medical Food Prescription</th> <th>Total Items: 2</th> </tr> <tr> <th>Category</th> <th>Subcategory</th> <th></th> </tr> </thead> <tbody> <tr> <td><input checked="" type="checkbox"/> Exempt Infant Formula (EXF)</td> <td>Simlac Alimentum Powder 12.1 oz</td> <td></td> </tr> <tr> <td><input type="checkbox"/> Infant Formula (IF)</td> <td>Simlac Advance Powder 12.4 oz</td> <td></td> </tr> </tbody> </table> <p>Add Additional Medical Foods      Category:   Subcategory:   Add Item   Clear</p> <p>Buttons: Scan Document, View Documents, Save, Cancel</p> <hr/> <p><input checked="" type="checkbox"/> Exempt Infant Formula (EXF)   Simlac Alimentum Powder 12.1 oz</p> <p><b>No ICD Code Specified</b>      Medical documentation with ICD code must be collected within 30 days.      OK</p> <p><b>Status Message</b>      Medical Documentation was saved successfully.      Funding   Medical Documentation   Save   Cancel</p>	Medical Food Prescription		Total Items: 2	Category	Subcategory		<input checked="" type="checkbox"/> Exempt Infant Formula (EXF)	Simlac Alimentum Powder 12.1 oz		<input type="checkbox"/> Infant Formula (IF)	Simlac Advance Powder 12.4 oz	
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<p><b>Step 6: Review food prescription items:</b></p> <ul style="list-style-type: none"> <li>Return to <b>Prescribed Food</b> Quick Link.</li> <li>Verify medical foods or formula were added to the <b>Food Prescription Items</b> container.</li> <li>Verify other items in food prescription are correct.</li> </ul>	<p>The screenshot shows the 'Food Prescription' section of the Cascades system. At the top, there is a navigation bar with dates: 3/27/2023 (0 Months), 4/14/2023 (0 Months), 4/23/2023 (1 to 3 Months), 5/14/2023 (1 to 3 Months), 6/14/2023 (1 to 3 Months), and 6/23/2023 (1 to 3 Months). Below this, the 'Food Prescription Date' is highlighted with a red box and set to 8/7/2023. Other fields include WIC Category (Infant), Age Category (4 to 5 Months), Breastfeeding Status (Fully Formula Fed), Family Issuance Day (14), and Issuance Frequency (3 Month(s)).</p> <p>The 'Food Prescription Items' table is shown below, with the 'Exempt Infant Formula (EXF)' row highlighted in red. The table has columns for Category, Subcategory, Quantity, Category Max Quantity, and UOM.</p> <table border="1"> <thead> <tr> <th>Category</th> <th>Subcategory</th> <th>Quantity</th> <th>Category Max Quantity</th> <th>UOM</th> </tr> </thead> <tbody> <tr> <td>Infant Formula (IF)</td> <td>Similac Advance Powder 12.4 oz</td> <td>0</td> <td>884</td> <td>Ounce</td> </tr> <tr> <td>Exempt Infant Formula (EXF)</td> <td>Similac Alimentum Powder 12.1 oz</td> <td>884</td> <td>884</td> <td>Ounce</td> </tr> </tbody> </table>	Category	Subcategory	Quantity	Category Max Quantity	UOM	Infant Formula (IF)	Similac Advance Powder 12.4 oz	0	884	Ounce	Exempt Infant Formula (EXF)	Similac Alimentum Powder 12.1 oz	884	884	Ounce
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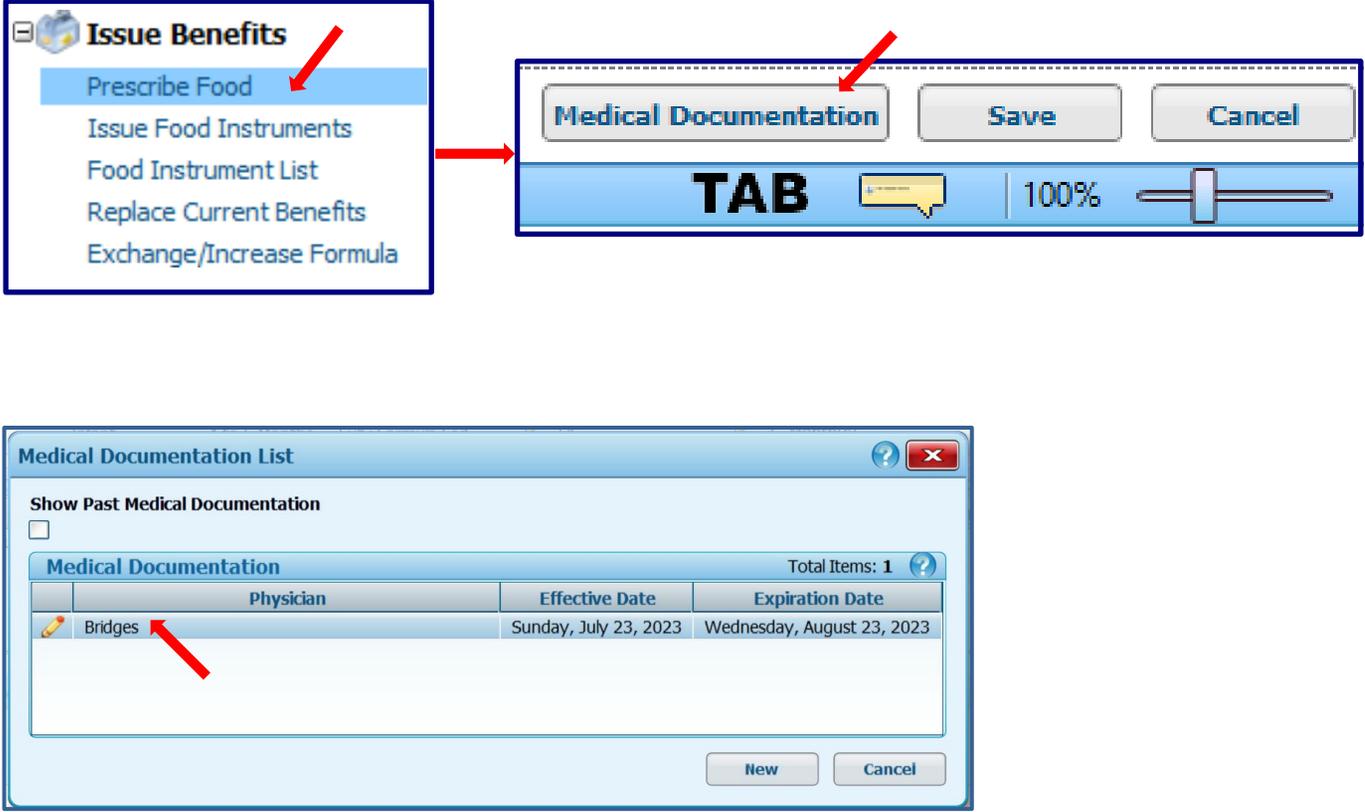
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<p><b>Step 7: Issue benefits:</b></p> <ul style="list-style-type: none"> <li>Return to <b>Issue Food Instruments</b> Quick Link.</li> <li>Verify <b>Issuance Frequency</b> for prescribed food is set to 1 month.</li> <li>Select <b>Issue</b> button.</li> </ul>	<p><b>Issue Food Instruments</b></p> <p><b>Configuration</b></p> <p>Family Issuance Day: 14      Issuance Frequency: 1 Month(s)</p> <p><b>Family Issuance Members</b>      Total Items: 3</p> <table border="1"> <thead> <tr> <th>Category</th> <th>Participant</th> <th>Certification End Date</th> <th>Jul</th> <th>Aug</th> <th>Sep</th> <th>Oct</th> <th></th> </tr> </thead> <tbody> <tr> <td><input checked="" type="checkbox"/> Non-Breastfeeding</td> <td>WENDY PAN</td> <td>9/30/2023</td> <td>Issued</td> <td>Full</td> <td>Not Selected</td> <td>Not Eligible</td> <td>Change Rx</td> </tr> <tr> <td><input checked="" type="checkbox"/> Infant</td> <td>PETER PAN</td> <td>3/31/2024</td> <td>Issued</td> <td>Full</td> <td>Not Selected</td> <td>Not Selected</td> <td>Change Rx</td> </tr> </tbody> </table> <p><b>FDTS: 8/14/2023 - LDTS: 9/13/2023</b>      Total Items: 9</p> <table border="1"> <thead> <tr> <th>Food Category</th> <th>Subcategory</th> <th>Quantity</th> <th>UOM</th> </tr> </thead> <tbody> <tr><td>Breakfast Cereal</td><td>Cereal All WIC -hot /cold</td><td>36</td><td>Ounce</td></tr> <tr><td>Juice - 46/48 oz</td><td>Juice - All WIC - 12 oz frozen or 46/48 oz liquid</td><td>2</td><td>CTNR</td></tr> <tr><td>Fruit &amp; Vegetables Cash Value</td><td>Fruit and Vegetables - Cash Value Benefit</td><td>\$11.00</td><td>\$\$\$\$</td></tr> <tr><td>Yogurt</td><td>Yogurt - All WIC Low Fat or Nonfat Only</td><td>32</td><td>Ounce</td></tr> <tr><td>Milk - Fat Reduced</td><td>Milk or Soy(1% &amp; Nonfat) All WIC-Cow,Goat,Soy</td><td>3</td><td>Gallon</td></tr> <tr><td>Eggs</td><td>Eggs - all WIC</td><td>1</td><td>Dozen</td></tr> <tr><td>Legumes</td><td>Peanut Butter/Beans All WIC</td><td>1</td><td>CTNR</td></tr> <tr><td>Exempt Infant Formula (EXF)</td><td>Simlac Alimentum Powder 12.1 oz</td><td>11</td><td>Can</td></tr> </tbody> </table> <p><b>Issue</b>      <b>Cancel</b></p>	Category	Participant	Certification End Date	Jul	Aug	Sep	Oct		<input checked="" type="checkbox"/> Non-Breastfeeding	WENDY PAN	9/30/2023	Issued	Full	Not Selected	Not Eligible	Change Rx	<input checked="" type="checkbox"/> Infant	PETER PAN	3/31/2024	Issued	Full	Not Selected	Not Selected	Change Rx	Food Category	Subcategory	Quantity	UOM	Breakfast Cereal	Cereal All WIC -hot /cold	36	Ounce	Juice - 46/48 oz	Juice - All WIC - 12 oz frozen or 46/48 oz liquid	2	CTNR	Fruit & Vegetables Cash Value	Fruit and Vegetables - Cash Value Benefit	\$11.00	\$\$\$\$	Yogurt	Yogurt - All WIC Low Fat or Nonfat Only	32	Ounce	Milk - Fat Reduced	Milk or Soy(1% & Nonfat) All WIC-Cow,Goat,Soy	3	Gallon	Eggs	Eggs - all WIC	1	Dozen	Legumes	Peanut Butter/Beans All WIC	1	CTNR	Exempt Infant Formula (EXF)	Simlac Alimentum Powder 12.1 oz	11	Can
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<p><b>Step 8: Document Verbal Order in Cascades and Follow-Up</b></p> <ul style="list-style-type: none"> <li>• In the <b>Care Plan</b> Quick Link select <b>Care Plan Summary</b></li> <li>• Within the <b>Nutrition Assessment</b> state that a verbal order was given and include: <ul style="list-style-type: none"> <li>○ Physician's Name</li> <li>○ Physician's Phone</li> <li>○ Date of Verbal order</li> <li>○ Date of expired verbal order (2 weeks from verbal order)</li> </ul> </li> <li>• If desired, Add a Family Alert</li> <li>• Select <b>Save</b></li> </ul>	

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<p><b>Step 9: Revise current</b></p> <p><b>MDF:</b></p> <ul style="list-style-type: none"> <li>Once physical Medical Documentation is received, scan it into Cascades.</li> <li>In Issue Benefits Quick Link, select Prescribe Food.</li> <li>Before you update the prescription, select the Medical Documentation button to revise the current medical documentation.</li> <li>Select pencil icon  to open current medical documentation.</li> </ul>	 <p>The screenshot illustrates the workflow for revising current medical documentation. It shows the 'Issue Benefits' menu with 'Prescribe Food' highlighted. A red arrow points from this menu item to a 'Medical Documentation' button. Another red arrow points from the button to a 'Medical Documentation List' window. This window contains a table with the following data:</p> <table border="1"> <thead> <tr> <th>Physician</th> <th>Effective Date</th> <th>Expiration Date</th> </tr> </thead> <tbody> <tr> <td>Bridges</td> <td>Sunday, July 23, 2023</td> <td>Wednesday, August 23, 2023</td> </tr> </tbody> </table> <p>The table also shows a pencil icon next to the 'Bridges' entry, indicating it can be edited. The window title is 'Medical Documentation List' and it includes 'New' and 'Cancel' buttons at the bottom.</p>	Physician	Effective Date	Expiration Date	Bridges	Sunday, July 23, 2023	Wednesday, August 23, 2023
Physician	Effective Date	Expiration Date					
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<p><b>Step 9 Continued:</b> Revise current Medical Documentation:</p> <ul style="list-style-type: none"> <li>Update expiration date.</li> <li>Select <b>Scan Document</b> at the bottom right-hand side of the screen. <b>Scan in new medical documentation.</b></li> <li>Select <b>Save.</b></li> <li><b>Status Message</b> will display saying medical documentation was saved successfully.</li> </ul>	



# Cascades Steps

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This institution is an equal opportunity provider.  
Washington WIC doesn't discriminate.

To request this document in another format, call 1-800-841-1410.  
Deaf or hard of hearing customers, please call 711 (Washington Relay)  
or email [wic@doh.wa.gov](mailto:wic@doh.wa.gov).



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