HIPSK

HT30: How to Record that a Client has Passed

If you learn that a client has passed away but are the agency that has been actively working with the client, you should inform the HIFIS Help Desk. The HIFIS Team will inform the current agency working with the client prior to updating this information in HIFIS.

If you learn that a client has passed away and are the agency actively working with the client, please wait a period of 2 days before updating this information in HIFIS, then follow the steps below:

1. Navigate to the client's record.
2. On the Client – Vitals screen, go to the bottom of the screen and click the Edit button.
3. Select Deceased from the drop-down list in Client State.
4. Set the Date of Death Approximate toggle to Yes if the exact date is known. Otherwise, leave as No.
5. Enter the Date of Death if known or approximate.

NOTE: Changing Client State to 'Deceased' will end the client's consent record effective on the Date of Death or the date the record is updated if there is no Date of Death. Users from service providers with a service transaction in the client file will have read-only access to the client's file. Users from service providers that have not served the client in HIFIS will no longer have access to the client's file.