

**Indiana WIC Program  
Indiana State Department of Health**

**Clinic Hours**

**Policy**

Clinic hours must provide program access for employed individuals; migrants; individuals living in rural areas; and/or other applicant needs. Clinic hour changes must be submitted to the Indiana WIC Office for approval.

**Authority**

246.4 (a)(22)

246.7 (b)(4)

**Procedures**

- I. Each local agency shall offer clinic hours as described below:
  - A. At a minimum, for agencies with an assigned caseload of 1,500 or less:
    - 1. Single clinic agencies or the largest caseload clinic within multi-clinic agencies should be open three days, 24 hours per week.
    - 2. These clinics should not be closed for more than two consecutive days, including weekends.
    - 3. Clinic hours for one of the days should have extended hours to at least 7PM. (Clinic hours should be adjusted rather than increased to accommodate later hours)
  - B. For agencies with an assigned caseload of 1,501 to 3,000:
    - 1. Single clinic agencies or the largest caseload clinic within multi-clinic agencies must be open five days per week.

2. Clinics may choose to be open
  - a. one day a week with extended hours to at least 7PM; or
  - b. one Saturday a week for at least four hours (e.g. 10AM to 2PM).
    - i. Clinic hours should be adjusted rather than increased to accommodate later hours or Saturday hours.
- C. For agencies with an assigned caseload of 3,001 or more:
  1. Single clinic agencies or the largest caseload clinic within multi-clinic agencies must be open five days per week.
  2. Clinics may choose to be open
    - a. two days a week with extended hours to at least 7PM; or
    - b. one day a week with extended hours to at least 7PM and one Saturday a week for at least four hours (e.g. 10AM to 2PM).
      - i. Clinic hours should be adjusted rather than increased to accommodate later hours or Saturday hours.
- D. Clinic hours must be as consistent as possible. For example:
  1. if a clinic is open on Monday, each Monday should have the same clinic hours.
  2. if a clinic is open only four days a month, it should be the same four days each month, i.e. 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup> & 4<sup>th</sup> Thursday.
- E. Local agencies utilizing walk-in appointments must serve new high risk applicants ahead of other applicants in order to meet timeframes for processing new applicants.

- F. When clinics occupy space used by other organizations and require set up and tear down, this time is not included in the clinic hours.
- II. Clinic hours should be posted in a location that is visible from the exterior of the building. If posting on the outside of the building is not a possibility, there must be another way to inform applicants of the clinic hours.
- III. Lunch breaks may be staggered to allow services to be available through normal lunch hours.