HIFIS – Cheat Sheet

Client Cheat Sheet

For Service Providers in the City of Lethbridge

Client Search, Client Creation, & Consent Types

October 2025

Version 1.0

Questions?

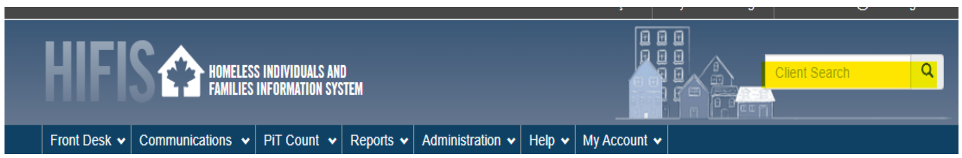
Speak with your site administrator, email us at HIFIS@lethbridge.ca, or submit a support ticket at HIFIS - City of Lethbridge

Clients

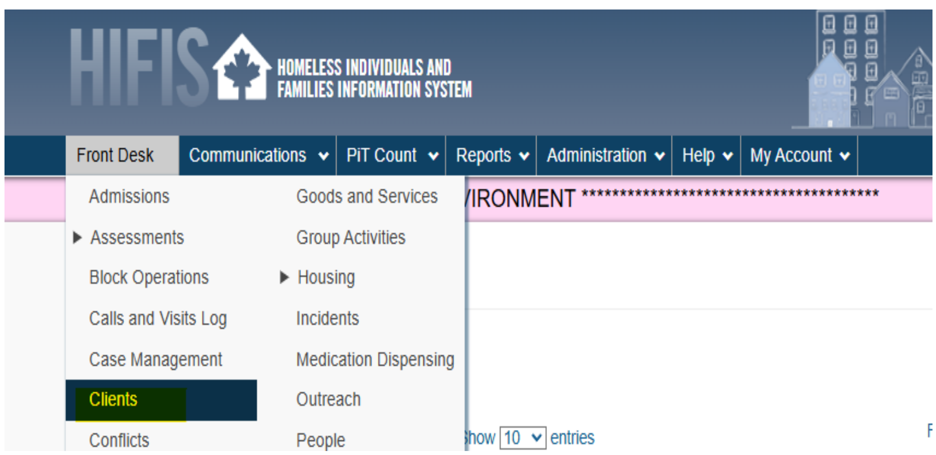
When you are going to add clients into HIFIS, it is imperative that you **first do a search for the client before adding or creating a new client file to HIFIS**. This is to ensure that any duplication of clients in the system is avoided, as other service providers may have already put the client into HIFIS through previous service interactions. If you access a client previously entered in HIFIS by another service provider, you will get an **Attestation** pop up that requires you to **attest** that you are accessing the client's information for the purposes of coordinated access. It is also important to first understand **Consent Types** before adding or creating a new client. A summary of these can be found at the end of this document.

Searching for Clients

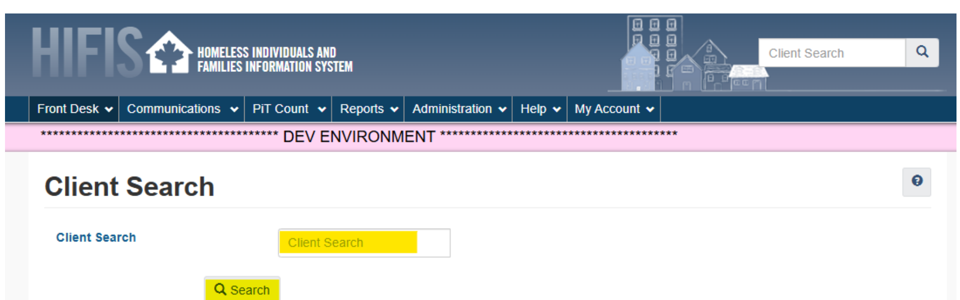
- **Method 1:**
  - Use **Client Search** box in the top right corner of the **HIFIS Home Screen.**



    ****NOTE:** You must enter a minimum of 3 characters of the client's name to be able to successfully generate search results.
  - Press Search to see if a client record exists for your client.
- **Method 2:**
  - Go to **Front Desk > Clients.**



  - Enter at least 3 characters in the **Client Search** box to see if a record exists for the client.



- If a client record DOES exist, you will see it in a list of search results. Click on the name to verify that this is the correct record, and do not create a new record if it is.

If no results come up from the Client Search methods above, or if the name that comes up is not the client, proceed with the following steps for Creating a Client.

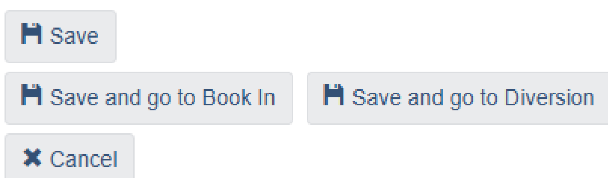
Client Creation

**__Prerequisite:__

- Before continuing with the following steps, ensure that you have first searched for the client using the above procedure to avoid duplications.

- Once it has been determined that no file exists for the client, you can proceed from the search results page by pressing the **+ Add Client** button

- Fill in all **mandatory/required fields** (marked by a red star), and any optional fields, if applicable.
  - For information on Consent Types, see below.
- Press **Save** to complete the creation of the new client record.
  - __Tip__: If you want to admit/ book in the client you just created a profile for, press the **Save and go to Book In** button



Consent Types

When Creating a client in HIFIS, it is important to understand each consent type:

- **Coordinated Access + Explicit:**
  - The Client has consented **to sharing information** with other service providers **__AND__** to being included on the **Unique Identifiers List** (in the Coordinated Access Module).
  - This consent type is always the goal.
- **Explicit:**
  - The Client has only consented to **sharing information** with other service providers (not to being on the Unique Identifiers List).
- **Declined to Share (Previously Declined Anonymous):**
  - The Client has **declined to share information with any service provider other than yours** and does not consent to having their information put on the Unique Identifiers List.
- **Inherited:**
  - For Clients whose age falls **below the minimum age of consent** (16 years), they **inherit** the legal guardian(s) consent type on HIFIS.