



Same Day Scheduling Processing Standards for WIC



Policy C-IC-6

March 12, 2014

Purpose: To outline the procedure for same day scheduling and adherence to appointment scheduling for all clients (including employed clients) in the federal WIC program.

Policy: It is the policy of Three Rivers District Health Department to comply and adhere to all standards and regulations related to the delivery and processing of the WIC program as found in Code of Federal Regulations.

Procedure:

- I. In line with 7 C.F.R. 246.7(b)(4), the agency shall schedule appointments for employed adult individuals seeking to apply or reapply for participation in the WIC program for themselves or on behalf of others.
 - A. This shall be accomplished by using the appointment book already in place for same-day scheduling at each of the health centers.
 - B. The process shall be that when a client calls for a new WIC appointment, support staff will inquire if they have a work schedule that needs to be considered. If they are employed, an appointment will be given for a specific date and time and recorded in the appointment book.
 - C. When working clients already receiving WIC services are scheduling their next appointment, they also will be given a specific date and time for their next appointment and it will be recorded in the appointment book.
- II. In line with 7 C.F.R. 246.7(b)(5), the agency shall record the address and phone number when a pregnant woman presents at the health center seeking WIC services. With the Same Day scheduling process, the woman will most likely be registered at this point and services provided. In the event this does not happen, the contact information will be recorded in the appointment book. In the event of a missed appointment, the woman will be contacted to reschedule.
- III. In line with 7 C.F. R. 246.7(f)(2), the agency shall comply with processing standards by continuing use of the Same Day scheduling process. With this process, clients are generally served on the date of initial contact and this contact information will be recorded at registration as appropriate. In the event a client is unable to be served at that time, contact information, including the date, shall be recorded in the appointment book.

District Director

Date

Chairperson, Three Rivers District Board of Health

Date