

HIFIS – Cheat Sheet

Admissions

For Service Providers in the City of Lethbridge

LWSSU Admissions Staff

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Questions?

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

Admissions

Admissions staff can use the HIFIS Admissions module to efficiently manage the intake process by booking clients into shelter services. The module encompasses book ins, book outs, and block book outs (for multiple individuals) to accurately track shelter stays. This cheat sheet is designed to guide admissions staff through the key steps of booking clients in, out, and performing block book outs.

Admissions - How to Book In an Existing Client

Note – To successfully **Book In** an individual, the **client must already have a profile or record that exists** in HIFIS. If they are not in HIFIS, you will first need to create a client profile before continuing to the book in steps.

There are **2 ways to admit a client** into a shelter. Using either Method 1 or 2 for the first few steps will yield the same results and lead to the Book In page, where steps 3 through 5 complete the process for book in.

Method 1: Front Desk Book In

1. From the **Front Desk** menu, select **Admissions**
 - a. Under the Booked In tab, click **Add Book In**.
 - b. **Search** for the existing client in the **Client Name(s)** field and select it (or click Book In Family to select all family members).

Proceed with steps 3 through 5

Method 2: Client Search Book In

2. On the HIFIS homepage, **search** for the client you want to book in from the **Client Search** box in the top right corner
 - a. Locate the client on the Client List page and click the **Admissions action button** (house icon on the right of the client record).
 - b. On the Client Admissions List page, select **Book In**.
 - i. Their name will automatically populate in the **Client Name(s)** field.

Proceed with steps 3 through 5

3. Fill in all other required fields including **Start Date/Time**, **Reason for Service** and other optional fields that are applicable and press **Save**.
4. On the Book In page, **click on the client's name** (it will turn orange), then **select the bed** you want to assign to them (it will turn green) and press **Save**.
5. If successfully booked in, you will be redirected to the Admissions page, displaying the client book in summary.

Admissions – How to Book Out a Client

Similarly to Booking In, there are **two methods to Book Out** a Client. Either Method 1 OR Method 2 can be used to yield the same results and reach the Book Out screen, where the steps to conclude the process (steps 3 to 4) are the same.

Method 1: Front Desk Book Out

1. From the Front Desk menu, select **Admissions**.
 - a. Locate the client on the Admissions screen and click the **Book Out** action button on the right.

Proceed with steps 3 through 4

Method 2: Client Search Book Out

2. From the HIFIS Homepage, use the **Client Search** box to search for the client you want to book out
 - a. Click the **Admissions** action button.
 - b. On the Client Admission List, click on **Book Out**.

Proceed with steps 3 through 4

3. On the Book Out screen, fill in all required fields marked by a red star (**Book Out Date/Time, Reason for discharge**) and any other applicable fields.
4. Press **Book Out** at the bottom to complete the process.

Admissions – How to Perform a Block Book Out for Multiple Individuals at Once

Note – The Block Book Out Process (to check-out multiple individuals at once) will be completed daily at the shelter at noon (12-1 PM). First, a walkthrough will be completed and to confirm who is staying and who is leaving the shelter. All Anonymous clients must be booked out every day during the block book out.

1. From the Front Desk menu, select **Block Operations**.
2. Select the **Service Provider** you are booking clients out of.
3. Select the **Reason for Bookout** (i.e. Block Book Out).
4. Enter the name of the client in the **Search List** field and press **Enter** to perform the search
 - a. OR you could select the **Expand/Collapse List** button to see a full list of the clients currently booked in at the selected service provider.
5. **Select the checkbox** located next to each client's name to select the clients you want to book out.
 - a. **Note** – Select the checkbox next to the room if you want to book out all associated clients.
6. Click the **Book Out Selected Clients** button to save and complete the Block Book Out.