

# Hold Room/Bed Screen

Updated on April 2018

## Home > Program Management – Search > Service Queue > Hold Bed

# **Business Purpose:**

1. The **Service Demand – Hold Room/Bed** allows the user to hold a room or bed for the referred client at the destination bed program.

#### How to:

1. In the Destination Program's Service Queue, select the **Hold Room/Bed** Action from the dropdown list of client's referral record in the queue.

Service Que	eue					
One item found.					Last Updated : 2	018/02/16 08:36:18 AM
Client No.	Name	Requested Bed	Waiting	Client Status	Beds Available	Action
16344 One item found.	Naranjo, Jimmie	2018/02/09 09:31 AM	00h 00m	En Route (no hold) from Central Family Intake	<	Select action Hold Bed Reject Intake/Accept

2. The new **Service Demand - Hold Room/Bed** screen will appear. In the Hold Room/Bed tab, the following fields are populated: **Referral Start**, **Referral End**, **Time Passed**, **Time Remaining** and **Hold Room/Bed** dropdown list.

Client No.	500418				
Name	EJoneson, EJones	DOB	1954/04/12	Age	63
🔀 Close   🙀 Save					
Hold Room /Rod					
Hold Room/Bed					
Current Hold Time	2018/02/12 08:55 AM	F	Referral End	2018/02/12 11:25 AM	_
Hold Room/Bed Current Hold Time Beferral Start Time Passed	2018/02/12 08:55 AM 1 hr 42 min		Referral End	2018/02/12 11:25 AM 0 hr 47 min	$\overline{}$
Current Hold Time Referral Start					>





3. Select a Room or Bed from the dropdown list.

		Service Demand -	Hold Room/Bed		
Client No.	500418				
Name	EJoneson, EJones	DOB	1954/04/12	Age	63
🔀 Close   🔛 Save	$\frown$				
Hold Room/Bed					
Current Hold Time	Rm:Couple's Dorm Bd:CP01				
Referral Start	Rm:Couple's Dorm Bd:CP02 Rm:Couple's Dorm Bd:CP04	F	Referral End	2018/02/12 11:25 AM	
Time Passed	Rm:Couple's Dorm Bd:CP05	1	Fime Remaining	0 hr 47 min	
Hold Room/Bed	Rm:Couple's Dorm Bd:CP06 Rm:Couple's Dorm Bd:CP07				
Hold Room/Bed*	Rm:Couple's Dorm Bd:CP07 Rm:Couple's Dorm Bd:CP08				
Maximum extension tin	ne for singles Rm:Couple's Dorm Bd:CP10				
	Rm:Couple's Dorm Bd:CP11 Rm:Couple's Dorm Bd:CP12				
Extension Hold Time	Rm:Couple's Dorm Bd:CP13				
	Rm:Couple's Dorm Bd:CP14 Rm:Men's Dorm Bd:A01			Hold For: 2 hr 30 mir	1
	Rm:Men's Dorm Bd:A01 Rm:Men's Dorm Bd:A05		Referral End	2018/2/12 11:25 AM	
	Rm:Men's Dorm Bd:A07		Fime Remaining	0 hr 47 min	
Extension Notes (0/4000 characters)	Rm: Wen's Dorm Bd:801 Rm: Men's Dorm Bd:801 Rm: Men's Dorm Bd:805 Rm: Men's Dorm Bd:809 Rm: Men's Dorm Bd:811 Rm: Men's Dorm Bd:813 Rm: Men's Dorm Bd:01		y		$\sim$
	Rm:Men's Dorm Bd:C03 Rm:Men's Dorm Bd:C06 Rm:Men's Dorm Bd:C07 Rm:Men's Dorm Bd:C07 Rm:Men's Dorm Bd:C09 Rm:Men's Dorm Bd:C10	/			
	Rm:Men's Dorm Bd:C11				R 100

4. For single clients, user may extend the duration of the bed hold time up to 2.5 hours beyond the initial hold time and a message is displayed: "Maximum extension time for singles is 2.5 hours."

xtension Hold Time		
		Hold For: 2 hr 30 min
	Referral End	2018/2/12 11:25 AM
	Time Remaining	0 hr 47 min
ixtension Notes 0/4000 characters)		^ ~

5. Move the sliding bar to the right of the screen until you reach the desired extension hold time. The following fields are updating while moving the sliding bar: **Hold For**, **Referral End** and **Time Remaining**.

xtension Hold Time		
		Hold For: 3 hr 15 min
	Referral End	2018/2/12 12:10 PM
	Time Remaining	0 hr 57 min
xtension Notes 0/4000 characters)		





- 6. Enter Extension Notes regarding this Bed Hold extension to a maximum of 4000 characters.
- 7. Click the  $\square$  save action button to save the bed hold information.

		Service Demand - H	old Room/Bed		
Client No.	500418				
Name	EJoneson, EJones	DOB	1954/04/12	Age	63
2 Glose					
) Saved Successfully!					
Hold Room/Bed					
Current Hold Time					
Referral Start	2018/02/12 08:55 AM	Re	ferral End	2018/02/12 12:10 PM	
Time Passed	2 hr 22 min	Tir	ne Remaining	0 hr 52 min	
Hold Room/Bed	Rm:Men's Dorm Bd:B01				
Hold Room/Bed*	Rm:Men's Dorm Bd:B01 ₩				
Maximum extension time	e for singles is 2.5 hours.				
Extension Hold Time					
				Hold For: 3 hr 15 mi	n
		Re	ferral End	2018/2/12 12:10 PM	
		Tir	ne Remaining	0 hr 52 min	
Extension Notes (4/4000 characters)	test			1	^
					~

8. For family clients, the initial hold time is 24 hours and a message is displayed: *"Maximum extension time for families is 0 hours."* 

Current Hold Time			
Referral Start	2018/02/12 11:21 AM	Referral End	2018/02/13 11:21 AM
Fime Passed	0 hr 0 min	Time Remaining	23 hr 59 min
Hold Room/Bed	No bed held		
Hold Room/Bed*	Rm:FR 119 🗸		

9. Click the close action button to back to the **Service Queue** screen. The **Beds** Available column shows the room/bed information: "[Held] <Room/Bed Name>".

			Program	Management - University Settlement - Out	of the Cold		
Back to Progr	ams						
Service Qu	ueue						
						Last Updated : 2018	3/02/12 11:32:37 AM
							X Excel
One item found	l.						
Client No.	Name	Requested Bed	Waiting	Client Status	$\sim$	Beds Available	Action
500418	EJoneson, EJones	2018/02/09 04:05 PM	67h 27m	En Route (Bed held) from Central Family	Intake [1]	[Held] Rm:Men's Dorm Bd:B01	Select action V
One item found	i.			·			





10. Once a bed has been held by the destination program for the client, the source program's referral record will be moved from the **Service Queue** to the **Queue History** and will show a **Client Status** of "En Route (Room/Bed held)[x]" where x is the number of declined offers if they exist.

Navigator			Prog	ram Management - Stre	ets to Homes Assessme	ent and Referra	al Centre - Service Program	
Streets to Homes	Back to Proc	arams						
Assessment and Referral Centre - Service Program	Nightly H	istory (last 24 h	ours					
(11796)	ingitity i	istory (lust 211	Sur 3)					
General								🐹 Excel
Queue	2 items found,	displaying all items						
Service Queue	<b>Client No.</b>	Name	Client Status	Referral Time	Completion Time	Travel Time	Referred To	
Queue History	28889	Avera, Sean	Referral Accepted	2018/03/06 10:00 AM	2018/03/06 10:10 AM	00:15	Cornerstone Place	
Clients	497995	Nothum Stacy	En Route (Bed held)	2018/03/06 01:23 PM			Streets to Homes Assessment and Referral Centre - Respite Pro	oram
Incidents		displaying all items		2018/03/00 01.25 FM			Streets to nomes Assessment and Referral Centre - Respite Fro	gram
Service Restrictions	2 100113 100110,	displaying an tema						

### **Important Notes:**

- 1. Note that the Duration of the bed hold can be extended up to 2.5 hours beyond the initial hold time for single clients.
- **2.** Initial bed hold time for family client is 24 hours and no option available to extend bed hold time.
- **3.** Extension Notes is a mandatory field and a pop-up warning of "*A note is required when extending a hold time*" is displayed when user tries to save with an empty Extension Notes field.