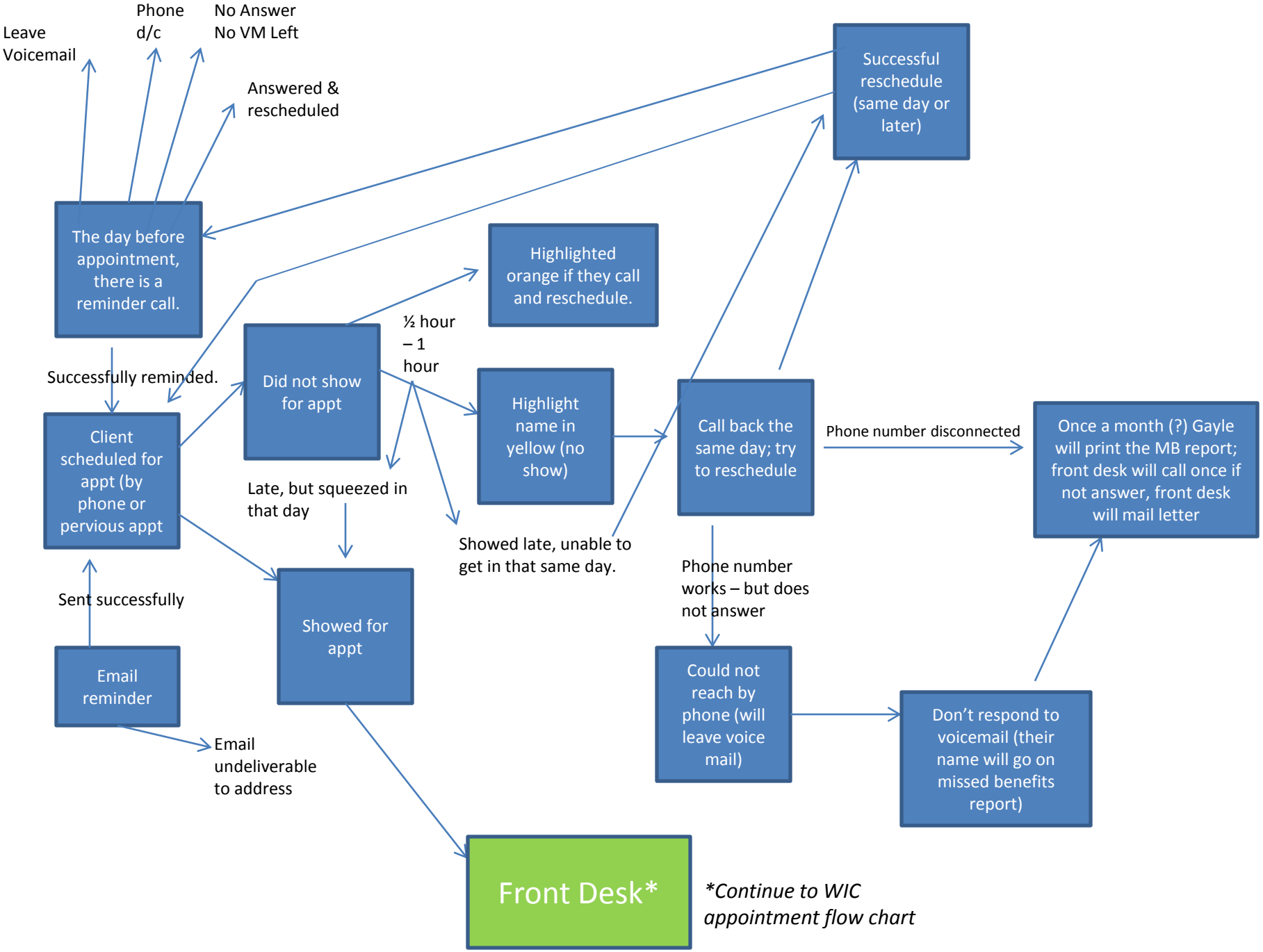
Leave Voicemail
Phone d/c
No Answer No VM Left
Answered & rescheduled
Successful reschedule (same day or later)
The day before appointment, there is a reminder call.
Highlighted orange if they call and reschedule.
½ hour – 1 hour
Successfully reminded.
Did not show for appt
Highlight name in yellow (no show)
Call back the same day; try to reschedule
Phone number disconnected
Once a month (?) Gayle will print the MB report; front desk will call once if not answer, front desk will mail letter
Client scheduled for appt (by phone or pervious appt
Late, but squeezed in that day
Showed late, unable to get in that same day.
Phone number works – but does not answer
Sent successfully
Showed for appt
Email reminder
Could not reach by phone (will leave voice mail)
Don't respond to voicemail (their name will go on missed benefits report)
Email undeliverable to address
Front Desk*
*Continue to WIC appointment flow chart