



*Protecting, maintaining and improving the health of all Minnesotans*

# Memo

To: WIC Coordinators  
From: State WIC Staff – Program and Nutrition Units  
Date: June 20, 2012  
Subject: Flexible Scheduling Choices for WIC Appointments

## **Introduction**

The scheduling process and model used by WIC clinics can have an impact on improving show rates and participation, when implemented well. It has come to our attention that local agencies around the state are trying out different scheduling models to better meet the needs of their participants. This memo includes:

- Background on this topic
- Guidance for selecting a successful scheduling model
- Request that you contact your Program or Nutrition Consultant when you are considering developing a new scheduling model or making significant changes.

## **Background**

Observation and discussion with local agencies using *only one type* of scheduling has revealed concern and drawbacks to this limited approach. Some agencies that have implemented *only Same Day Scheduling* have found it useful for some participants, but not for others who may be unable to plan appointments with such short notice or who are unable to get through the phone lines in a timely manner in the morning.

## **Use Flexible Scheduling, Not Same Day Scheduling Alone**

For these reasons, we recommend that you consider *Flexible Scheduling* that offers choices for participants, rather than *Same Day Scheduling* only.

- *Flexible Scheduling* means **offering multiple choices** to participants including scheduling in advance, the same day, and walk-ins, whenever possible.
- We advise against using *Same Day Scheduling* exclusively to avoid creating difficulty for some participants.

## **Provide All Options to Participants**

In order for a flexible scheduling model to be most effective, it is important for the options to be clear to participants and be offered up front to all participants.

## **Work with your Program or Nutrition Consultant First**

Please contact your Program or Nutrition Consultant if you are considering a new scheduling model or other significant scheduling change. Your Consultant can help you select the best scheduling options for your clinic and implement these changes in a clear and seamless way.