

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 telephone dialing system to make appointment reminder calls and to notify all applicants and participants of missed appointments.
- 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 phone system will then make a call to the participant. Calls will be made on the second business day following the date of the missed appointment.
 - a. If no phone number is listed in the first phone field, (Home Phone Number) a call will not be made.
- IV. Pregnant women who miss an initial certification appointment and cannot be reached by telephone must be mailed a Missed Appointment letter. This requirement also applies to any local agencies that choose not to use the automated phone system.
 - 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 emails and text messaging in addition to letters and phone calls unless the client has asked that any of these methods not be used. If the client does not want to be texted, an alert can be set up stating this.
- 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 voucher 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. 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.