



Client Management – Referral Rejection Screen Updated on April 2018

## Home > Program Management – Search > Service Queue > Reject

## **Business Purpose:**

1. The **Client Management – Referral Rejection** allows the user to reject the referral for the referred client.

## How to:

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

Service Qu	ieue					
					Last Updated : 2	018/02/16 08:36:18 A
One item found.	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
one item found.					<	Reject Intake/Accept

## 2. The Client Management - Referral Rejection screen is displayed.

Client Management - Referral Rejection								
Client No.	326965							
Name	Barrie, Brett		DOB	1967/10/05	Age	50		
🔀 Close   🛃 Save								
Referral Rejection Rejection Reason*								
Rejection Note* (0/4000 characters)						< _		

- 3. Select the Rejection Reason from the dropdown list.
- 4. Enter Rejection Notes regarding this Rejection to a maximum of 4000 characters.





5. Click the Save action button to save the rejection details.

Client Management - Referral Rejection									
Client No.	326965								
Name	Barrie, Brett		DOB	1967/10/05	Age	50			
<ol> <li>Saved Successfully!</li> </ol>	0 Saved Successfully!								
Referral Rejection									
Rejection Reason*		No Beds Available	$\sim$						
Rejection Note* (4/4000 o	characters)	test				<u>~</u>			

6. Click the close action button to back to the **Service Queue** screen. The client's referral record will be moved from the **Service Queue** to the **Queue History** and will show a **Client Status** of "Rejected (<Rejection Reason>)".

	Program Management - Family Residence - Main	
Back to Programs		
Service Queue		
		Last Updated : 2018/02/12 01:48:23 PM
Service Queue List is empty.		

Program Management - Family Residence - Main								
G Back to Progra	ims							
Nightly His	story (last 24 hours)							
						as Exce		
One item found.								
Client No.	Name	Client Status	Referral Time	Completion Time	Travel Time	Referred To		
326965	Barrie, Brett [2]	Rejected (No Beds Available)	2018/02/12 11:21 AM	2018/02/12 01:46 PM	03:45	Family Residence - Main		
One item found.								

Important Notes: