

Chapter 5

Questions Staff Frequently Ask About the
Texas WIC Breast Pump Program

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For more information, see breastfeeding policies BF:05.0 and BF:06.0 in Chapter 8.



Who can issue breast pumps?



WIC certifying authorities and other WIC staff who are designated by the WIC director or breastfeeding coordinator; however, they must receive training on breast pump issuance, inventory, control, retrieval, basic troubleshooting, assembly, use, and cleaning prior to issuing breast pumps. CAs should be trained within their first six months of employment. For training options, refer to page iii.



Where can I find more information about what type of pump to issue?



Refer to Chapter 8 for breastfeeding policies BF:05.0 and BF:06.0. If you have additional questions contact your local agency's breastfeeding coordinator or the state-agency contacts listed on page 57.



Is it OK just to show the video to train the mom how to use the pump?



No. Breastfeeding policies BF:05.0 and BF:06.0 state, "mothers shall be trained by WIC staff on assembly, use, and cleaning of the breast pump, and expression and storage of human milk." The videos provided with the pumps do not meet this requirement and they should be used only as backups to the training provided by the local-agency staff. Local agencies do not need to show the videos to the clients. A video should be given to the participant to take home in case she has any questions.



Does Hollister have a larger breast pump flange available?



Yes. Local-agency funds must be used to purchase the larger flange. It is an allowable breastfeeding expense. The state agency recommends that LAs purchase at least one case to have on hand (there are six pairs in a case). For ordering information see Procedures for Ordering Extra Hollister Breast Pump Parts on page 12.

Q How can I tell if a mom needs a larger breast flange?

- A*
- If she complains that the flange feels too tight.
 - If her nipple is rubbing against the nipple tunnel.
 - If she has red streaks or blisters in a circular pattern around her nipple.
 - Lactation consultants on Texas have found that up to 50 percent of their moms who receive pumps need a larger flange.

Q How do I know where to order Hollister breast pump parts or videos?

A See the Procedures for Ordering Extra Hollister Breast Pump Parts on page 12.

Q What do I do if a mom thinks her pump is broken?

A See the Troubleshooting Guidelines on page 21.

Q What do I do if a mom doesn't return a multi-user breast pump?

A If you follow the Guidelines for Retrieving of Multi-User Breast Pumps on pages 35–39, your LA will not be charged for the cost of the pump. If the guidelines are not followed, your LA may be charged for the cost of the pump based on the Depreciation Schedule for Breast Pumps on page 11.

Q What happens to our local agency if we accidentally lose some pumps or collection kits?

A Your local agency may be charged for the cost of the pump. For more information, see Tracking and Depreciation of Breast Pumps and Collection Kits on page 11.

Q Can I issue a breast pump to my relative?

A No. Breast pumps are considered “food instruments.” Therefore, WIC employees may not issue a pump to themselves or to their family members. See policy GA:10.0 for more information.

Q What do I do with a multi-user electric breast pump that is no longer in working condition?

A If the pump is out of warranty, it should still be sent to Hollister for a repair estimate. Since local-agency funds must be used to pay for the repair of out-of-warranty Elite pumps, local agencies do not have to repair Elite pumps that are out of warranty. However, the state agency generally recommends repairing the pump if the cost is under \$100. If, after the repair estimate you do not wish to have a Hollister pump repaired, tell Hollister to keep the pump and write it out of your inventory. Multi-user electric breast pumps should not be thrown in the trash.

Q Who do I contact if I have specific questions about Hollister or Medela products?

A Contact your local area sales representative. See the lists of Hollister sales representatives on page 16 and of Medela sales representatives on page 17.

Q Who do I contact if I have questions about the breast pump program?

A Your local breastfeeding coordinator or Amanda Hovis, nutrition education consultant, at (512) 458-7111, ext. 3411 or <amanda.hovis@dshs.state.tx.us> or Tracy Erickson, breastfeeding coordinator, at (512) 458-7111, ext. 3409 or <tracy.erickson@dshs.state.tx.us>.

Q Where can I find additional information on the program?

A The information is available online at <<http://www.dshs.state.tx.us/wichd/bf/bfpumps.shtm>>.

Fact Sheet: WIC Breast Pump Program

Who is eligible for a WIC breast pump?

- Only women enrolled in WIC can receive a breast pump from WIC. If you are unsure if a woman will qualify, contact your local WIC agency.
- Women in Medicaid who want to breastfeed their high-risk newborns will qualify for WIC if they are not already enrolled.

What types of breast pumps are offered?

- **Multi-user electric breast pumps** (hospital-grade) are **loaned** to WIC moms who need to *establish* their milk supply when separated from their hospitalized infants..
- **Single-user electric breast pumps** are **given** to WIC moms who need help in maintaining an already well established milk supply when returning to work or school.
- **Manual breast pumps** are **given** to WIC moms who need to collect milk for infrequent separation from their babies or to help resolve short-term breastfeeding concerns.

Is every WIC mom eligible for a breast pump?

- No. Breast pumps are issued based on the need of the breastfeeding mom, as determined at her WIC certification.
- Some women benefit significantly from the use of a breast pump, while many others do not need breast pumps to initiate and continue breastfeeding.

How do I refer a mother to WIC?

Contact your local WIC agency at:

WIC Local Agency_____

Contact_____

Phone Number_____

This institution is an equal-opportunity provider.
3/16/01

