



Hold Room/Bed Screen

Updated on October_2023

Home > Program Management - Search > Service Queue > Hold Bed

Business Purpose:

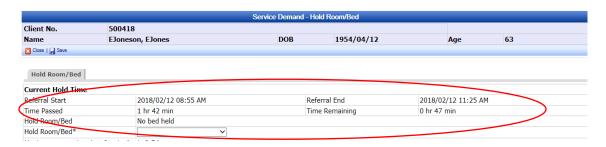
 The Service Demand – Hold Room/Bed allows the user to hold a room or bed for the referred client at the destination bed program.

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.



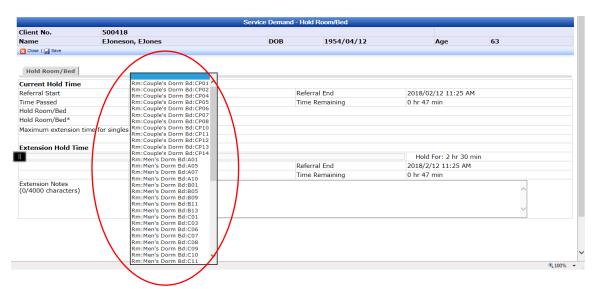
2. The new **Service Demand - Hold Room/Bed** screen will appear. In the Hold Room/Bed tab, the following fields are populated: **Referral Start**, **Referral End**, **Time Passed**, **Time Remaining** and **Hold Room/Bed** dropdown list.



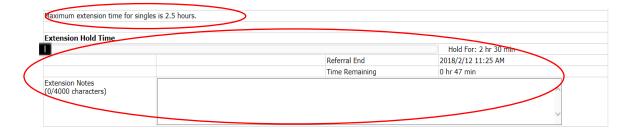




3. Select a **Room** or **Bed** from the dropdown list.



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."



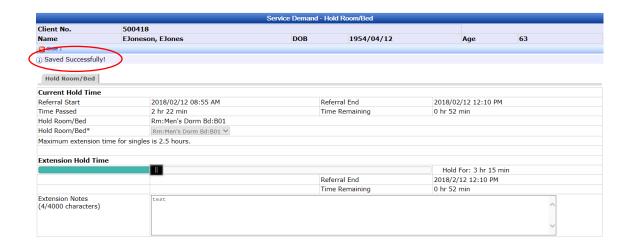
5. Move the sliding bar to the right of the screen until you reach the desired extension hold time. The following fields are updating while moving the sliding bar: **Hold For**, **Referral End** and **Time Remaining**.



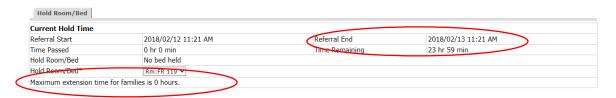




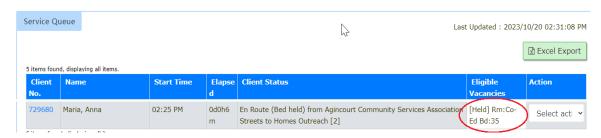
- Enter Extension Notes regarding this Bed Hold extension to a maximum of 4000 characters.
- 7. Click the Save action button to save the bed hold information.



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



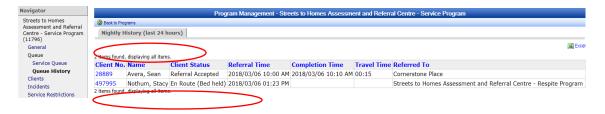
9. Click the Close action button to back to the **Service Queue** screen. The Eligible Vacancies column shows the room/bed information.







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.



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.