

## Hold Room/Bed Screen

Updated on April 2018

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### 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.


Client No.	Name	Requested Bed	Waiting	Client Status	Beds Available	Action
16344	Naranjo, Jimmie	2018/02/09 09:31 AM	00h 00m	En Route (no hold) from Central Family Intake		Select action <b>Hold Bed</b> 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.

Service Demand - Hold Room/Bed			
Client No.	500418		
Name	EJoneson, EJones	DOB	1954/04/12
		Age	63
Close   Save			
Hold Room/Bed			
<b>Current Hold Time</b>			
Referral Start	2018/02/12 08:55 AM	Referral End	2018/02/12 11:25 AM
Time Passed	1 hr 42 min	Time Remaining	0 hr 47 min
Hold Room/Bed	No bed held		
Hold Room/Bed*	<input type="text" value=""/>		

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

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."*

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**.

6. Enter Extension Notes regarding this Bed Hold extension to a maximum of 4000 characters.

7. Click the Save action button to save the bed hold information.

Service Demand - Hold Room/Bed

<b>Client No.</b>	500418		
<b>Name</b>	EJoneson, EJones	<b>DOB</b>	1954/04/12
		<b>Age</b>	63

Saved Successfully!

Hold Room/Bed

**Current Hold Time**

Referral Start	2018/02/12 08:55 AM	Referral End	2018/02/12 12:10 PM
Time Passed	2 hr 22 min	Time 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 for singles is 2.5 hours.

**Extension Hold Time**

Hold For:	3 hr 15 min
Referral End	2018/2/12 12:10 PM
Time Remaining	0 hr 52 min

Extension Notes (4/4000 characters): test

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

Hold Room/Bed

**Current Hold Time**

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

Maximum extension time for families is 0 hours.

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

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Service Queue

Last Updated : 2018/02/12 11:32:37 AM

One item found.

Client No.	Name	Requested Bed	Waiting	Client Status	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 ...

One item found.

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.

Client No.	Name	Client Status	Referral Time	Completion Time	Travel Time Referred To
28889	Ayers, Sean	Referral Accepted	2018/03/06 10:00 AM	2018/03/06 10:10 AM	00:15 Cornerstone Place
497995	Nothum, Stacy	En Route (Bed held) 2018/03/06 01:23 PM			Streets to Homes Assessment and Referral Centre - Respite Program

### 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.