

## Missed Appointments

- I. Pregnant women who miss their initial WIC certification appointments must be contacted in order to attempt to reschedule the certification appointment.
- II. The Utah WIC Program uses an automated messaging system to send appointment reminder text messages or phone calls and to notify all applicants and participants of missed appointments.
  - a. For all new applicants, and when a new phone number is entered for current participants, staff must mark whether it is a land line or cell/mobile. Check boxes should be marked to allow texts and calls unless specified by the client.
  - b. When the phone number in the first phone field, (Primary Phone Number) is a mobile phone number, a text message will be sent. When a land line is listed in this field, a phone call will be made.
  - c. If no phone number is listed in the first phone field, (Primary Phone Number) a text/call will not be made.
  - d. If the client does not want to be texted, they may reply “STOP” to opt out of future messages. To opt out of future automated voice calls, they may respond by pressing option “9”.
- III. When an applicant or participant misses an appointment, clinic staff notes this in the computer system on the same day of the missed appointment. The automated messaging system will then send a text or make a call to the participant asking them to contact the clinic to reschedule. Calls will be made on the second business day following the date of the missed appointment.
- IV. Pregnant women who miss an initial certification appointment and cannot be reached by telephone must be mailed a Missed Appointment letter.
  - a. Document that the Missed Appointment letter was mailed in the comments screen or scan the letter.
  - b. Local agencies have the option to use email in addition to letters, text messages and phone calls unless the client has asked that any of these methods not be used.
- V. When applicants to the program contact the clinic to reschedule a missed certification appointment the clinic should offer the applicant the next available certification appointment. The clinic is not required to meet processing standards on rescheduled appointments.

- VI. Once certified, participants should be encouraged to receive benefits on a continual basis. Local Agencies should set goals to issue benefits to at least eighty percent (80%) or more of their caseload each month. These goals are to intended to encourage staff to strive to improve this statistic.
  - a. Reminding participants that they have missed their appointment is one way to increase the number of participants served in each clinic.
  - b. Working the *No Food Benefit Pick-up* report may also yield higher participation.
- VII. The computer system automatically terminates participants who do not pick-up benefits in over two months.
- VIII. The automated message system sends additional messages to:
  - a. Participants who have been terminated recently for failure to pick up benefits or failure to reapply.
  - b. Participants who have not picked up current month benefits and no appointment is scheduled.
  - c. Participants with a certification expiring at the end of the month and no appointment scheduled.
- IX. Participants who are late for appointments.
  - a. Participants may not be terminated for being late to an appointment.
  - b. Participants who are late or continuously miss their appointments should be counseled concerning the importance of keeping appointments and of notifying the WIC clinic in advance if they cannot keep an appointment.
  - c. Local clinics may form their own policies for dealing with participants who are late for appointments. Local policies are subject to state office review.