

HIFIS – Training Materials

For Service Providers in the City of Lethbridge

Admissions (Shelter Stay) User Guide

October 2025

Version 1.0



Questions?

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

Purpose of Admissions (Shelter Stay) User Guide

This training guide is designed to support the effective use of the **Admissions** module within HIFIS by service providers in the City of Lethbridge. The Admissions module helps track and manage client occupancy across shelter services, and encompasses the three key features of **Stays**, **Reservations**, and **Bed Availability**. Through these features, users can book clients/families in and out of shelter services, reserve specific beds for future stays, manage room and bed assignments, and view bed availability across other service providers within the same HIFIS cluster.

To support accurate and efficient shelter operations, this guide covers the step-by-step procedures for **Booking Clients/Families In**, **Booking Out**, and **Block Book Outs**. This includes checking bed availability and managing rooms and beds to move clients from one bed to another.

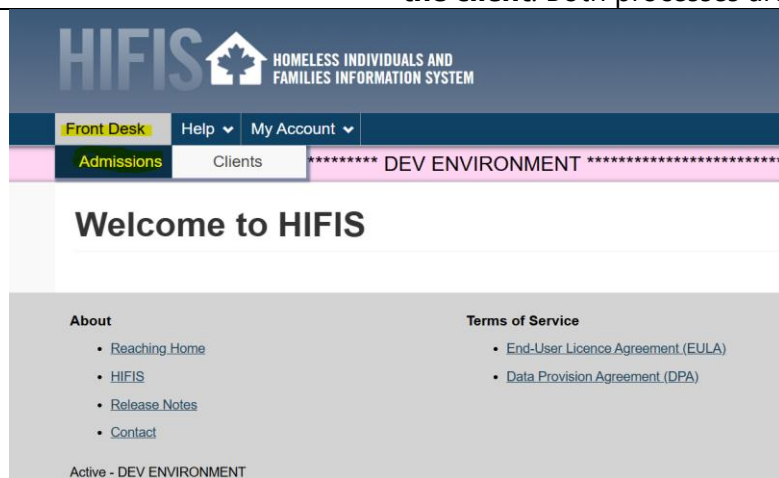
Book In Procedure

****NOTE – Prerequisites****

To be able to complete the following process and **Book In** a Client successfully, *a client profile/ record needs to already exist in HIFIS*. If the client file does not exist, you will need to first create a client profile before continuing to the following steps for book in.

How to Book In a Client

****Note** - There are two different ways you can Book In a client: 1) using **Front Desk** or 2) **searching for the client**. Both processes are covered below.



Method 1: Front Desk Process

1. From the HIFIS main page navigate to the **Front Desk** menu
2. Select **Admissions**

Front Desk ▾
Help ▾
My Account ▾

***** DEV ENVIRONMENT *****

Admissions

Booked In

Reservations

Bed Availability

Showing 0 to 0 of 0 entries | Show 10 ▾ entries

Full Name	Date	Re.
No data is available		

Add Book In
Manage Rooms and Beds

The Admissions screen should open on the "Booked In" tab.

3. While on the Booked In tab, press **Add Book In**

Note – For a visual representation of those that are **currently booked in**, select the **Manage Rooms and Beds** button under the Booked In tab. Use this feature to move clients from one bed to another and to manage details of the rooms and beds within the service provider:

Front Desk ▾
Help ▾
My Account ▾

***** DEV ENVIRONMENT *****

Admissions

Booked In

Reservations

Bed Availability

Showing 0 to 0 of 0 entries | Show 10 ▾ entries Filter items

Full Name	Date	Reason for Service	Room : Bed
No data is available in the table			

Add Book In
Express Book In
Manage Rooms and Beds
Diversions List

Front Desk ▾
Help ▾
My Account ▾

***** DEV ENVIRONMENT *****

Book In

Client Name(s)

Start Date and Time

Expected Book Out Date

Reason for Service

Program

Evacuation Assistance Required

2025-10-23

3:00 PM

Select an option

Select an option

No

4. In the **Client Name(s)** field, type to search for an existing client, then select the client from the search results.

****To book in additional clients under the same stay record, start typing the next name in the Client Name(s) field and select it or click Book In Family to select all family members.**

Book In

Client Name(s) Doe, Jane (1995-2-8) ✖

Start Date and Time 2025-10-24 2:27 PM ✖

Expected Book Out Date mm/dd/yyyy

Reason for Service Select an option ✖

Program Select an option + -

Evacuation Assistance Required ☐ No

Referred from Select an option ▼

Referred by

Late Pass Time

Wake Up Time

Intoxicated ☐ No

Comments

Next **Cancel**

Fill in all other required fields with a red star, and other relevant optional information if needed:

5. Confirm **the start date and time** (this can be later be changed manually if needed).
6. Optional: enter a departure date in the **Expected Book Out Date** field. This value is used as a reference (it does not force a book out on this date).
7. Select the **Reason for Service** from the drop-down list. The reason for service should be the main reason the client is staying at the service provider.
8. Optional: select the **Program** that is funding the stay.
9. Optional: indicate whether **Evacuation Assistance** is required.
10. Select where they are being **Referred From**. If a self-referral, select Client/Self.
11. If applicable, enter a time in the **Late Pass Time** and **Wake Up Time** fields.
12. If applicable, indicate whether the client is **Intoxicated** at the time of booking in.
13. If applicable, add any additional information concerning the stay in the **Comments** field.
14. Select **Next** at the bottom of the page

Book In

Change Your View
☐ Small Icons ☒ Large Icons

Back **Save** **Cancel** **Refresh Occupancy**

Pump, Bu (10/1-7/13)

Main Zone **Overflow Zone**

Grid of bed icons showing occupancy status.

The next Book In page will display the client's name at the top and all zones and number of beds available in each zone.

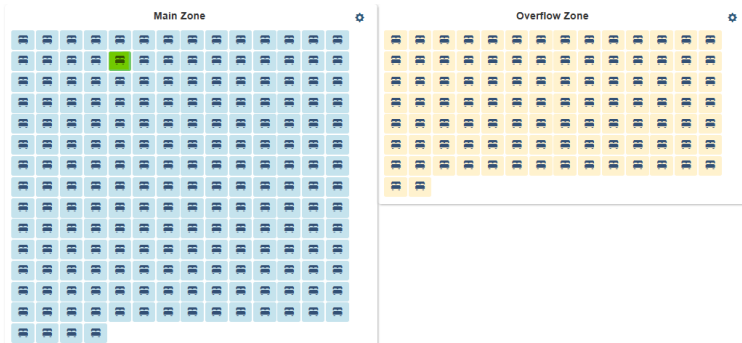
15. To assign a bed to a client, **click on the client's name** (it will turn orange), then **select the applicable zone and bed** for the client (it will turn green)

Book In

Change Your View

Small Icons Large Icons

Back Save Cancel Refresh Occupancy

16. Click **Save**

17. When a client is successfully placed into a bed, the bed icon will turn green. You can click on the green portion of the icon to remove the client from the bed and choose a different bed

Admissions

Booked In Reservations Bed Availability

Showing 1 to 1 of 1 entries | Show 10 entries

Filter items

Full Name	Date	Reason for Service	Room : Bed	Action
Doe, Jane	2025-10-24 3:44 PM	Housing - Lack of	Main Zone : Bed 019	

Add Book In Manage Rooms and Beds

18. You will be redirected to the Admissions page, showing the client book in summary

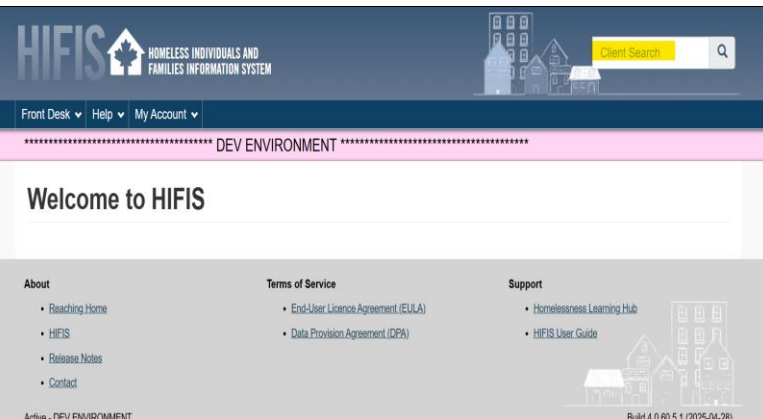
****Note** – From the **Admissions** page, the user can also review the **Bed Availability** tab for the current capacity of all shelters in the HIFIS cluster before booking in a new client for shelter stay. This includes occupancy rates, available beds, total number of beds and total number of reservations for the day.

AdmissionsBooked In Reservations **Bed Availability**

Showing 1 to 2 of 2 entries | Show 10 entries

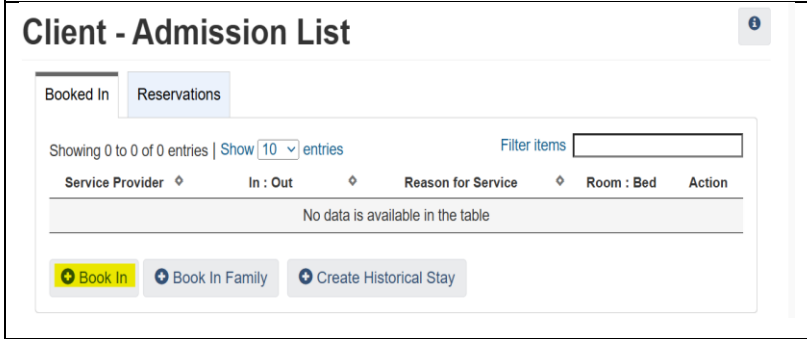
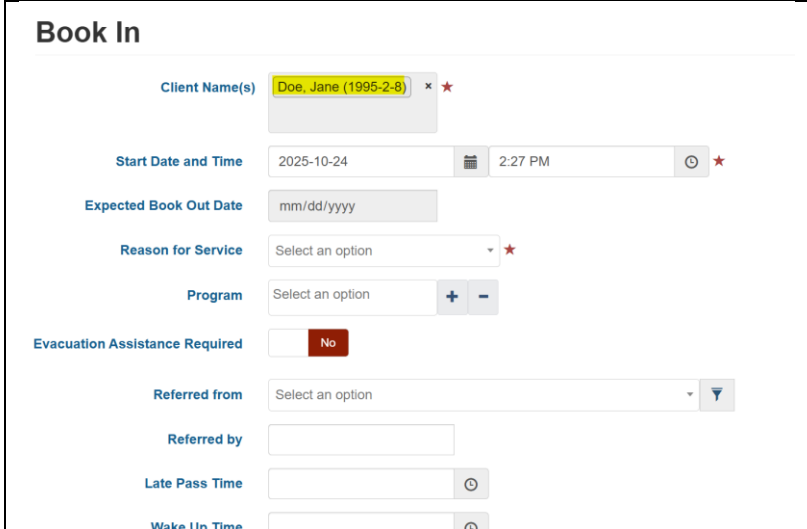
Filter items

Service Provider	Occupancy Rate	Available Beds	Beds	Reservations	Action
Lethbridge Wellness Shelter & Stabilization Centre	1%	86	87	0	

**Book In Method 2: Client Search Process**

1. From HIFIS homepage, **search for the client** that you want to book in from the Client Search box in the top right corner

****Note** – client profile must exist, or you will need to create/add a new client file first before proceeding

	2. After searching and finding the client, on the Client List screen that comes up, click the Admissions action button (house icon) on the far right of the client record.
	3. Click the Book In button on the Client Admission List
	4. The Book In page will open with the same fields needing to be filled in as those that appeared above in the first Method outlined in this guide. Fill these in and continue the same process as in Method 1. **Note – The only difference is that using this second client search method, the Client Name(s) field will already be populated with the name of the client you searched up to book in.

Book Out Procedure

How to Book Out a Client

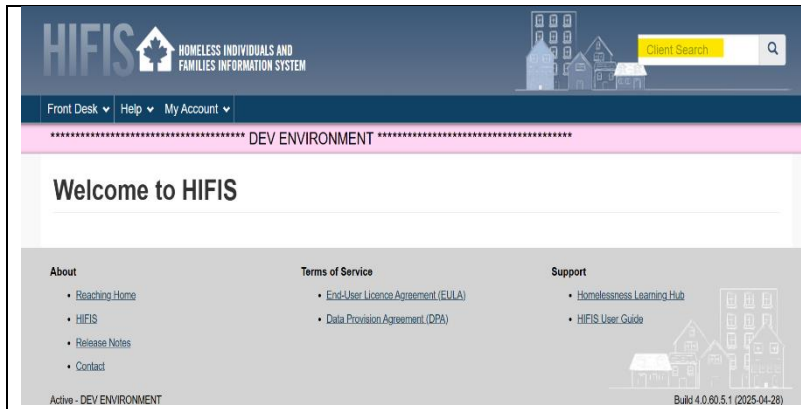
****Note** – There are two different ways you can book out a client: 1) using **Front Desk** or 2) **searching for the client**. Both processes are covered below.

Book Out Method 1: Front Desk

1. From the **Front Desk** menu, select **Admissions**

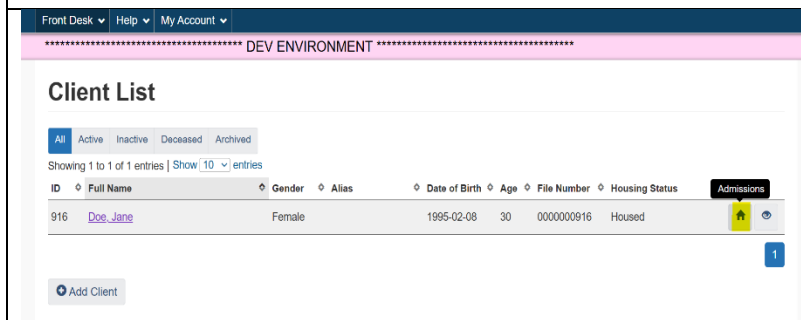
2. After Finding the client on the Admissions screen, click the **Book Out** action button (3-sided square icon with an arrow out the right side)

3. This brings you to the **Book Out screen**, where you will be prompted to fill in the following fields.
4. Ensure **Book Out Date and Time** are accurate and correct. If not, you can manually change it.
5. Select the **Reason for Discharge**
6. Optional: Enter **Comments**.
7. Select **Book Out** to complete the discharge

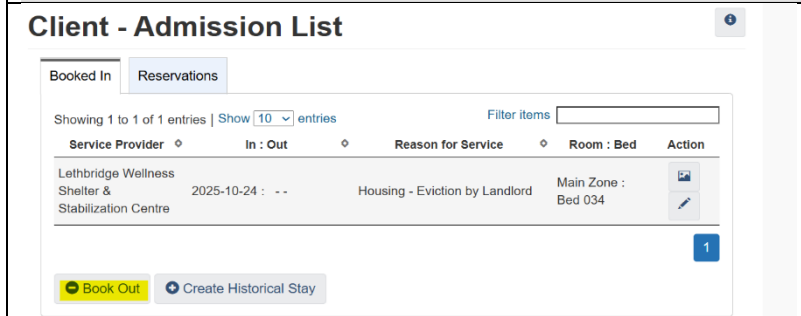


Book Out Method 2: Client Search

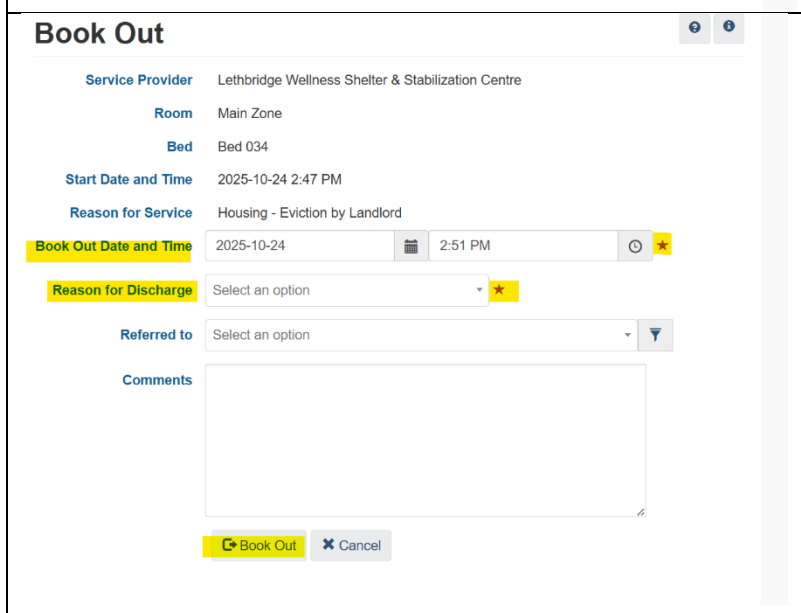
1. **Search** for the client you want to book out in the **Client Search** box on the home page in the top right.



2. After searching and finding the client, on the **Client List** screen that comes up, click the **Admissions** action button (house icon) on the far right of the client record.



3. The **Client- Admission List** screen will come up
4. Click on **Book Out**



5. This brings you to the **Book Out screen** (like the first method), where you will be prompted to fill in the following fields
6. Ensure **Book Out Date and Time** are accurate and correct. If not, you can manually change it
7. Select the **Reason for Discharge**
8. Optional: Enter **Comments**
9. Select **Book Out** to complete the discharge

****Note** – If you need **to cancel a recent Book Out** you made for a client, you don't need to perform the same process to book the client in again. Instead, you can navigate back to the **Client Record/Profile > Client Management > Admissions > Undo Latest Bookout:**

Client - Admission List

Booked In

Reservations

Showing 1 to 1 of 1 entries | Show

10

 entries

Filter items

Service Provider	In : Out	Reason for Service	Room : Bed	Action
Lethbridge Wellness Shelter & Stabilization Centre	2025-10-24 : 2025-10-24	Housing - Eviction by Landlord	Main Zone : Bed 034	

1

Book In

Book In Family

Undo Latest Book Out

Create Historical Stay

Block Book Out

****NOTE ****

- Every day at noon (from 12-1 PM), there will be a block book out at the shelter (where multiple clients are checked out at the same time) through the block book out process.
- Intake/ Admissions staff will do a walkthrough to determine who is staying at the shelter and will proceed with checking out everyone else that left during the block book out.
- All Anonymous clients that are booked in (Anonymous 1 through 10) must be booked out every day during the block book out at noon. This is regardless of whether some anonymous clients are staying. If this is the case, you will book out all Anonymous clients and then book back Anonymous client profiles for those that are staying.

How to Check Out or Block Book Out Multiple Clients at Once



Front Desk | Communications | PIT Count | Reports | Administration | Help | M

- Admissions
- Assessments
- Block Operations**
- Calls and Visits Log
- Case Management
- Clients
- Conflicts
- Coordinated Access
- Directory of Services
- Diversion
- Encampments
- Food Banks
- Goods and Services
- Group Activities
- Housing
- Incidents
- Medication Dispensing
- Outreach
- People
- Service Restrictions
- Storage
- Turn Aways
- Waiting Lists

Environment *****

Show 10 entries

Client Name(s)

Showing 0 to 0 of 0 entries

Terms of Service

End User Licence Agreement (EULA)

- From the **Front Desk** menu, select **Block Operations**

Block Operations

Block Book Out

Service Provider Lethbridge Wellness Shelter & Stabilization Centre

Reason for Bookout Select an option

Search List: Search List Expand/Collapse List

Lethbridge Wellness Shelter & Stabilization Centre (1)

Book Out Selected Clients

- Select the **service provider** that you want to book clients out of.
- Select the **Reason for Bookout** (i.e. Block Bookout)

Block Operations

Block Book Out

Service Provider Lethbridge Wellness Shelter & Stabilization Centre

Reason for Bookout Block Book-Out

Search List: bo peep Expand/Collapse List

Lethbridge Wellness Shelter & Stabilization Centre (1)

Main Zone (3)

- Doe, Jane
- Lawn, Moo
- Peep, Bo

Book Out Selected Clients

- Enter the name of the client in the **Search List** field and press the **Enter** key to perform the search

(OR you could select the **Expand/Collapse List** button to see the full list of clients currently booked in at the selected service provider.

Block Operations

Block Book Out

Service Provider Lethbridge Wellness Shelter & Stabilization Centre

Reason for Bookout Block Book-Out

Search List: Search List Expand/Collapse List

Lethbridge Wellness Shelter & Stabilization Centre (1)

Main Zone (3)

- ☒ Doe, Jane
- ☐ Lawn, Moo
- ☒ Peep, Bo

Book Out Selected Clients

- Select the checkbox located next to the clients' names to select the clients you want to book out

****Note** – Select the checkbox next to the room if you instead want to select all associated clients

Block Operations

Block Book Out

Service Provider

Lethbridge Wellness Shelter & Stabilization Centre

Reason for Bookout

Block Book-Out

Search List:

Search List

Expand/Collapse List

Lethbridge Wellness Shelter & Stabilization Centre (1)

Main Zone (3)

Doe, Jane

Lawn, Moo

Peep, Bo

Book Out Selected Clients

6. Click the **Book Out Selected Clients** button to save and complete the Block Book Out process.

Impact of Block Book Outs on Stats & Reporting

When using Block book Outs (booking out multiple individuals at once), it is important to be aware that this can significantly affect statistics and reporting in HIFIS. Reports that calculate **average duration of stay** may show inaccurate results if clients are booked out and then back in upon return. This can distort occupancy trends and metrics for utilization.

Recommended Practice

- Only book out clients who are actually leaving or have confirmed they will not continue their stay
- Avoid mass book-outs unless absolutely necessary (e.g., full shelter evacuation).
- Verify with staff before processing a book-out to maintain accurate reporting.

Do's	Don'ts
• Book out only confirmed departures	• Don't book out all clients without confirmation
• Communicate with staff before book outs	• Use block book-outs for convenience
• Maintain accurate stay records	• Ignore the impact of block book outs on reporting metrics