

## Frequently Asked Questions (FAQ's) Multivitamin Distribution Program

**1. How can we order?**

Have one person from your agency fill out the Zoomerang survey to place your order or opt out of the program. This will ensure that your agency does not receive duplicate shipments. Once you sign up, you will automatically be shipped a supply of multivitamins that is based on the number of family planning patients your agency saw last year.

**2. How many bottles will we get?**

A formula is being used based on average usage in the program in the Western part of the state. The state has access to the number of unduplicated patients seen by health departments last year and will use that number to determine how many bottles they will receive. Community health centers and safety-net clinics will be asked to provide the number of unduplicated female patients seen last year. The same formula will be applied. If you run out, contact your Regional Folic Acid Coordinator to get more until the supply is exhausted. Be ready to report information about the number of women served and bottles distributed to date.

**3. Once I order, how quickly will I receive?**

We anticipate the vitamins will be shipped in March.

**4. How do we reorder, do we have to wait a certain amount of time?**

Reorder by contacting your Regional Folic Acid Coordinator. Re-ordering will be possible until the supply is exhausted.

**5. May I give out more than one bottle at a time?**

Yes, please distribute 4 bottles at a time (a one-year supply) to each woman who wants to participate in the program.

**6. What do I give with the bottles of vitamins?**

Each woman that receives vitamins should also receive a 30-second educational message regarding the importance of taking a daily vitamin, in addition to a written educational flyer or brochure that is appropriate for her. Written materials are available for free at [getfolic.com](http://getfolic.com). Refer to the "Choosing the right messages for your audience" hand out or your Folic Acid Regional Coordinator will go over these messages with you.

**7. Can staff have a bottle of MV's?**

As part of the required folic acid education training, health care providers can have a bottle of MV's. Studies have shown that health care providers who take a multivitamin are more likely to recommend one to their patients. Be sure to have the recipient initial the issuance log and a staff member must initial, date, and indicate the number of bottles distributed.

**8. Where can I distribute these vitamins?**

All clinical settings such as Primary Care, Family Planning, STI, home visits, WIC, and health fairs as described below. You may also distribute from the Pharmacy or front desk if you wish.

**9. May we distribute in group settings such as health fairs?**

Distribution requires a brief face-to-face educational encounter. If you feel this can be accomplished in a group setting or health fair, then YES, you may distribute vitamins to low income women of child-bearing potential in group settings. Be sure to document the number of multivitamin bottles distributed and the number of women receiving the multivitamins.

**10. What if income eligibility is unknown?**

The program stipulates that low-income women will be served. In cases where the income eligibility of a woman is unknown, the woman can attest to her low income status. Agency employees do not have to do any type of eligibility assessment of the patient. The sample Issuance Log captures this information.

**11. Do we have to use the Issuance Log provided to track multivitamin distribution?**

No, you can use your own form, but documentation of the bottles distributed and patients served as a part of this program is required.

**12. Do we need a "Standing Order" to distribute?**

No, vitamins are considered nutraceuticals not medication so do not require an order or prescription.