Appointment System

Purpose

To ensure that full and complete documentation is available to answer all questions related to processing time frames; to capture applicant information in a timely manner and avoid duplication of collection of data; and to increase participation in the WIC Program by pregnant women, especially those in the early stages of the pregnancy.

Authority

7 CFR Part 246.7 (e) (2)

Policy

The local agency (LA) must utilize the MIS to record applicant appointment information.

Procedures

I. Each pregnant woman who misses an appointment to apply for participation in the WIC Program must be contacted by the family’s preferred contact method (captured in the MIS) to reschedule the appointment. If contact cannot be made, an attempt must be made to contact by an alternate method.

II. Every attempt must be made to explain the benefits of the Program and to assist the applicant in determining an appointment time which is mutually acceptable.
Guidelines

The MIS will send text and email appointment reminders if that is the family’s preferred method of contact. If preferred method is phone or mail, then the best practice is for the LA to remind them by that method.