
215.23

Missed Appointments

Overview

Policy

Follow-up for all missed appointments is strongly encouraged. Follow-up is required when a pregnant woman misses a certification appointment and this follow-up must be documented.

Record telephone numbers

WIC personnel and others responsible for scheduling WIC appointments are strongly encouraged to record a telephone number in the appointment data to facilitate follow-up. The telephone number is not a required data field.

Follow-up options

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

- The clinic schedule
 - Missed Appointment Report
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Missed Appointment Report

The Missed Appointment Report can be used to prompt follow-up activities. The data items on this report include the following:

- | | |
|-------------------------------------|--|
| • Participant category | • Column name (scheduler) |
| • Participant name | • Certification end date (if applicable) |
| • Phone and alternate phone numbers | • Parent/guardian name |
| • Appointment type | • FID |
| • Preferred language | • Appointment date |
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Recommended best practice

A tracking mechanism should be in place to guarantee that all pregnant women who have missed their appointment are contacted. Local agencies should also train multiple staff on the process of contacting the women so there is a back-up plan in place when staff members are out of the office.

Follow-up Procedures

Using the clinic schedule

Follow-up can be initiated the day of the missed appointment or soon afterwards by following the steps in the table below.

Step	Action								
1	Review the clinic schedule to identify missed appointments.								
2	Hover over each appointment to find the applicant's telephone number and contact the applicant to reschedule the appointment.								
3	Document the results of the phone call as follows: <table border="1" data-bbox="492 600 1404 911"> <thead> <tr> <th>IF you ...</th> <th>RECORD ...</th> </tr> </thead> <tbody> <tr> <td>Contact the applicant and reschedule appointment</td> <td>Date, action and result E.g., 12/1/12 Called and rescheduled appt.</td> </tr> <tr> <td>Do not reach the applicant</td> <td>Date, action and result E.g., 12/1/12 Could not reach by phone, mailed notice.</td> </tr> <tr> <td>Cannot call because the applicant has no phone</td> <td>Date, action and result E.g. 12/1/12 No phone, mailed notice.</td> </tr> </tbody> </table>	IF you ...	RECORD ...	Contact the applicant and reschedule appointment	Date, action and result E.g., 12/1/12 Called and rescheduled appt.	Do not reach the applicant	Date, action and result E.g., 12/1/12 Could not reach by phone, mailed notice.	Cannot call because the applicant has no phone	Date, action and result E.g. 12/1/12 No phone, mailed notice.
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Cannot call because the applicant has no phone	Date, action and result E.g. 12/1/12 No phone, mailed notice.								
4	If you were unable to reach the applicant, return to the Scheduler and print <u>two</u> copies of the Notice of Missed WIC Appointment.								
5	Send one copy to the applicant and scan and save the second copy in Focus by the date the notice was printed.								

Using Missed Appointment Report

Follow-up can be completed using the Missed Appointment Report. In order to provide timely follow-up, this report must be produced on a regular basis (e.g., the same day of each week). Follow the steps below.

Step	Action
1	Call the applicant to reschedule the appointment.
2	Record the date of the phone call and the result on the report (see examples in the table above).
3	If you did not or cannot reach the applicant by phone: <ul style="list-style-type: none"> • Search for the applicant in the data system, • Open the clinic services record, • Go to the Appointment History panel, • Click on the date of the missed appointment, • Right click on the appointment in Scheduler, and • Print <u>two</u> copies of the Notice of Missed WIC Appointment.
4	Send one copy to the applicant and scan and save the second copy in Focus by the date the notice was printed.