Refer to Bed Screen

Updated on April 2018

Home > Program Management – Search > Service Queue > Refer to Bed

Business Purpose:

1. The **Client Management – Refer to Bed** allows the user to refer a client to a bed program and to decline a client from the bed program. User may use any of the filtering criteria for bed programs that you want to refer the Client to.

2. In the **Refer to Bed** tab, it shows a listing with columns **Name**, **Action** buttons (**Refer** and **Decline**), **Acc**, **Vacancy, Incoming & Holds, Capacity** and **Decline.**
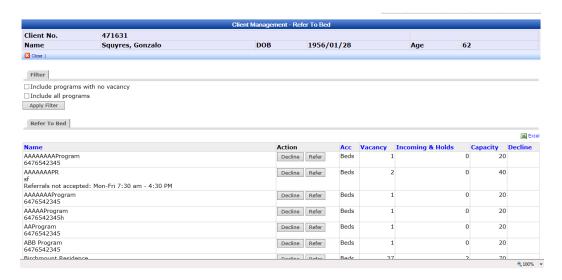
How to:

1. In the Program's Service Queue, select the **Refer to Bed** Action from the dropdown list of client's referral record in the queue.
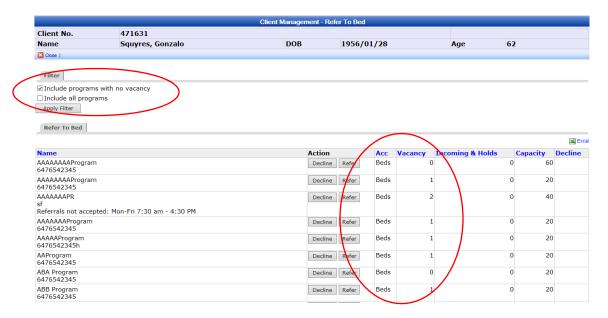
2. The new **Refer to Bed** screen will appear.

3. You may use the **Filter** tab to filter the programs to be displayed on the screen. There are two filter options available: **Include programs with no vacancy** and **Include all programs**

4. When you select the ☐ Include programs with no vacancy option and clicking the **Apply Filter** button, the program listing will display all Bed programs with vacancy or no vacancy for single or family client.
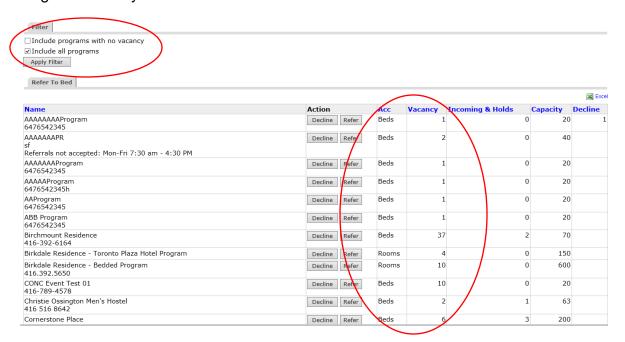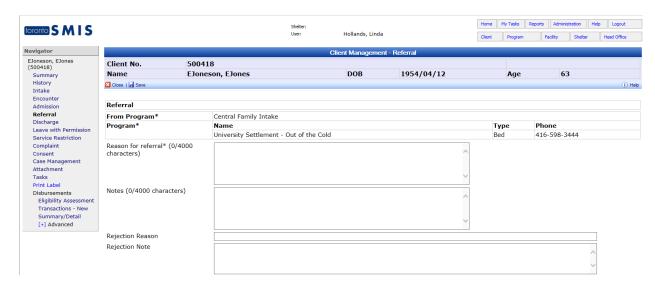
5. When you select the ☐ Include all programs option and clicking the

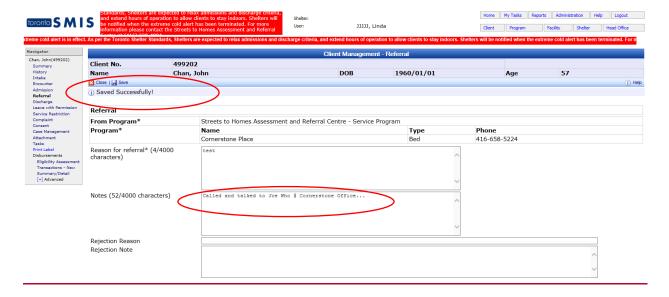Apply Filter button, the program listing will display all Bed programs for single and family clients.

Name	Action		Acc	Vacancy	Incoming & Holds	Capacity	Decline
AAAAAAAAProgram 6476542345	Decline	Refer	Beds	1	0	20	1
AAAAAAAPR sf Referrals not accepted: Mon-Fri 7:30 am - 4:30 PM	Decline	Refer	Beds	2	0	40	
AAAAAAAProgram 6476542345	Decline	Refer	Beds	1	0	20	
AAAAAProgram 6476542345h	Decline	Refer	Beds	1	0	20	
AAProgram 6476542345	Decline	Refer	Beds	1	0	20	
ABB Program 6476542345	Decline	Refer	Beds	1	0	20	
Birchmount Residence 416-392-6164	Decline	Refer	Beds	37	2	70	
Birkdale Residence - Toronto Plaza Hotel Program	Decline	Refer	Rooms	4	0	150	
Birkdale Residence - Bedded Program 416.392.5650	Decline	Refer	Rooms	10	0	600	
CONC Event Test 01 416-789-4578	Decline	Refer	Beds	10	0	20	
Christie Ossington Men's Hostel 416 516 8642	Decline	Refer	Beds	2	1	63	
Cornerstone Place	Decline	Refer	Beds	6	3	200	

6. To refer a client to a particular program, click the Refer action button and Client Management – Referral screen is displayed.
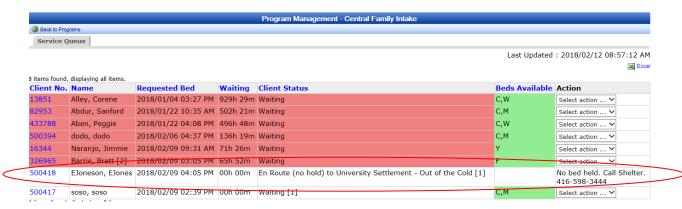
7. Enter text for the Reason for referral up to a maximum of 4000 characters.

8. Enter Notes regarding this Referral to a maximum of 4000 characters.

9. Click the 💾 Save action button to save the new Referral. The Referral record is completed and saved. Remember to enter the contacted staff name of the destination program into the Notes filed.

10. Click the ❌ Close button to back to the **Service Queue** screen.

11. Below is the source program's **Service Queue** with reminders in the **Action** column for the source program staff to call the destination bed program to hold the bed/room.
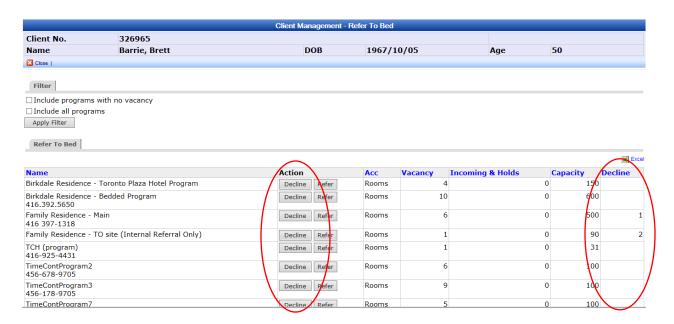
12. The client now appears in the service queue of the destination program, awaiting a bed hold and the client's arrival. Available destination **Action**s include **Hold Bed**, **Reject**, and **Intake/Accept**.

13. To decline a client from the bed program, select the **Refer to Bed** Action from the dropdown list of client's referral record in the queue. The new **Refer to Bed** screen will appear.

14. Click the [Decline] button and a message is displayed: *"Are you sure you want to decline this program?"*. User may click **OK** button to process the decline otherwise it will cancel the decline action. All declined offers should be recorded and will be counted in the **Decline** column.

Important Notes:

1. Once a Referral is accepted or rejected by the receiving Program, then it will not be updateable any more.

2. A Client can have multiple pending referrals at any one time.

3. A Client can have only one pending Referral between any two particular Programs at any one time.

4. Note that you can decline the same program multiple times, and refer to a previously declined program.