

Administration Volume  
Clinic Administrative Procedures Section

Clinic Access (3.07800)

ER# 3.07800

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**POLICY:** The local WIC provider (LWP) shall assure that employed applicants, participants or guardians have access to clinics which require minimal time expenditures.

The LWP shall assure that applicants, participants or guardians who live in areas with little or no public transportation have access to clinics which require minimal travel distance.

The LWP shall have in place one or more of the practices detailed in the procedures below to minimize time and distance.

The LWP shall evaluate and address clinic access annually in the Local Agency Plan (LAP) outlining options utilized to meet the requirements in this policy.

**PROCEDURES:**

- A. The LWP shall assure that employed applicants, participants or guardians have access to clinics which require minimal time expenditures.
  1. When making appointments, the LWP shall ask if the applicants, participants or guardians are employed.
  2. The LWP shall inform all employed individuals of scheduling option(s) that allow for no loss of employment time.
  3. The individuals must be scheduled to meet the processing timeframes discussed in [ER# 3.01700](#).
- B. The LWP shall assure that applicants, participants or guardians who live in areas with little or no public transportation have access to clinics which require minimal travel distance.
  1. When making appointments, the LWP shall ask if the applicants, participants or guardians have difficulty with access to the normal agency clinic site(s).
  2. When individuals have travel access problems, the LWP shall schedule and/or offer options to minimize distance needed to travel. (See D. below.)
- C. The LWP should periodically survey:
  1. Participants to see how the agency could change clinic access to meet their needs more effectively.
  2. Public sites, population sites, and public transportation to see what is available to meet the needs of applicants and participants.
  3. City/county census data and/or the general public to see if areas of need exist that should be considered for clinic access for the future.

- D. The LWP shall have in place one or more of the following practices to minimize time and distance:
1. Give appointments to applicants, participants or guardians who are employed or who have clinic access difficulties, even if the agency normally doesn't give appointments.
  2. Schedule and serve individuals by appointment. This does not prohibit serving those without appointments (walk-ins), but places scheduled appointments ahead of walk-ins.
  3. Allow participants who are not high risk to receive food instruments on a bi-monthly or tri-monthly basis.
  4. Provide clinic opportunities outside of normal business hours, such as:
    - a. Before 8:00 am.
    - b. Between noon and 1:00 pm (i.e. coverage over lunchtime).
    - c. After 5:00 pm.
  5. Provide one or more Saturday clinic per month.
  6. Have clinics no more than 30 miles from any part of the service area.
  7. Have clinics near/on public transportation lines, if applicable/available.
  8. Allow an on-going proxy(s) for food instrument pick-up. Refer to [ER# 3.03800](#).
  9. Allow the parent or guardian to send a proxy for certification of an infant or child. Refer to [ER# 3.03800](#).
  10. Certify participants in the agency of residence; provide on-going food instrument issuance and nutrition education in the agency of employment.
  11. Provide WIC services at places such as, but not limited to:
    - a. Major employers.
    - b. Day care centers.
    - c. Schools
  12. Other options as approved by the state technical assistance (TA) team.