

## 1.13 Appointment Show Rate

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### POLICY:

Through the Crossroads system, the State Outreach Coordinator will review **Show Rates** twice per year (April and November) for the cumulative rates of the previous six (6) months (October through March and April through September respectively). These rates will be used to set a **Standard** for the coming six (6) month period.

The formula for the **State Show Rate Standard** will be two standard deviations of the State Average for the past six months, as provided by the State Outreach Coordinator. Using these rules will provide a uniform base for show rate analysis. This should give an indicator of the expected rates of attendance and thus serve as a guide to needed rates of over-scheduling for each clinic.

A Local Agency site having an **overall** monthly rate less than the **State Show Rate Standard** must comply with the review procedure outlined below. This procedure is used to determine possible sources of low show rates and to use these as a base from which to implement corrective actions which must be addressed in the Local Agency Outreach Annual and Mid-Year Report.

### DEFINITIONS:

**No-show:** A participant or family is considered a no show when they miss an appointment scheduled in Crossroads, excluding education classes. If the participant or family notifies the WIC office **prior to the time** of the appointment and cancels the appointment, it is not considered a no show. If a participant is served in the clinic the same day, but at a later time than their scheduled appointment, the appointment is not considered missed, canceled or a no-show.

**Rescheduling:** A participant, who misses an appointment, either as a no show or who cancels and reschedules, may be given one additional appointment. If a second appointment is missed, the Program's processing standards obligation will have been fulfilled. The only exceptions will be for documented personal or natural disasters e.g. a death in the family or hazardous weather (blizzards, floods, etc.).

**State Show Rate:** The purpose of the State Show Rate is to provide a baseline record of the clinic scheduled activity for a six (6) month period; excludes non-scheduled appointments such as walk-ins. The key to the show rate is the establishment of an appointment and the successful completion of that appointment.

### PROCEDURE:

#### A. Rescheduling

1. If a participant requests to reschedule an appointment to a different date, the appointment must be moved through the Crossroads participant record **Quick Link Family Appointments** or within the **Clinic Master Calendar**. Local Agency staff will access the appropriate appointment for this participant and note the reason for rescheduling as "Participant Requested" in the Crossroads Cancellation Reason dropdown option. This appointment slot then will become available for use by another participant.

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2. If a participant requests to cancel an appointment, Local Agency staff will access the appointment through the Crossroads participant record **Quick Link Family Appointments** or within the **Clinic Master Calendar**. Local Agency staff will document the reason for cancellation as “Other” in the Crossroads Cancellation Reason dropdown option. This appointment slot then will become available for use by another participant.
3. Under the **Quick Scheduling Results**, Local Agency staff should document on the **Comment Note** when a participant is rescheduled for their second appointment.
4. Each Local Agency will attempt to contact each participant who misses their initial certification/sub-certification appointment to schedule a new appointment. To access the report in **Crossroads**, go to Generate Reports, select category Appointments, and then choose the report **Daily Appointment to be Rescheduled Detail**.

### B. Review Procedure

The Local Agency Director is expected to have each site run a monthly Show Rate for every month on the second working day of the following month. To access the report in **Crossroads**, go to Generate Reports, select report category Appointments, and then choose the report **Participant Appointment Show Rate Report**.

Each clinic’s monthly show rate is to be reported on the Annual and Mid-Year Local Agency Outreach Report.

### REFERENCES:

1. WIC Regulations 246.7 (5). Participant Eligibility