WIC Client Survey:

Understanding Missed Appointments

1. *We are working to improve the service we deliver to our clients at our WIC office. Can I ask you a couple of questions about your recently missed appointment?*

❒ No ❒ Yes

IF ANSWERS “YES” ~

1. *Please briefly describe why you missed your WIC appointment on \_\_\_\_\_\_\_\_.*

Forgot Appointment Family emergency Transportation

Benefits aren’t worth it Don’t like food package Bad weather

Wait time at clinic is too long Easy to reschedule No reminder

Had to schedule appointment too far in advance

Other:

1. *Now, please tell me if any of the following could have helped you avoid missing your appointment. Please answer with “a little”, “a lot” or “not at all”.*

Multiple reminder calls \_\_\_A little \_\_\_A lot \_\_\_Not at all

Reminder card sent in the mail \_\_\_A little \_\_\_A lot \_\_\_Not at all

Reminder text \_\_\_A little \_\_\_A lot \_\_\_Not at all

Different clinic hours \_\_\_A little \_\_\_A lot \_\_\_Not at all

Shorter appointment times \_\_\_A little \_\_\_A lot \_\_\_Not at all

Scheduling closer to appt time \_\_\_A little \_\_\_A lot \_\_\_Not at all

Other\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_A little \_\_\_A lot \_\_\_Not at all

*Thank you!*