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.

2. The **Client Management – Referral Rejection** screen is displayed.

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**

❌ Close |

ⓘ Saved Successfully!

Referral Rejection

Rejection Reason*	No Beds Available ⌄	
Rejection Note* (4/4000 characters)	test	

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

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Service Queue

Last Updated : 2018/02/12 01:48:23 PM

Service Queue List is empty.

Program Management - Family Residence - Main

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Nightly History (last 24 hours)

📄 Excel

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: