



Georgia Department of Public Health

EXTENDED CLINIC HOURS

Presentation to: Nutrition Services Directors and Staff

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Date: June 15, 2016



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Objective

- Identify Barriers to current clinic hours
- Provide examples of how clinics can be extended to meet guidance in the newly proposed policy

Proposed Clinic Hours Policy

Federal Regulation CFR.246.7(b)(4) states: Each local agency that does not routinely schedule appointments shall schedule appointments for employed adult individuals seeking to apply or reapply for participation in the WIC Program for themselves or on behalf of others so as to minimize the time such individuals are absent from the workplace due to such application.

To meet this requirement, districts shall ensure that all fixed, full-time sites are open to provide WIC services to participants in accordance with the following definitions and guidelines. Districts shall offer extended hours of operation that reflect the best method to serve participants, accommodating the needs of working and student applicants/participants in the community, in accordance with one of the three standards (minimum, recommended, and best practice).

Barriers Found in Current Clinic Hours

Some of the barriers that have been noted in many clinics are listed below:

- Clinics closing for lunch from 11:00-1:00
- 12:00-2:00 no appointments given during lunch even with staggered lunch for staff
- Clinic cut off time to see participants at 3:00
- Clinics closing early on Fridays
- Begin time to see participants start at 9:00 when clinic opens at 8:00
- Clinics rescheduling appointments for participants that are more than 5 minutes late

Clinic Hours Policy Cont'd

- **Core Hours:** Traditional business hours of 8 a.m. to 12 p.m. and 1 p.m. to 5 p.m. Monday through Friday.
- **Extended hours:** The hours before 8 a.m. or after 5 p.m. during the business week, or on Saturday or Sunday. The traditional lunch hour (12 p.m. to 1 p.m.) is also an extended hour . The lunch hour shall not be considered an extended clinic hour; however, operation during the lunch hour is encouraged.

Extended Clinic Hours Example

Standard	Core Hours	Extended Hours	Sample Site Schedules
Minimum	8am-12pm 1pm-5pm	Open at least 20 hours per month outside the core hours	<p>Monday-Friday 8am -5pm Saturday Closed Open during lunch</p> <p>Monday-Friday 7:30am-5:30pm Saturday Closed Closed during lunch</p>
Recommended	8am-12pm 1pm-5pm	Open at least 30 hours per month outside the core hours	<p>Mon/Tues/Wed/Fri 8am-5:30pm Thursday 10am-7pm Saturday Closed Open during lunch</p> <p>Monday-Friday 7:30am-5:30pm Closed during lunch Saturday (2x per month) 8am-1pm</p>
Best practice	8am-12pm 1pm-5pm	Open at least 42 hours per month outside the core hours	<p>Monday-Friday 7:30am-5:30pm Open during lunch Saturday (1x per month) 8am-1pm</p> <p>Mon/Tues/Wed/Fri 8am-5:30pm Thursday 7:30am-7pm Saturday Closed Open during lunch</p>

Questions





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