



## HIFIS HOW TO: MANAGING ADMISSIONS AND TRANSACTIONS IN AN OUTBREAK

Managing admissions and transactions during an outbreak is difficult without a Homelessness Management Information System (HMIS) in place. HIFIS can help to streamline this work by allowing for rooms and beds to be assigned to temporary sites, such as motels, hotels, quarantine sites, and isolation centres. HIFIS can also document overall demand for COVID-19 resources and assist with monitoring transactions using COVID-19 specific funding.

This *HIFIS How To* resource outlines how HIFIS can support admissions and transactions monitoring during an outbreak.

1. [Transaction Monitoring using HIFIS Programs](#)
2. [Managing Rooms and Beds in a New HIFIS Service Provider](#)
3. [Useful Information](#)
4. [HIFIS Support and Staying Connected](#)

### 1. TRANSACTION MONITORING USING HIFIS PROGRAMS

*HIFIS Programs* can be used to tag or label COVID-19 outbreak related transactions in your Housing and Homelessness Response System (e.g., booking in clients, providing goods and services, housing loss prevention, reservations or turnaways). These transactions do not necessarily have to be linked to billing or even have a cost associated to them; using HIFIS Programs is simply a way to keep track of activities that are related to a specific event, such as the COVID-19 outbreak.

#### Considerations:

- A summary of clients that are tagged with a HIFIS Program can be viewed using the *Programs Billing report* or by accessing the *Program History* tab under the *Administration – Programs* section.
- HIFIS Programs can be linked to transactions in almost all modules.
- If necessary, a cost can be associated to the HIFIS Program (e.g., hotel or meal rates).
- Multiple HIFIS Programs can be applied to the same transaction.

#### HOW TO CREATE A COVID-19 SPECIFIC PROGRAM

1. In the **[Administration]** tab, select **[Program]**, then click on **[Add Program]**
2. Enter the details about the Program (fields with a \* are mandatory):
3. Click **[Save]**
4. To add Service Providers to the Program, click **[Manage]** from the **List of HIFIS Programs**
5. Select the **[Service Providers]** tab, then **[Add Service Provider]**
6. Add the appropriate Service Providers and click **[Save]**



For more information, see page 89 of the [HIFIS User Guide](#) or contact the [HIFIS Client Support Centre](#).



## 2. MANAGING ROOMS AND BEDS IN A NEW HIFIS SERVICE PROVIDER

Communities can create a new *HIFIS Service Provider* to track beds provided by motels, hotels, or isolation sites through the Rooms and Beds feature. Doing so requires the creation of a new *HIFIS Service Provider*. For this new *HIFIS Service Provider*, each site or building (e.g., hotel, motel, or isolation centre) is considered a “room” (e.g., Hotel ABC). Within each “room”, each “bed” is considered a hotel room (e.g., Room 101, 102, 103). This tracks where clients are staying within a single, central *HIFIS Service Provider*.

### *Considerations:*

- *You can create a HIFIS user that would only have access to the new HIFIS Service Provider.*
- *Reports can be generated for the new HIFIS Service Provider only.*
- *This approach may require some time to configure, including user rights, and creating rooms and beds.*
- *There is no way to delete a new HIFIS Service Provider once the COVID-19 outbreak is over. You can only deactivate it.*

### **HOW TO CREATE A NEW HIFIS SERVICE PROVIDER**

1. Under **[Administration]** Tab, select **[Service Provider]**
2. Select **[Service Provider Management]**
3. Select **[List of Service Providers]** and click **[Add Service Provider]**
4. Fill in the details of the new Service Provider (fields with a \* are mandatory)
5. To add **Rooms and Beds**, click on the *HIFIS Service Provider* from the **Service Provider List**.
6. Click on **[Service Provider Management]**, then **[Rooms and Beds]**
7. Select **[Add Rooms]**. In this example, the Room Name is the name of the hotel, motel, or isolation centre (e.g. Hotel ABC).
8. Click **[Save]**
9. Select **[Manage Beds]** on the newly created room
10. Select **[Add Beds]** and enter the Bed Name, Bed Type, and Bed Status. Ensure the bed is **Active**
11. Click **[Save]**

For more information, see page 94 of the [HIFIS User Guide](#) or contact the [HIFIS Client Support Centre](#).



### EXAMPLES OF MANAGEMENT OF SPACE AND BEDS

**\*Note:** This information is for demonstration purposes only.

**Example 1:** List of clients that are booked in a hotel to support self-isolation or physical distancing during the COVID-19 outbreak.

**Admissions**

Booked In | Reservations | Bed Availability

Showing 1 to 6 of 6 entries | Show 10 entries

Full Name	Date	Reason for Service	Room : Bed	Action
<a href="#">Day, June</a>	2020-04-07 12:04 PM	COVID-19 Isolation	Isolation Centre XYZ : Bed001	[Copy] [Edit] [Delete]
<a href="#">Deletermer, Mark</a>	2020-04-09 11:48 AM	COVID-19 Isolation	Hotel ABC : Room 206	[Copy] [Edit] [Delete]
<a href="#">Fraser, Robert</a>	2020-03-31 12:05 PM	COVID-19 Isolation	Isolation Centre XYZ : Bed002	[Copy] [Edit] [Delete]
<a href="#">Hall, Taylor</a>	2020-03-25 12:03 PM	COVID-19 Isolation	Hotel 123 : Room 101 - Bed 1	[Copy] [Edit] [Delete]
<a href="#">Leonard, Kyle</a>	2020-04-04 12:03 PM	COVID-19 Isolation	Hotel 123 : Room 103	[Copy] [Edit] [Delete]
<a href="#">Stone, Emmet</a>	2020-04-09 12:01 PM	COVID-19 Isolation	Hotel ABC : Room 207	[Copy] [Edit] [Delete]

[Add Book In] [Express Book In] [Manage Rooms and Beds]

**Example 2:** A display of beds occupied or available for new (or temporary) sites offered by a community to support physical distancing during COVID-19 outbreak.

Hotel 123			
[Hall, Taylor (1992-01-01)]	[Bed Icon]	[Bed Icon]	[Leonard, Kyle (1989-07-12)]
[Bed Icon]	[Bed Icon]	[Bed Icon]	[Bed Icon]

  

Hotel ABC			
[Deletermer, Mark (1975-01-01)]	[Stone, Emmet (1987-01-27)]	[Bed Icon]	[Bed Icon]
[Bed Icon]	[Bed Icon]	[Bed Icon]	[Bed Icon]

  

Isolation Centre XYZ			
[Day, June (1980-05-04)]	[Fraser, Robert (1989-05-23)]	[Bed Icon]	[Bed Icon]
[Bed Icon]	[Bed Icon]	[Bed Icon]	[Bed Icon]

  

Manage Beds: Hotel 123			
Showing 1 to 8 of 8 entries   Show 10 entries			
Bed	Bed Type	Bed Status	Overflow
Room 101 - Bed 1	Double	In Service	Yes
Room 101 - Bed 2	Double	In Service	Yes
Room 102	Queen	In Service	Yes
Room 103	Queen	In Service	Yes



### 3. USEFUL INFORMATION

- This document is part of a COVID-19 series of “HIFIS How To” resources. Other resources in this series include:
  - [Preventing Eviction in an Outbreak](#)
  - [Finding and Securing Housing in an Outbreak](#)
  - [Home Visits in an Outbreak](#)
  - [Promoting Healthy Practices in an Outbreak](#)
  - [Tracking Health Issues in an Outbreak](#)
- To support a timely and an effective community response to the COVID-19 outbreak, flexibilities were introduced under Reaching Home program. They can be reviewed in the [updated Directives](#).
- Visit the [Canadian Network for the Health and Housing of People Experiencing Homelessness](#), [the Canadian Alliance to End Homelessness](#) or the [Homelessness Learning Hub](#) websites for resources on how the homeless sector can respond to a COVID-19 outbreak.
- Visit the [Public Health Agency of Canada’s](#) website for [guidance for providers of services for people experiencing homelessness \(in the context of COVID-19\)](#).

### 4. HIFIS SUPPORT AND STAYING CONNECTED

- Have feedback or a “HIFIS How To” tip to share with your peers? Contact the HIFIS Client Support Centre by **email**: [support@HIFIS.ca](mailto:support@HIFIS.ca) or **phone**: 1-866-324-2375.
- For questions about HIFIS, refer to the [HIFIS Toolkit](#) or contact the HIFIS Client Support Centre by **email**: [support@HIFIS.ca](mailto:support@HIFIS.ca) or **phone**: 1-866-324-2375.
- To receive the **HIFIS Newsletter** send a request to sign up by **email**: [info@HIFIS.ca](mailto:info@HIFIS.ca).