
Breast Pump Reference Manual

Table of Contents

Table of Contents	2
Introduction	3
Section 1: Breast Pump Ordering.....	4
Breast Pump Orders.....	4
Forecasting Order Quantities	4
Tips for Ordering.....	5
Ordering Miscellaneous Items	5
Section 2: Breast Pump Receiving.....	8
Breast Pump Receiving	8
FIFO Method.....	8
Receiving Reports	8
Packaging Discrepancies	8
Section 3: Inventory Reconciliation and Maintenance	9
Required Receiving and Distribution Records.....	9
Issuance of Multi-User Pumps & Collection Kit Inventory	9
Single-User Manual and Electric Breast Pump Inventory	9
Inventory Reconciliation	9
Section 4: Breast Pump Issuance and Retrieval Guidelines.....	11
Breast Pump Issuance	11
Replacement Part Issuance	11
Guidelines for Follow-up After Issuance.....	11
Multi-User Retrieval Guidelines.....	12
Guidelines for Retrieval of Multi-User	12
Fair Debt-Collection Practices.....	13
Section 5: Breast Pump Values and Associated Costs.....	15
Section 6: Transferring Breast Pumps.....	17
Transferring a Multi-User Electric Breast Pump to Follow a Participant.....	17
Section 7: Product Warranty and Troubleshooting.....	18
Section 8: Returning Breast Pumps to Vendors	23
Procedures for Returning Pumps	23
Appendix.....	i
Breast Pump Replenishment Tool	ii
Sample Checklist for Common Procedures	iii
Receipt for Return of Multi-User Breast Pump	iv
Sample LA Breast Pump Retrieval Letters	v
School Administration Letter.....	vii

Introduction

The goal of the breast pump program is to improve the overall health of both women and infants by helping women meet their breastfeeding goals. Providing breast pumps is one method of support.

WIC offers 3 types of breast pumps:

- Multi-User Electric Breast Pumps
- Single-User Electric Breast Pumps
- Manual Breast Pumps

In addition to ensuring access to breast pumps, each mother should be educated about the importance of feeding directly at the breast as well as how to hand express her milk.

The purpose of this manual is to provide WIC staff with a breast pump resource to reference as needed. It is designed to help WIC staff:

- Forecast order quantities
- Order breast pump inventory
- Receive breast pump inventory
- Reconcile and maintain breast pump inventory
- Retrieve and report overdue multi-user breast pumps
- Transfer breast pump inventory
- Troubleshoot and address warranty issues

For information about staff training, issuance and inventory requirements, refer to the State Agency policy manual.

Section 1: Breast Pump Ordering

Breast Pump Orders

Each local agency should have 1 or 2 staff members, designated by the WIC Director, responsible for placing breast pump orders for the entire local agency. Orders are placed on a quarterly basis (September, December, March, June) or when indicated by the State Agency.

The following inventory items are available for ordering through the State Agency:

- Multi-User Electric Breast Pumps
- Milk Collection Kits
- Single-User Electric Breast Pumps
- Manual Breast Pumps
- Additional sized flanges not included in the milk collection kits

Forecasting Order Quantities

When preparing to place a breast pump order, determine your local agency need, which is based on issuance at each local agency site. Review minimum and maximum stock levels in TXIN or establish the timeframe for which you are ordering (quarterly, annually, etc.). Then, calculate the quantity of inventory issued at your local agency within a similar timeframe. Compare this number to inventory in stock and specific trends – for example, LA participation or breastfeeding rates.

For each product, excluding multi-users, calculate the total quantity that your local agency issued to participants in the past 3 months (by each, not by case).

- Multiply each amount by 2. This is the approximate amount of pumps or collection kits your local agency needs during the next 6 months.
- Compare this amount to the quantity of pumps in stock.
- If there are enough to meet your local agency need, then there is no need to order more.
- If there are not enough to meet your needs, then order enough to cover at least the amount calculated. It may be helpful to order a little bit extra in case issuance rates increase before the next ordering opportunity.
- The amount calculated needs to be rounded to the nearest whole case. For example, if there are 10 pumps per case, the amount ordered needs to be in multiples of 10.

For multi-user pumps, consider the amount in inventory that is currently available for issuance.

- Order the quantity of multi-user pumps needed to replace any that were lost/stolen, irretrievable, transferred, or destroyed since the last ordering opportunity.
- If at any point all multi-users were on loan, consider ordering enough to prevent this in future months.

Tips for Ordering

The Breast Pump Replenishment Tool in the Appendix is an optional form that can be used when trying to decide order quantities.

Ordering Miscellaneous Items

Each local agency can use regular breastfeeding or lactation service funding to order spare or additional parts. See Table 1.1 and 1.2 for details.

Table 1.1***Ameda Breast Pump Parts****

Item Description	Part #	Pricing	Ordering Information
Standard-sized flange (25mm)	10012	\$5.11	<p>Each local agency should designate one or two people to place one (1) order per local agency.</p> <p>Parts should be ordered via the following methods: Email: WIC@Ameda.com Phone: 847-964-2638</p> <p>Include your first and last name, telephone number (area code first) and which local agency you are from.</p> <p>There is a \$50 minimum order requirement during the designated months in order for shipping costs to be waived.</p> <p>Orders will be shipped directly to the local agency within 30 days after the order notification is submitted to the vendor.</p>
Breast Flange Reducing Insert (22.5 mm)	625111	\$1.39	
Flange Flexi-shield 21.0mm Insert	17212	\$10.29	
Valves	10002	\$2.95	
Tubing adapter 2 pack	10004	\$0.70	
Diaphragms	10001	\$2.29	
Locking Ring and Disk 2 pack	80001	\$1.06	
Nipple shield	17216M	\$3.80	
Coolers	17076PM	\$14.00	
Multi User Soft Carrying Case	17018	Varies by case type	
Silicone tubing	10003	\$5.74	
Adapter Cap 2 pack	10005	\$1.02	
Electric Outlet Adapter	10009	\$12.95	
Elite Pump Car Adapter	101M03	\$10.30	
Using the Elite Breast Pump, Collection Kit and One-Hand Breast Pump from Ameda, bilingual, DVD	Stock # DV0158		<p>Available to order from WIC Catalog. Check with your local agency director for additional ordering details and/or access rights.</p>
Using the Purely Yours Breast Pump from Ameda with the Collection Kit Milk Collection System, bilingual, DVD	Stock # DV0159		

*If ordering something that is not on this list, refer to policy AC 34.0 for guidance, then contact vendor for a quote.

Table 1.2**Medela Breast Pump Parts***

Item Description	Part #	Pricing	Ordering Information
27mm Personal Fit Flange	87077	\$26.75	<p>Each local agency should designate one or two people to place one (1) order per local agency.</p> <p>Parts should be ordered via the following methods:</p> <ul style="list-style-type: none"> • Email: customer.service@medela.com • Phone: 888-633-3528 <p>Include your first and last name, telephone number (area code first) the name of your local agency and your agency's account number.</p> <p>Orders will be shipped directly to the local agency within 30 days after the order notification is submitted to the vendor.</p>
Tubing Only	87212	\$5.41	
Standard Sized Flange (24mm)	87087	\$26.75	
2 Yellow Valve and 2 membranes	87089	\$3.50	
Cooler	8997020	\$1.03	
Electric Outlet Adapter	9280043	\$12.80	
Advanced Personal Double Breast Pump, DVD	Stock # DV0756		

*If ordering something that is not on this list, refer to policy AC 34.0 for guidance, then contact vendor for a quote.

Section 2: Breast Pump Receiving

Breast Pump Receiving

Local agencies may not receive their entire order in one delivery. However, each received delivery should be reconciled upon arrival. If there are discrepancies such as damaged product or incorrect amounts, it should be noted on the freight slip before the departure of the shipping company's courier.

FIFO Method

First In, First Out is the method of adding new inventory behind the existing inventory. It ensures that the inventory is distributed in the order it was received.

Pump inventory is not meant to be stored for extended periods of time. Doing so increases the risk of it becoming obsolete.

Receiving Reports

Local agencies are required to reconcile orders and record any discrepancies in TXIN within the assigned timeframe of 3 business days.

Packaging Discrepancies

All products are packaged a little differently. Each time a case is opened, count the quantity of items inside to verify the amount is correct. If the products are not packaged in the correct increments per case, as indicated in table 2.1, contact the State Agency Breast Pump Coordinator to report the packaging discrepancy.

Table 2.1

Packaging Criteria (for pump contract that started October 1, 2018)

Vendor	Item Description	Increments
Ameda	Multi-User Electric Breast Pump	1
	Single-User Electric Breast Pump	1
	Manual Breast Pump	10
	Milk Collection Kit	10
	Flanges 28.5 mm & 30.5 mm set	12
	Flanges 32.5 mm & 36.5 mm set	12
Medela	Single-User Electric Breast Pump	3
	Manual Breast Pump	10
	Flanges 30 mm	12
	Flanges 36 mm	12

Section 3: Inventory Reconciliation and Maintenance

Required Receiving and Distribution Records

The administrative site or the breast pump delivery site must enter and maintain receiving and distribution data for each product in Texas MIS System (TXIN).

The local agency should update Inventory in TXIN each time they receive new shipments of pumps, kits, or flanges from the State Agency, when the new products are distributed from the administrative site to clinic sites, and when the local agency receives or transfers pumps to and from another local agency. Document the breast pump serial number and the date received/transferred.

Overall, TXIN will track the status of each pump – whether it is currently in inventory (current inventory includes pumps physically in the clinic and those on loan), temporarily out for repair, or reported to the State Agency as irretrievable.

It is the responsibility of each local agency to retrieve pumps from participants in a timely manner.

When removing a multi-user pump from inventory, be sure to include an appropriate reason code for the pump removal, and the date the pump was permanently removed from inventory

Issuance of Multi-User Pumps & Collection Kit Inventory

TXIN will maintain and track Multi-User pumps currently on loan as well as the quantity of collection kits issued or in stock.

The *Running Balance* of collection kits available in TXIN inventory must be reconciled against the current physical inventory in the clinic at least monthly. It is critical that staff check for overdue multi-user pumps regularly. If a pump is overdue, follow the *Guidelines for Retrieval of Multi-User Breast Pumps* in Section 4 within the designated timeframe. If followed correctly, these guidelines release local agencies from financial responsibility of irretrievable pumps.

Single-User Manual and Electric Breast Pump Inventory

Single user breast pumps as well as replacement parts issued to participants must be entered in TXIN. TXIN maintains and track pumps currently in stock as well as any replacement parts issued for a single-user pump, such as a new motor.

The *Running Balance* of single-user pumps available in TXIN inventory must be reconciled against the current physical clinic inventory at least monthly.

Inventory Reconciliation

All inventory available in TXIN must be reconciled at each clinic against physical inventory at least once a month. During reconciliation, it is important to verify that all information is accurately documented. The *Running Balances* for each product, excluding the multi-users, should match the actual quantity that is physically in inventory.

When reconciling multi-user breast pump inventory,

Step 1 **C o u n t** the quantity of multi-user pumps currently in physical inventory.

Step 2 **R e v i e w** inventory status in TXIN and determine the quantity of multi-users currently on loan.

Step 3 **T o t a l** the number of Multi-User Pumps Currently in Stock and on Loan

Step 4 **C o u n t** the pumps listed in inventory, excluding any pumps permanently removed from inventory and any currently out for repair. If this total matches the total in the previous step, then all multi-user pumps are accounted for.

Section 4: Breast Pump Issuance and Retrieval Guidelines

Breast Pump Issuance

Pump issuance for high risk mom and infant dyads is a priority for the WIC Program. The type of pump issued depends on each individual situation and should be determined on a case-by-case basis. Before issuing a pump, WIC staff shall verify that a WIC participant who requests a breast pump has not already obtained a pump from another source (e.g. health plan).

1. If the participant has obtained an appropriate breast pump for her needs from another source, a WIC pump should not be issued
2. If the participant received a pump from her health plan that is not appropriate for her needs or is not working for her, issue a WIC pump.

WIC staff should make every effort to issue a breast pump the day they are notified of a woman's need, the day of hospital discharge, or the day a proxy is available for pump pick-up. If an unusual situation is encountered and there are uncertainties as to which type of pump to issue, issue the stronger and more effective pump.

Pump issuance to a WIC participant enrolled in Texas can occur from any WIC clinic as long as enrollment is verified and issuance is communicated with the participant's home clinic. If from another state, participant should have proof of WIC enrollment in other state prior to being issued a pump in Texas.

Need more help?

Refer to Policies BF: 05.0, BF: 06.0, & BF: 07.0 for additional guidance related to issuance.

Replacement Part Issuance

Local agencies can issue miscellaneous breast pump parts to participants if troubleshooting determines replacement parts are needed to fix a WIC participant's pump. Local agencies should only issue the participant a replacement part for the broken part of their pump. The replacement part can be from a new pump, new kit, a specially ordered replacement part, or from an existing pump in inventory that was previously used for replacement parts.

If the replacement part is taken off of a new pump or kit in inventory, document issuance of the replacement part in TXIN. Clearly mark the opened pump as incomplete so it is not issued to another participant.

If you are uncertain about what needs to be replaced, contact the vendor's Customer Service Representative for troubleshooting assistance.

Guidelines for Follow-up After Issuance

WIC staff should inform the participant of anticipated follow up contacts during issuance. Follow ups should be documented in TXIN. See table 4.1 for recommended timelines for when to provide follow up.

Table 4.1

	When to Call Mothers
First 2 Weeks	<ul style="list-style-type: none">• Every two or three days during the first week• Within 24 hours if a problem occurs
First Month	<ul style="list-style-type: none">• Weekly• Within 24 hours if a problem occurs
Months 1 to 6	<ul style="list-style-type: none">• Monthly• Within 24 hours if a problem occurs• Two weeks before she plans to return to work or school and two or three days after she starts back• Around the time baby's appetite spurts occur:<ul style="list-style-type: none">○ Six weeks○ Three months○ Six months
Months 6 to 12	<ul style="list-style-type: none">• Monthly• Within 24 hours if a problem occurs.

Multi-User Retrieval Guidelines

The *Guidelines for Retrieval of Multi-User Breast Pumps* shall be followed when a WIC participant does not return a multi-user breast pump by the designated due date. Following the outlined procedure and documenting each attempted contact, local agencies are released from financial liability of irretrievable breast pumps. If a local agency does not follow procedure correctly, they will be charged according to the depreciation schedule in Table 5.2.

Guidelines for Retrieval of Multi-User

Local agencies shall attempt to retrieve overdue multi-user pumps once per week over a four-week timeframe after the original or extended due date. Each attempt must be documented on the participant page in TXIN

At least one of the four documented attempts to retrieve the overdue pump must be in writing. The written attempt should be sent via certified mail and in the participant's preferred language.

The Appendix contains an example of a retrieval letter in both English and Spanish. The following situations can be documented as attempted contacts:

- Communicating with the participant about returning the pump either by phone or in person.
- Attempting to reach the participant by phone but getting no answer.
- Leaving an answering machine, voicemail, or personal message asking the participant to call the clinic.

- Text messaging or emailing the participant a message to call the clinic. Maintain any email correspondence or document a non-response if the text is not returned.
- Asking the “other contact” on the loan contract to have the participant call the WIC clinic can count as an attempt. Verifying the participant’s phone number and address with the “other contact” on the loan contract cannot count as an attempt.
- Sending a postcard requesting that the participant call the clinic. Maintain any returned postcards or document a non-response if the postcard is not returned.
- Mailing a retrieval letter to the participant via certified mail. maintain returned letter(s) or document a non-response if the letter is not returned.
- If a participant tells you the multi-user was stolen, document it in TXIN no further attempts shall be made to retrieve the pump. Do NOT lend the participant another multi-user pump unless a police report is provided. Police and fire reports must be scanned and uploaded into the participant page in TXIN.

Ask the participant if a breast pump is still needed. If it is, you can extend the due date in person or over the phone. If the participant reports she has established a good milk supply and will only be pumping for infrequent separations, offer to provide a single-user breast pump (electric or manual) upon returning the multi-user pump.

If the participant says she will return the pump, ask for a time and date. Let her know you are writing down her promise to return the pump on the clinic schedule. Document the promise on participant page in TXIN. This information can be referenced during future contact, if needed.

If the above attempts are made and documented, but the multi-user is still irretrievable, then notify the designated staff member responsible for the oversight of the local agency’s comprehensive multi-user master inventory – typically the WIC Director, Breastfeeding Coordinator, or designated staff at the administrative site.

Irretrievable multi-users should be recorded in TXIN within 6 weeks of the last assigned due date.

Following the requirements above releases local agencies from the financial responsibility of irretrievable multi-user pumps.

Fair Debt-Collection Practices

All local agencies are required to comply with state and federal fair debt-collection practices when attempting to retrieve multi-user pumps. Under fair-debt collection practices, a debt collector shall NOT:

- Engage in any conduct whose natural consequence is to harass, oppress, or abuse any person in connection with the collection of debt.
- Use false, deceptive, or misleading representation or means in connection with the collection of any debt.
- Use unfair or unconscionable means to collect, or attempt to collect, any debt.
- Send a postcard stating you are attempting to retrieve a pump.

- Leave a message on an answering machine stating you are attempting to retrieve a pump.
- Call the “other contact” on the loan contract stating that you are attempting to retrieve a pump.
- Send a text or email stating you are attempting to retrieve a pump.
- Identify yourself as anyone other than a WIC staff member.
- Call the participant at work or home before 8 a.m. or after 9 p.m.
- Text the participant before 8 a.m. or after 9 p.m.
- Continue to call or email the participant at work after she has asked you not to call her there.
- Continue to call, text, or email a participant after she tells you a pump was stolen.
- Use a third party, such as a local sheriff's department or debt collector, to attempt to retrieve a pump.
- Withhold benefits or services from a WIC participant who does not return a pump.

This is not an all-inclusive list of state and federal debt-collection practices. If there are additional questions about appropriate debt-collection practices or retrieval of a multi-user pump, contact the State Agency.

Section 5: Breast Pump Values and Associated Costs

Breast pumps and milk collection kits must be stored in a clean, secure and locked location at all times. If breast pumps are lost due to local agency negligence, such as failure to keep inventory locked up or failure to correctly follow the *Guidelines for Retrieval of Multi-User Pumps*, the cost of the lost inventory will be deducted from the local agency's monthly voucher.

The value of multi-user breast pumps is valued at the rate of depreciation, which is based on the age of the multi-user. The depreciation value is calculated using the date the pump was received by the local agency and either, the date the pump was due to be returned by the participant, or the last recorded date the pump was returned by a participant. If the pump was never issued to a participant, there is not a depreciation value and the local agency is responsible for the original value of the multi-user.

Costs are reflected in the tables below.

Table 5.1

New Inventory Value

Vendor	Item Description	Units per Case	Cost per Unit
Ameda	Multi-user Electric Breast pump	1	\$599.00
	Single-user Electric Breast Pump	1	\$82.94
	Manual Breast Pump	10	\$9.08
	Milk Collection Kit	10	\$18.00
	Flanges 28.5 mm & 30.5 mm set	12	\$5.75
	Flanges 32.5 mm & 36.5 mm set	12	\$5.75
Medela	Single-User Electric Breast Pump	3	\$97.00
	Manual Breast Pump	10	\$15.50
	Flanges 30 mm	12	\$2.23
	Flanges 36 mm	12	\$3.33

Note: This data is taken from the 2018 Breast Pump Contract.

Table 5.2.

Depreciation Values: Ameda

Age of Multi-User	Depreciation Rate	Amt of Depreciation	Associated Cost
Never Issued	None	None	\$599.00
<10 months old	15%	\$89.85	\$509.15
11-20 months old	20%	\$119.80	\$479.20
21-36 months old	50%	\$299.50	\$299.50
37-48 months old	75%	\$449.25	\$149.75
>48 months old	Flat Rate	Flat Rate	\$59.90

Note: This data is taken from the 2018 Breast Pump Contract.

Local Agencies with unaccounted multi-user pumps are responsible for reimbursing the State Agency the associated cost(s) reflected in Table 5.2.

Section 6: Transferring Breast Pumps

Transferring pumps between sites and between local agencies is allowed and encouraged when needed. Local agencies do **not** need to contact the State Agency for approval.

Transferring a Multi-User Electric Breast Pump to Follow a Participant

If a WIC participant needs a multi-user electric breast pump, but is out of her participating clinic or local agency area, then another clinic or local agency can issue a pump. The pump can either be returned before the participant leaves the area or it can be transferred to the participant's regular clinic or local agency depending on the situation.

If a participant transfers to another local agency while she is using the pump, the pump should be transferred with the participant. The old local agency shall remove the pump from their master inventory as a transfer and the new local agency shall add the pump to theirs.

Refer to the TXIN User Guide for the step by step breast pump transfer process

Section 7: Product Warranty and Troubleshooting

Table 7.1

Length of Warranty

Multi-User Electric Breast Pump
3 years from date received by local agency
Single-User Electric Breast Pump
1 year from date of issuance to participant
Manual Pumps
90 days from the date of issuance to participant
Milk Collection Kit
1 year from date of issuance to participant
Additional Sized Breast Flanges
90 days from the date of issuance to participant

Cleaning the Ameda Multi-user: Elite

Once a multi-user pump is returned to the clinic, staff should clean all visible surfaces of the pump with a recommended disinfectant such as CaviCide. Do not use bleach or products containing phenol.

Troubleshooting

Troubleshooting and issuing replacement parts for participants should be done at each WIC clinic. If a participant calls and states that her breast pump is not functioning properly, use the following guidelines to determine why the pump is not working correctly.

Ameda Multi-user: Elite

- Is the pump plugged in?
- Is the vacuum dial turned on? Ask the participant to turn the vacuum dial to the right. This is the on/off switch.
- Does the outlet have power?
- Are the valves and diaphragms in place? The pump only works if both the valves and diaphragms are in place.
- Are the valves or diaphragms damaged? If so, replace the part(s) with a new one.
- Is the breast flange making contact with her breasts? Make sure she has an adequate seal between the flanges and her breasts.
- Is the pump being used properly?
 - Instruct mom to begin pumping at the highest comfortable vacuum/suction setting for her. Start with the cycles/speed dial turned all the way to the right at the highest cycle/speed setting to trigger the milk flow. Once the milk is flowing, turn the cycle dial to the left to a slower setting to drain the breasts. When the milk flow slows, turn the cycle/speed dial to the right to a higher cycle/speed setting to trigger milk flow again. Repeat as the milk flow changes.

Ameda Single-User Electric: Finesse

- Is the AC Adapter firmly plugged into the wall?
 - Ask the participant to unplug the AC Adapter, wait a few seconds and then plug the AC Adapter back into the outlet.
- Is the AC Adapter plugged into the correct side of the pump?
- If using AC power, batteries should be removed.
- If using batteries instead of the AC Adapter, does the pump need new batteries?
- Are the valves and diaphragms in place? The pump only works if both the valves and diaphragms are in place.
- Are the valves or diaphragms damaged? If so, replace the part(s) with a new one. Remind mothers to not use bottle brushes on silicone parts (valve, diaphragm) and they may wash large plastic parts (breast flange, bottle) on top rack of dishwasher.
- Is the breast flange making good contact with her breasts? Make sure she has an adequate seal between the flanges and her breasts.
 - A good breast flange fit is important for greater comfort and better milk flow.
 - Should mom lose the seal on either breast during pumping, the pump will take several seconds to normalize suction once the seal is restored. To normalize immediately, unplug and plug the tubing adapter in the side of the pump and ensure that a good seal is maintained.
- Is the pump being used properly?
 - Instruct mom to begin pumping at the highest comfortable vacuum/suction setting for her. Start with the cycles/speed dial turned all the way to the right at the highest cycle/speed setting to trigger the milk flow. Once the milk is flowing, turn the speed dial to the left to a slower setting to drain the breasts. When the milk flow slows, turn the cycle/speed dial to the right to a higher cycle/speed setting to trigger milk flow again. Repeat as the milk flow changes.

Ameda Manual Breast Pump: One-Hand Manual

- How is the integrity and placement of valves &/or membranes?
- Is the piston seal in place?
- Is the handle clipped correctly?
- How is mom using the manual pump? She should hold the pump high on the handle, with her thumb in front of the upper chamber of the breast flange and her fingers behind the upper chamber of the breast flange.

Medela Single-User Electric: Personal Double Breast Pump

- Is the pump plugged in?
- Are all the connections of the kit and breast pump secure?
- If mom is using as a single-sided pump, is the port plug in place in one of the single pumping ports?
- Are the valves or membranes damaged? If so, replace with new ones.
- Is the diaphragm cap on the pump evenly and securely?
- Is the tubing securely connected to the flanges and the diaphragm cap?
- Is the pump being used properly?
 - o Instruct mom to turn the dial clockwise from the “off” position. Adjust the vacuum to comfort. After a couple of minutes, the settings will automatically change from the “stimulation” phase to the “expression” phase. Once in this phase, adjust the vacuum/suction setting to the highest comfort level. If milk starts to flow sooner than the “expression” phase, mom may pump more by pressing the “let-down” button at the time her milk starts to flow.

Medela Manual: Harmony

- Are the valves or membranes damaged? If so, replace with new ones.
- Is the handle clipped correctly?
- How is mom using the manual pump?

General: Applies to all Products

- What flange size is she using? Is she using the reducing inserts?
 - It is important to use the correct flange size. Not all women need the reducing inserts. If the participant states that the flange feels too tight or if her nipple is rubbing against the nipple tunnel, recommend a larger flange size.
 - If you determine the participant has red streaks, blisters, bleeding or other skin issues around the nipple, areola or breast area, she may need a larger flange size.
 - If the pump does not seem to be working correctly or has a low vacuum, it may be related to flange sizing. Flange sizes need to be assessed prior to suggesting changes. To assess proper flange sizing, check nipple movement during pumping to ensure the nipple is not rubbing against the sides of the flange with each vacuum movement of the pump.
 - If it rubs against the sides of the nipple tunnel, if the nipple tunnel feels too tight, if any red streaks or blisters develop around nipple area in a circular pattern, consultation is recommended.

Section 8: Returning Breast Pumps to Vendors

Procedures for Returning Pumps

It is recommended that contacting the Texas WIC Customer Service Representative about returning breast pumps be the responsibility of a designated staff member who is responsible for the oversight of the local agency's comprehensive version of the Multi-User Master Inventory – typically, the WIC Director, Breastfeeding Coordinator, or designated staff at the administrative site.

Table 8.1

Returning In-Warranty Ameda Pumps:

Step #1	Local agency determines the problem or area of concern with the pump(s) being returned. Local agency identifies serial number(s) on the pump(s) in need of repair. Local agency calls the Texas WIC Customer Service Representative at Ameda, 847.964.2638.
Step #2	If you reach voicemail, leave a message with your name and telephone number (area code first) or email the request to WIC@Ameda.com . Please indicate that you are with TX WIC and which local agency you are from. The inquiry will be answered within 24-48 hours.
Step #3	The Local agency will request a Return Authorization by informing Ameda of the intent to return an in-warranty pump for repair. Note: All requests should include the local agency contact person's first and last name, phone number (area code first), the agency's full address, the serial number of the pump(s), and a brief description of the problem.
Step #4	Ameda will determine if the pump is covered under the original warranty at the time of the request and supply a Return Authorization. Note: Ameda will supply a pre-paid shipping label with all multi-user return authorizations.
Step #5	A copy of the Return Authorization should be placed into the box prior to shipping the pump(s) back to Ameda for repair. The local agency will return the pump to the address on the Return Authorization provided by Ameda. Note: Retain a copy of the instructions to repair the pump(s) and the Return Authorization for your local agency's records.
Step #6	Ameda will repair or replace the pump within 30 days of receipt.

Table 8.2

Returning Insect-Infested Ameda Pumps

<p>A limited number of complimentary insect de-infestation treatments or repairs are provided by Ameda each year. If you have a multi-user pump that has become infested with insects, please follow steps 1-3 below.</p> <p>Note: If Ameda advises that the cleaning allotment has been met for the year, please follow steps 1-2 (below) and then follow steps 1-5 for Out-of-Warranty Ameda Pumps (Table 8.3).</p>	
Step#1	<p>Double Bag pump in plastic zip lock bag clearly labeled (“INFESTED”) and isolate the pump from other inventory.</p> <p>Note: Plastic zip lock bags can be purchased with Local Agency Funding from a local retailer.</p>
Step #2	<p>Store the bagged pump for two weeks before returning to Ameda.</p>
Step #3	<p>Follow steps 1-6 for the In-Warranty Ameda Pumps (Table 8.1).</p>

Table 8.3*Returning Out-of-Warranty Ameda Pumps*

Step #1	Follow steps 1-2 for the In-Warranty Ameda Pumps (Table 8.1).
Step #2	<p>The local agency will request a Return Authorization by informing Ameda of the intent to return an out-of-warranty pump for destruction.</p> <p>Note: All requests should include the local agency contact person's first and last name, phone number (area code first), the agency's full address, the serial number of the pump(s), and a brief description of the problem.</p>
Step #3	<p>Ameda will determine if the pump is covered under the original warranty at the time of the request and supply a Return Authorization.</p> <p>Note: Ameda will supply a pre-paid shipping label with all multi-user Return Authorizations.</p>
Step #4	<p>A copy of the Return Authorization should be placed into the box prior to shipping the pump(s) back to Ameda for destruction. The local agency will return the pump to the address on the Return Authorization provided by Ameda.</p> <p>Note: Retain a copy of the instructions to destroy the pump(s) and the Return Authorization for your local agency's records.</p>
Step #5	<p>Ameda will confirm the destruction of the pump with a confirmation letter, which will be emailed to the requester within 10 business days of receiving the pump.</p> <p>After receiving confirmation from Ameda, local agencies should remove the destroyed multi-user from inventory.</p>

Table 8.4

Returning In-Warranty Medela Pumps

<p>Step #1</p>	<p>Local agency determines the problem or area of concern with the pump(s) being returned.</p> <p>Local agency identifies serial number(s) on the pump(s) in need of repair.</p> <p>Local agency calls the Texas WIC Customer Service Representative at Medela, 888.633.3528, to request a return authorization.</p>
<p>Step #2</p>	<p>If you reach voicemail, leave a message with your name and telephone number (area code first) or email the request for a return authorization to customerservice@Medela.com.</p> <p>Please indicate that you are with TX WIC and which local agency you are from. The inquiry will be answered within 24-48 hours.</p> <p>Note: All requests should include the local agency contact person's first and last name, phone number (area code first), the agency's full address, the serial number of the pump(s), and a brief description of the problem.</p>
<p>Step #3</p>	<p>The Local agency will request a Return Authorization from Medela.</p> <p>Medela will determine if the pump is under the original warranty at the time of the request and supply a Return Authorization.</p>
<p>Step #4</p>	<p>The local agency will return the pump to the address on the Return Authorization provided by Medela and should receive a replacement for the in-warranty pump within 5-7 business days.</p> <p>Note: Retain a copy of the Return Authorization for local agency records.</p>

Appendix

Optional Resources

Breast Pump Replenishment Tool.....	ii
Sample Checklist for Common Procedures	iii
Receipt for the Return of Multi-User Breast Pump	iv
Sample Retrieval Letter- English	v
Sample Retrieval Letter- Spanish.....	vi
School Administration Letter	vii

Breast Pump Replenishment Tool

Optional tool used to assist staff in determining how much to order.

LA Number _____ Clinic Number _____ Date _____

Type of	Amount		Amount needed	Current	Amt. Needed _____	Total Order (Round minimum order
Single-User Electric Breast Pump		X2				
Manual Pump (list total number, not boxes)		X2				
Collection Kit (list total number, not boxes)		X2				
Multi-User Double Electric Pump	<ol style="list-style-type: none"> 1. Number of pumps lost/stolen, transferred, or destroyed in the past 3 months _____ = recommended order. 2. At any point during the past 3 months were all of your Elite breast pumps on loan? If yes, consider ordering additional pumps. 					

Sample Checklist for Common Procedures

When Issuing a Multi-User Pump to a Participant: Policy BF: 6.0

(Refer to Policy BF: 07.0 if issuing a multi-user pump to a Proxy):

- ⊗ Train participant to assemble, use, and clean multi-user pump and collection kit and teach participant to properly store human milk.
- ⊗ Review and complete each statement of the Multi-User Electric Breast Pump Loan Contract with participant.
- ⊗ Sign the Multi-User Electric Breast Pump Loan Contract after training the participant.
- ⊗ Sign out multi-user breast pump and, if needed, collection kit, in the Texas MIS System
- ⊗ Distribute hard or electronic copy of contract release to participant

When a Participant Returns a Multi-User Breast Pump to the Clinic:

- ⊗ Assess the pump for damage and check case for all parts – DVD, Ice Packs, etc. upon return.
- ⊗ Provide the participant with a receipt stating the date the pump was returned.
- ⊗ Document pump return in the Texas MIS System
- ⊗ Plug the pump in and check the suction to ensure it is in working order.
- ⊗ Thoroughly clean the pump prior to issuing to another participant.

Cleaning the Multi-User Breast Pump

- ⊗ Unsnap the piston by pulling up and “twisting” and clean the pump.
- ⊗ Sanitize the entire breast pump with CaviCide or other disinfectant.
- ⊗ Use a toothbrush or something comparable to scrub inside the cracks.
- ⊗ Wipe black cord with CaviCide or other disinfectant.

Cleaning the Breast Pump Bag

- ⊗ Wipe black cord with CaviCide or other disinfectant.
- ⊗ Spray the inside and outside of the bag with CaviCide or other disinfectant.
- ⊗ Use a moist rag to wipe out entire bag.
- ⊗ Scrub bag with cleaning brush.
- ⊗ Allow bag to air dry.
- ⊗ If the bag smells bad, it may be necessary to clean it with vinegar.

Receipt for Return of Multi-User Breast Pump

Local Agency _____

Site #: _____

Participant Name: _____

Pump Serial Number: _____

Date of Return: _____

Received at Local Agency and Site #: _____

Staff Signature: _____

Signature of Person Returning Pump: _____

Sample LA Breast Pump Retrieval Letters

Dear _____,
Name of Participant

You received an Ameda breast pump from us on _____. You signed a release form
Date
when you received the pump stating that you would return the breast pump on _____. It
Due Date
has not been returned as of this date. We have made _____ attempts to reach you by calling
Number
_____ or sending you a letter at _____ but have been unable to contact
Phone Number Address
you.

The breast pump loaned to you is reserved for WIC mothers who have premature or sick babies in the hospital. These babies often do not survive without their mother's milk. We have a limited number of pumps to lend to WIC moms, so it is important that the pump lent to you be returned.

If you need a breast pump to continue breastfeeding, please let the WIC staff know upon returning the Elite pump. We may need to extend your due date or replace the pump with one that better suits your needs.

The breast pump you borrowed is State of Texas property and must be returned. If we do not receive a reply by _____, we will notify the Texas Health
Date
and Human Services agency of your failure to return the breast pump. The Texas Health and Human Services agency will decide what further actions may be taken.

Please contact _____ at _____ to make arrangements for
WIC staff member WIC phone number
the return of the breast pump. If you do not have transportation, a WIC staff member can pick it up. It is extremely important that WIC be able to provide breast pumps to mothers who need them.

Sincerely,

Estimada _____,
Nombre de la participante

Usted recibió un sacaleches para múltiples usuarias el _____ **. Usted firmó un contrato**
Fecha
de préstamo cuando recibió el sacaleches afirmando que lo devolvería el

Fecha **. Hasta la fecha no se ha devuelto. Hemos intentado llamarla o enviarle un**
mensaje de texto _____ **veces al** _____ **o enviarle una carta o correo**
Número Teléfono
electrónico en _____ **, pero no hemos logrado comunicarnos con usted.**
Dirección

El sacaleches que se le prestó está reservado para las madres de WIC que tienen bebés prematuros o enfermos en el hospital. Estos bebés a menudo no sobreviven sin la leche materna. Tenemos un número limitado de sacaleches para prestar a las mamás de WIC, así que es importante que devuelva el sacaleches que se le prestó.

Si usted necesita un sacaleches para seguir con la lactancia materna, por favor, avísele al personal de WIC cuando devuelva el sacaleches de múltiples usuarias. Posiblemente necesitemos prolongar su fecha de devolución o reemplazar el sacaleches con uno que satisfaga mejor sus necesidades.

El sacaleches que se le prestó es propiedad del estado de Texas y tiene que devolverlo. Si no recibimos una respuesta para el _____ **, avisaremos a la agencia de Salud y Servicios Humanos de Texas que se ha negado a devolver el sacaleches. La agencia de Salud y Servicios Humanos de Texas decidirá qué otras medidas pueden tomarse.**
Fecha

Comuníquese con _____ **al** _____ **para hacer los arreglos**
Miembro del personal de WIC Número de teléfono
para devolver el sacaleches. Si no tiene transporte, un miembro del personal de WIC puede recogerlo. Es sumamente importante que WIC pueda proporcionar sacaleches a las madres que los necesitan.

Atentamente,

School Administration Letter

Dear School Administration:

The _____ WIC Program has recently provided your student, _____ with an electric breast pump so she can continue feeding her baby only breastmilk. Breastfeeding offers countless benefits to a new mother, her baby, and the community. The American Academy of Pediatrics recommends breastfeeding for *at least* one year.

Milk production is based on supply and demand. Upon returning to school, failure to remove milk from the breast could cause a decrease in milk supply and an infection.

Please be supportive of this young mom and provide a private, secure place for her to take a 15 to 20 minute break every 2 to 3 hours (approximate) to pump milk for her baby.

If you have any questions, please contact me. Thank you for your support.

Sincerely,

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