

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

Appointment Scheduling

Policy

The local agency (LA) will utilize INWIC scheduling processes that result in efficient and effective client appointments, clinic flow and client services.

Authority

Nutrition Services Standard 2(C): Clinic Environment and Customer Service, Participant appointments and clinic flow.

Procedure

- I. There will be an allowance of at least a 20 minute grace period for late arrivals for appointments.
 - A. The LA should attempt to work the late arrival (over 20 minutes) into the day's schedule.
 - B. If the late arrival cannot be worked in, the appointment should be rescheduled for the next available agreed upon appointment slot.
- II. Appointments must be evenly distributed over the hours of clinic operation.
 - A. The first certification appointment must be scheduled within 20 minutes of clinic open time and the last certification appointment scheduled 1 hour before the clinic closing.
 - B. The spacing of appointments will be dependent on CPA and clerical staff availability.
 - C. Clinics should schedule certification appointments in 20-30 minute increments per CPA.
- III. To improve participation, the LA should attempt to remind clients of appointments.