



HIFIS PR1: CHECK/COLLECT CONSENT

Follow this procedure in HIFIS when a client presents for services.

STEP 1 - SEARCH FOR A CLIENT IN HIFIS

- a. In the search box, search for the client using three or more letters from the client's name (Last, First, Middle, or Alias). Alternatively, you can search using the client's File Number or Client ID (full number or first three numbers).
- b. If found, confirm that the file belongs to the client BEFORE you enter their file by requesting their full legal name and date of birth. If not found, go to Step 2.
- c. If Consent Status is Active, work with file. If Consent Status is Inactive and a Consent pop-up box appears, go to Step 2.

STEP 2 - COLLECT OR RECOLLECT CONSENT

- a. Collect written consent form from the client. If the client declines to sign (i.e., refuses to initial the first or both boxes on the form), go to Step 3.
- b. Record consent in HIFIS:
 - New Client - Select *Add Client* at the bottom of the results page. Enter consent, upload the consent form, and do intake.
 - Existing Client – In the Consent pop-up box, add the client's new Consent type and click *Save*.
- c. Set the start date for the current day and end date for one year in the future.
- d. You are finished adding consent! Continue to serve the client in HIFIS.

STEP 3 - BOOK REFUSING CLIENT INTO BED (SHELTERS ONLY)

- a. In the search box, search for ANON.



- b. Open file listed as 'ANON1, YOUR AGENCY – SERVICE PROVIDER'. If another declining client is booked in under this file, use ANON2 or ANON 3 instead.
- c. Do not revise information in the ANON file or add identifying information about the client. Record the 'Reason for Service' as *Absolute Homelessness* and 'Referred From' as *Self-Referral*, then book the client into a bed.
- d. Outside of HIFIS, record the client's name (and/or other information based on local procedures) with the File Number for the ANON file. The File Number will be used to book the client out of their bed in HIFIS at the end of their stay.