



DEPARTMENT OF
**PUBLIC
HEALTH**

Appleton Health Department

Title: Milk Depot

Procedure #: N_215_1_PRO

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Description:	Procedure for the Milk Depot			
PHAB Domain/ Standard/ Measure:	7.1.1A: Engage with health care delivery system partners to assess access to health care services.			
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Author(s)/ Reviewer(s):	Amanda Hatch Katie Schink-Pawlowski			
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Created/ Reviewed/ Revised Date	Legal Services Approval Date	Board of Health Approval Date	Council Approval Date	Health Officer or Designee Signature (Name/Title)
Created 11.04.2025	11.10.2025			

Purpose

To assist in the collection of donated human milk for vulnerable infants in Wisconsin and Illinois by serving as a Milk Depot for the Mothers' Milk Bank of the Western Great Lakes¹.



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Procedure

Donor Drop Off Scheduling

1. Milk Bank inquiries will call the Appleton Health Department and speak to the Intake Nurse to schedule a milk depot drop-off. The following information will be gathered by the Intake Nurse:
 - a. Is client an approved donor with a milk bank identification number? If not, refer client to the Mothers' Milk Bank of the Western Great Lakes to complete the registration process. Do not collect milk until approval is completed by the Milk Bank and client has an identification number.
 - b. Client name
 - c. Client phone number
 - d. Client vehicle make/model
 - e. Amount of milk to be donated at drop-off
2. Intake Nurse adds requested drop-off appointment time (M-F, 9-4) in the EHR schedule. To schedule:
 - a. Click and drag time
 - b. Type = Administration
 - c. Status = Scheduled Milk Bank
 - d. Description = Milk Bank drop off, client name, phone number, vehicle make/model and amount of milk to be donated
3. Intake Nurse discusses drop-off details with client. Review the following:
 - a. Client will stay in vehicle, drive up in the alley on the north side of the building and park car at the door near the drive through service windows. A staff member will meet the client at their car for pick up at the scheduled time.
 - b. Client should have small human milk bags labeled with date, time and amount of collection and should have their donor ID number on the outside of each gallon zip lock containing the smaller milk bags.
 - c. Client should contact the Appleton Health Department if they need to reschedule or cancel the appointment.
4. Intake Nurse will determine which nurse is intake the day of the scheduled appointment and notify this nurse of the scheduled drop off date and time. If Intake Nurse is unavailable, request assistance from other nursing staff or health department administrative support for drop-off collection.



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Donor Drop-Off

5. Staff member takes work cell phone down to clinic room and, depending on expected donor milk amount, takes the Milk Depot bag located on side of Milk Depot freezer and/or a wagon, to client's car at scheduled drop off time. Wagons are stored in 6th floor storage area
6. Staff member should have client scan the Milk Bank QR code sheet found in the bag and complete the form notifying the Milk Bank of a drop-off at the Appleton Health Department.
7. Staff member should verify donor ID is on each gallon zip lock and loads the milk in the bag/wagon.
8. Staff member takes the milk to the Milk Depot freezer area and places the gallon bags inside the grocery bags stored in the vaccine room. The staff member labels the outside of each grocery bag with the donor ID and places them in the freezer. Only one donor's milk should be placed in each grocery bag.
9. Verify the QR code sheet is back in the Milk Depot bag and hang on the side of the freezer for next use.
10. Return the wagon to the 6th floor storage room, if used.
11. Intake Nurse will update appointment status in the EHR schedule to Completed.

Milk Bank Pick Up

1. Mother's Milk Bank of the Western Great Lakes will call the Intake Nurse to schedule a donor milk pick up time.
2. Intake Nurse will add to the schedule in the EHR.
To schedule:
 - a. Click and drag time
 - b. Type = Administrative
 - c. Status = Scheduled Milk Bank
 - d. Description = Milk Bank Pick Up. Add additional information as needed.
3. Intake Nurse will determine which nurse is intake the day of the scheduled appointment and notify this nurse of the scheduled pick up date and time. If Intake Nurse is unavailable, request assistance from other nursing staff or health department administrative assistants for pick up collection.
4. Milk Bank courier will call the Appleton Health Department the day of pick up and notify the Intake Nurse of estimated arrival time.



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5. Intake nurse or appointed staff member will bring the milk donation out to the alley using the milk depot bag/wagon.
6. Milk Bank Courier will load the milk into vehicle.
7. Staff member will return milk depot bag to the side of the freezer or the wagon to the 6th floor storage room.
8. Intake Nurse will update appointment status in the EHR schedule to Completed.

Milk Bank Freezer Monitoring

1. Milk Bank Freezer is located in the locked vaccine room and will be continuously monitored using a DDL.
2. Freezer current and max/min temperatures will be recorded manually at least once daily during business hours by a staff member. Documentation will include the date, time, temperatures and staff initials.
3. Digital monthly temperature logs will be uploaded and a copy kept in the Milk Depot folder located in the "PNCC/MCH" file cabinet on 5th floor.
4. If freezer is out of range, DDL should be downloaded and referenced to check out of range timeframe. Refer to Control Solutions Website for DDL downloading instructions and trouble shootingⁱⁱ.
5. Milk Bank of the Western Great Lakes should be notified if the freezer is above -18°C or 0°F for two hours or more.

Definitions

EHR - Electronic Health Record

DDL - Digital Data Logger

PNCC/MCH – Prenatal Care Coordination/Maternal Child Health



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Attachments

i Mother's Milk Bank of the Western Great Lakes <https://www.milkbankwgl.org/>

ii Control Solutions [VFC400 Vaccine Temperature Data Logger Tutorials and Support](#)