**USCW Missed Appointment Policy**

**First Missed Appointment**

1. Touch 1: Leave voicemail. Note any relevant deadline in message.
   1. Option recommended action: Text client.
      1. Your client may respond that they can talk or they may need to reschedule.
      2. If they reschedule for a different day, then click Missed Appointment and schedule new appointment on the coaching calendar.
2. Regarding selecting Missed Appointment on the calendar.
   1. Marking a call as missed will trigger the site to immediately send an automated Missed Call email to the client. If the reply to this email, it will come directly to your USCW email inbox.
   2. Only select Missed Appointment if your client does not complete the call on the originally scheduled day.
   3. If you do select Missed Appointment and end up completing the call the same day, then select “Cancel Appointment” so the Missed Appointment in red is now deleted from your calendar.
   4. Add to your calendar a new appointment, in order to support an accurate month-end audit.
      1. You cannot schedule an appointment in the past, so scheduled near the time you had the call.
      2. USCW does share Missed Call data with individual contracts when appropriate.
3. Touch 2: Leave voicemail or text stating the deadline again on a different day.
   1. Touch 2 not required for contracts when coaching is a choice for points.

**Second Missed Appointment within a Deadline Timeframe**

(Examples: contracts with quarterly requirements or Dollar General’s Tobacco Cessation requirement to engage within 45 days of registration or last session)

* Leave a voicemail (E.g., “Sorry we did not connect today for your scheduled coaching session. I will not be reaching out again about scheduling or deadlines. I will leave it in your hands if you choose to continue with the program and meet the deadlines. Please feel free to …click back through the action card…(or log in to USCW, whatever action is relevant to the contract) to access the calendar. Have a great day!”)
* There does not need to be any further outreach by the coach.

It is the responsibility of the coach to call at the scheduled appointment time, clearly state the deadlines and offer a next step for the client if a call is missed.

It is the responsibility of the client to answer the phone and complete the coaching session as scheduled. If the session does not happen as scheduled, it is up to the client to set up another session and to do so within the contract’s specific deadlines.