



HT3: HOW TO RECORD A TURNAWAY

The Turn Aways module is used to record when a client does not receive the service they presented for.

Client with HIFIS file

1. From the Front Desk menu, select Turn Aways.
2. On the Turn Away List page, click the Add Turn Away button.
3. From the Add Turn Away page, type to search for an existing client in the Client Name field, then select the client from the search results.
4. If applicable, select the family members who are included in the turn away.
5. Confirm the effective date and time. If needed, you can change this date and time manually.
6. Enter the number of adults and children being turned away if it is different from the default.
7. Select the reason for the turn away. This should reflect the main reason the client is being denied service at the service provider.
8. Select the staff member who turned away the client in the Requested By field.
9. Select where the client was referred from and to. If self-referred, select Client / Self.
10. If applicable, add any additional information concerning the turn away in the Comments field. Click the Save button.
11. Click the Save button.

Client without HIFIS file

1. From the Front Desk menu, select
2. In the Turn Away List page, click the Add Anonymous Turn Away button.
3. From the Add Anonymous Turn Away page, indicate whether the client is presumed Indigenous.
4. Indicate whether the client has an observable disability.
5. Select the age group to which the client belongs.
6. Select the gender.
7. Confirm the effective date and time of the turn away. If needed, you can change this date and time manually.
8. Enter the number of adults and children being turned away.
9. Select the reason for the turn away. This should reflect the main reason the client is being denied service at the service provider.
10. Select the staff member who turned away the client in the Requested By field.
11. Select where the client was referred from and to. If self-referred, select Client / Self.
12. If applicable, add any additional information concerning the turn away in the Comments field.
13. Click the Save button