

**UMATILLA-MORROW HEAD START, INC.
WIC PROGRAM
POLICIES AND PROCEDURES**

Scheduling Appointments

WIC SCHEDULING POLICY:

1. After prescreening is completed for a new WIC applicant, a certification screen appointment will be made.
2. A new certification for a pregnant/postpartum woman or infant will be scheduled within 10 days of the completed pre-screen. If a new pregnant does not show for appointment, clerk will call next business day to schedule next available appointment that is within the 10 day period, or invite as a walk-in appointment. Refer to OWIC Policy 605
3. A new certification for a child will be scheduled within 20 days of the completed prescreen.
4. Missed recertification appointments will be scheduled into the soonest appointment available to ensure ongoing services. A 1 month certification period extension is possible for all participants except for the postpartum woman.
5. All participants will be asked to come to their appointment at least 10 minutes early to complete check in with the necessary proofs. This is to ensure that the participant is ready for their appointment with the Certifier/RD at their appointed time.
6. Participants who arrive more than 10 minutes late and do not have their Proofs available will be asked to reschedule. It is at the Certifier's discretion whether the participant can be seen as a walk-in. If the Certifier confirms that the participant may be seen as a walk-in, the participant will be notified that they may be seen pending a no show by another participant. Reasons that a walk-in status would be allowed may include that the participant is high risk, the hardship on the family (no transportation, coming in from long distances) or no extension is available.
7. Appointment time frame is 20 minutes for all certification appointments.
8. Appointment time frame is 30 minutes for the Registered Dietitian.
9. If a clinic has more than 2 certifiers on site, 2 certifiers will have a General schedule and 1 will have an Individual Education schedule.
10. Each certifier will see participants starting 30 minutes after clinic opens. Lunch

breaks will be completed between the 3rd and 5th hours on 8 hour days and between the 3rd and 6th hours on 10 hour days. A 30 minute lunch break is allotted for 8-10 hour clinics. The last appointment should be scheduled to allow completion of appointments within 30 minutes before end of clinic day. Any blocked out appointment times must be approved by Certifier's supervisor.

11. Telephone reminder notices should be made no less than 1 business days prior to the scheduled appointment. Postcards reminders will be sent to participants with no telephone number.
12. At completion of their appointment, participant will receive information on their next appointment.
13. Certifier or RD will receive the participant's WIC ID Card at the time of the appointment. Recommended follow-up appointments will be noted on the WIC ID Card with month/date and type the appointment.
14. Upon completion of a screen or recertification, RD/Certifier will schedule follow-up appointments including a minimum of a 2nd Nutrition Education contact and mid child/women health check. Pregnant woman will be scheduled for a Nutrition Education contact in each trimester of pregnancy.
15. If a participant misses their recertification appointment and needs to be rescheduled, they will be scheduled in the next available appointment.
16. If the participant/caretaker declines a rescheduled 2nd Nutrition Education contact appointment benefits will be issued through designated months. Every effort should be offered to the family to make it possible for nutrition education, ie on line learning. Refusal of 2nd nutrition education must be document in the TWIST Family Appointment screen. Refer to OWIC 835.
17. If a participant is due for recertification the month before turning 5 yrs. old, no recertification appointment is necessary. A 1 month extension may be allowed so that benefits may be issued. An exception would be a participant that is high risk or in Head Start and needing nutrition assessment within the 90 day rule.