

## Missed Appointment Follow-up

### Policy

**USDA Federal Regulations:** (b) Program referral and access. (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.

(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

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

- The clinic schedule
- Missed Appointment Report

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 WIC Appointment can be found in the Certification, Eligibility and Coordination of Services forms folder.

Follow-up can be initiated the day of the missed appointment or up to three business days afterwards and this follow-up must be documented. Documentation of the follow-up (date, action, and result) can be recorded as a note in the appointment on the clinic schedule or a copy of the Notice of Missed WIC Appointment can be scanned into the applicant's record and saved by the date the notice was printed.

A tracking mechanism must be in place to guarantee that all pregnant women who have missed their appointment are contacted.

## **Best Practices**

Follow-up for all missed appointments is strongly encouraged. This includes pregnant women's nutrition education or follow up appointments as well as infants, children, breastfeeding and postpartum participants and all of their appointment types such as certifications, recertifications, health updates and nutrition education. 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).

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.