

**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. 1st, 2nd, 3rd & 4th 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.