

# QFLOW

## A STEP BY STEP GUIDE

Florida  
**HEALTH**  
WIC Florida

### STEP 1



## CALL US

Call one of our highly trained WIC agents at **(786) 336-1300** to make or reschedule your WIC appointment. Agents are available to assist you Monday-Friday, 7:15am-5:00pm.

### STEP 2

## SCHEDULE

The WIC agent will collect your information and schedule an appointment for the date, time, and type of appointment (in-person or virtual) you need. Click [here](#) for a list of our Miami-Dade WIC centers.



### STEP 3



## REMINDER

**One week** before your WIC appointment, you will receive a text message confirming your appointment date and time. Save **(833) 612-2215** in your phone as "Miami-Dade WIC" for future messages!

## STEP 4

### DOCUMENTS

Before your appointment, upload any documents needed on the **Florida WIC app**.

It's easy and convenient.

If you are new to the WIC Program you can use this option **after** your first WIC appointment.



Florida WIC

## STEP 5



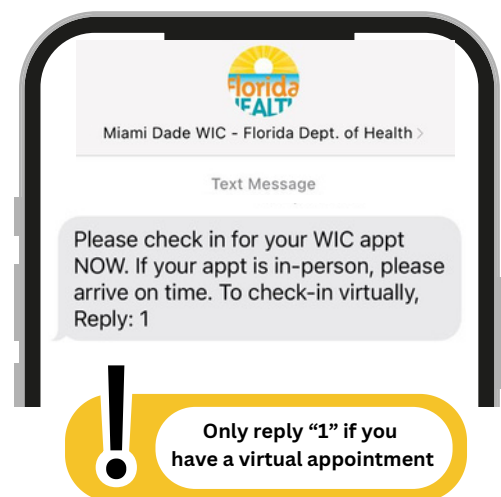
### 2nd REMINDER

**One day** before your WIC appointment, you will receive a text message confirming your appointment date and time. Save **(833) 612-2215** in your phone contacts as "Miami-Dade WIC" for future messages!

## STEP 6

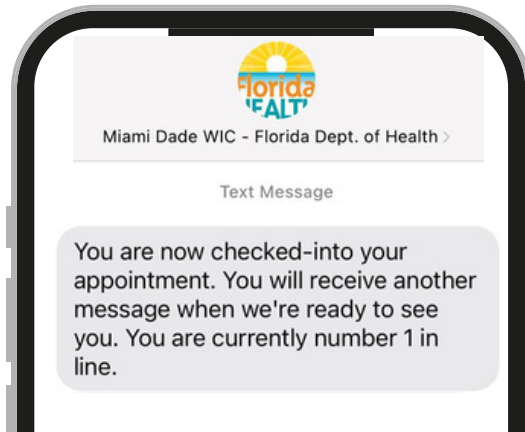
### CHECK IN

**15 minutes** before your WIC appointment, you will receive a text message to check in for your appointment. If your appointment is in-person, arrive on time to your WIC center (do not reply 1, if you have an in-person appointment). If you have a virtual/teleWIC appointment, reply "1".



**STEPS 7 - 9 ARE FOR TELEWIC / VIRTUAL APPOINTMENTS ONLY**

## STEP 7



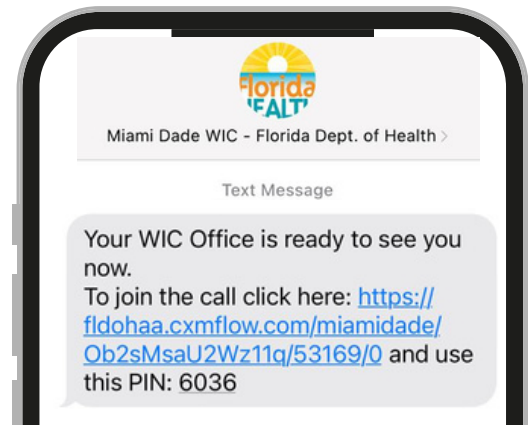
## TeleWIC ONLY

After you “check in” for your virtual teleWIC appointment, you will be placed in a **virtual waiting line**. You will receive a text message confirming that you are checked in and your current number in line. Please be patient, a WIC agent will be with you shortly.

## STEP 8

## READY

Once the WIC Agent is ready to see you, you will receive a text message with a **link and a pin number**. Click the link and a new window will appear on your internet browser. You will need the pin number to get started.



## STEP 9

## VIDEO CHAT

After clicking the link, you will be taken to the virtual appointment screen. **Enter the “PIN”** in the text box at the bottom of the page, and click **connect**. Your teleWIC video call will begin! To end the call, simply hang up. You will receive a text message to follow up on your experience with us. We value your feedback.

