

Hold Room/Bed Screen

Updated on October 2023

[Home](#) > [Program Management – Search](#) > [Service Queue](#) > [Hold Bed](#)

Business Purpose:

1. 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.

Service Queue Last Updated : 2023/10/20 02:26:57 PM

5 Items found, displaying all items. Excel Export

Client No.	Name	Start Time	Elapsed	Client Status	Eligible Vacancies	Action
729680	Maria, Anna	02:25 PM	0d0h1m	En Route (no hold) from Agincourt Community Services Association Streets to Homes Outreach [2]		Select action ... Hold Bed Reject Intake/Accept

5 Items found, displaying all items.

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.

Service Demand - Hold Room/Bed

Client No. 500418

Name EJoneson, EJones DOB 1954/04/12 Age 63

Close Save

Hold Room/Bed

Current Hold Time

Referral Start	2018/02/12 08:55 AM	Referral End	2018/02/12 11:25 AM
Time Passed	1 hr 42 min	Time Remaining	0 hr 47 min
Hold Room/Bed	No bed held		
Hold Room/Bed*	<input type="text"/>		

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

Client No. 500418
Name EJoneson, EJones DOB 1954/04/12 Age 63

Hold Room/Bed

Current Hold Time
Referral Start
Time Passed
Hold Room/Bed
Hold Room/Bed*
Maximum extension time for singles
Extension Hold Time
Extension Notes (0/4000 characters)


Rm:Couple's Dorm Bd:CP01
Rm:Couple's Dorm Bd:CP02
Rm:Couple's Dorm Bd:CP04
Rm:Couple's Dorm Bd:CP05
Rm:Couple's Dorm Bd:CP06
Rm:Couple's Dorm Bd:CP07
Rm:Couple's Dorm Bd:CP08
Rm:Couple's Dorm Bd:CP10
Rm:Couple's Dorm Bd:CP11
Rm:Couple's Dorm Bd:CP12
Rm:Couple's Dorm Bd:CP13
Rm:Couple's Dorm Bd:CP14
Rm:Men's Dorm Bd:A01
Rm:Men's Dorm Bd:A05
Rm:Men's Dorm Bd:A07
Rm:Men's Dorm Bd:A10
Rm:Men's Dorm Bd:B01
Rm:Men's Dorm Bd:B05
Rm:Men's Dorm Bd:B09
Rm:Men's Dorm Bd:B11
Rm:Men's Dorm Bd:B13
Rm:Men's Dorm Bd:C01
Rm:Men's Dorm Bd:C03
Rm:Men's Dorm Bd:C06
Rm:Men's Dorm Bd:C07
Rm:Men's Dorm Bd:C08
Rm:Men's Dorm Bd:C09
Rm:Men's Dorm Bd:C10
Rm:Men's Dorm Bd:C11

Referral End 2018/02/12 11:25 AM
Time Remaining 0 hr 47 min
Hold For: 2 hr 30 min
Referral End 2018/2/12 11:25 AM
Time Remaining 0 hr 47 min

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."*

Maximum extension time for singles is 2.5 hours.

Extension Hold Time
Hold For: 2 hr 30 min
Referral End 2018/2/12 11:25 AM
Time Remaining 0 hr 47 min
Extension Notes (0/4000 characters)

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**.

Maximum extension time for singles is 2.5 hours.

Extension Hold Time
Hold For: 3 hr 15 min
Referral End 2018/2/12 12:10 PM
Time Remaining 0 hr 57 min
Extension Notes (0/4000 characters)

6. 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.

Service Demand - Hold Room/Bed

Client No.	500418		
Name	EJoneson, EJones	DOB	1954/04/12
		Age	63

Saved Successfully!

Hold Room/Bed

Current Hold Time

Referral Start	2018/02/12 08:55 AM	Referral End	2018/02/12 12:10 PM
Time Passed	2 hr 22 min	Time Remaining	0 hr 52 min
Hold Room/Bed	Rm:Men's Dorm Bd:B01		
Hold Room/Bed*	Rm:Men's Dorm Bd:B01		

Maximum extension time for singles is 2.5 hours.

Extension Hold Time

1	Hold For: 3 hr 15 min
	Referral End: 2018/2/12 12:10 PM
	Time Remaining: 0 hr 52 min

Extension Notes (4/4000 characters): test

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

Hold Room/Bed

Current Hold Time

Referral Start	2018/02/12 11:21 AM	Referral End	2018/02/13 11:21 AM
Time Passed	0 hr 0 min	Time Remaining	23 hr 59 min
Hold Room/Bed	No bed held		
Hold Room/Bed*	Rm:FR 119		

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.

Service Queue Last Updated : 2023/10/20 02:31:08 PM

5 items found, displaying all items.

Client No.	Name	Start Time	Eapsed	Client Status	Eligible Vacancies	Action
729680	Maria, Anna	02:25 PM	0d0h6m	En Route (Bed held) from Agincourt Community Services Association Streets to Homes Outreach [2]	[Held] Rm:Co-Ed Bd:35	Select act

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.

Client No.	Name	Client Status	Referral Time	Completion Time	Travel Time	Referred To
28889	Avera, Sean	Referral Accepted	2018/03/06 10:00 AM	2018/03/06 10:10 AM	00:15	Cornerstone Place
497995	Nothum, Stacy	En Route (Bed held)	2018/03/06 01:23 PM			Streets to Homes Assessment and Referral Centre - Respite Program

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.