

Client Management – Referral Rejection Screen

Updated on October 2023

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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 Queue Last Updated : 2023/10/17 01:07:24 PM

[Excel Export](#)

6 items found, displaying all items.

Client No.	Name	Start Time	Elapsed	Client Status	Eligible Vacancies	Action
542367	Stewart, Lauren	2022/03/13 03:35 PM	0d0h0m	En Route (no hold) to Eva's Phoenix		No bed held. Call Shelter. 416-364-4716
317397	Adams, Jennifer	2023/01/16 10:50 AM	274d2h16m	Referral from Agincourt Community Services Association Streets to Homes Outreach		Select action ..
729254	testcd, testab	2023/07/11 10:34 AM	98d2h32m	Referral from Dixon Hall - Bond Place		Select action ..
555347	Allen, Megn	2023/07/31 11:08 AM	78d1h58m	Referral from Central Intake		Select action ..
412687	Adams, Michelle	2023/09/06 01:52 PM	40d23h14m	Referral from Central Intake		Select action ..
729673	Gin, Anna	2023/10/13 10:10 AM	4d2h56m	Referral from Birkdale Residence - Bedded Program		<div style="border: 1px solid #ccc; padding: 2px;"> Select action .. Select action ... Reject Intake/Accept </div>

6 items found, displaying all items.

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* v

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 action button to save the rejection details.

Client Management - Referral Rejection

Client No.	326965	DOB	1967/10/05	Age	50
Name	Barrie, Brett				

Saved Successfully!

Referral Rejection

Rejection Reason* No Beds Available

Rejection Note* (4/4000 characters) test

6. Click the 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

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

Service Queue List is empty.

Program Management - 545 Lakeshore Blvd. W.Couple

Nightly History (last 24 hours)

One item found.

Client No.	Name	Client Status	Referral Time	Completion Time	Travel Time	Referred To
729673	Gin, Anna [7]	Rejected (No Beds Available)	2023/10/17 11:29 AM	2023/10/17 11:30 AM	00:01	545 Lakeshore Blvd. W.Couple

One item found.

Important Notes: