October 2026
Replaces version: January 2026

Missed Appointment Follow-up

Policy

USDA Federal Regulations:

Requirements for pregnant women

246.7(b)(5) Each local agency shall attempt to contact each pregnant woman who misses her first appointment to apply for participation in the Program in order to reschedule the appointment. At the time of initial contact, the local agency shall request an address and telephone number where the pregnant woman can be reached.

Documentation requirements

246.11(e)(4) Should a participant miss a nutrition education appointment, the local agency shall, for purposes of monitoring and further education efforts, document this fact in the participant's file, or, at the local agency's discretion, in the case of a second or subsequent missed contact where the nutrition education was offered in a group setting, document this fact in a master file.

Authority

7 CFR Part 246.7(b)(5)
7 CFR Part 246.11(e)(4)*excerpt*

Procedures

Identifying missed appointments

Follow-up on missed appointments can be done using one of these options:

- The clinic schedule
- The Missed Appointment Report

Required follow-up procedures

Follow-up is required when a pregnant woman misses a certification appointment.

- If the pregnant woman cannot be reached by phone, follow-up by mail using the Notice of Missed WIC Appointment is required.
    - A copy of the Notice of Missed Appointment can be found under the Certification, Eligibility and Coordination of Services forms section on the WIC web portal.
- Follow-up can be initiated on the day of the missed appointment or up to three business days afterwards.
    - This follow-up must be documented.
    - Documentation of the follow-up (date, method of contact, and result) can be recorded
        - As a note on the Missed Appointment Report,

    - If the Missed Appointment Report is used it must be filed (physically or electronically) in order to be accessible for chart audits at a later date.
- As a note in the appointment on the clinic schedule or
- A copy of the Notice of Missed Appointment can be scanned into the applicant's record and saved by the date the notice was printed.

Best Practices

Following up for all missed appointments

Follow-up for all missed appointments is strongly encouraged. This includes all participant and appointment types.

- In order to provide timely follow-up for these participants, use of the clinic schedule or Missed Appointment Report should be done on a regular basis (e.g., within one week of the missed appointment).

Adequate staff coverage for missed appointment follow up

Local agencies should train multiple staff on the process of contacting the pregnant women who miss their appointment so there is a back-up plan in place when staff members are out of the office.

Language options for the Notice of Missed Appointment letter

The Notice of Missed Appointment letter is available in English and Spanish.

- Local agencies can have it translated into the languages most spoken by participants in their clinics, but changes to state agency developed materials must be pre-approved by the state agency.