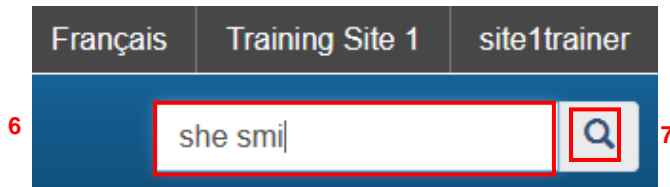# BC HOUSING

What to do when a client passes away

Any user who has knowledge that a client in the cluster has died should edit the Client Vitals and update the Client State field to indicate the client has passed away. The steps below outline how to complete the task.

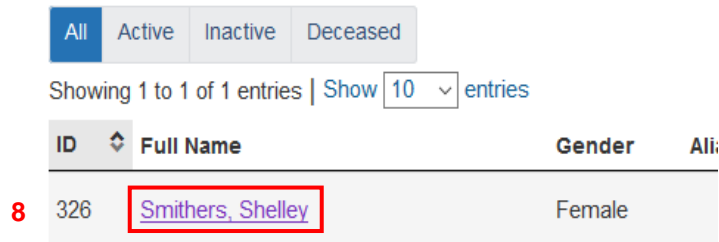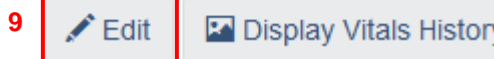|	
HIFIS ♦ SISA HOMELESS INDIVIDUALS AND FAMILIES INFORMATION SYSTEM / SYSTÈME D'INFORMATION SUR LES PERSONNES ET LES FAMILLES SANS ABRI **Log In / Connexion** User Name / Nom d'utilisateur Password / Mot de passe ★ Log In / Connexion →] Forgot Password? / Mot de passe oublié?	1. Log-in to HIFIS. If you need assistance see the Quick Reference Guide on "How to Log Into HIFIS and Change Service Provider". ◆ **NOTE:** There are no steps 2 – 5, continue to step 6.
Français | Training Site 1 | site1trainer **6** she smi **7** 🔍	6. On the **Client Search** screen, enter part of the client's name in the **Client Search** dialog box. ◆ **NOTE:** You must enter a minimum of three characters to execute a search. You may search by a client's first, middle and/or last name. The less you enter the better the chance to find an existing name. For example, for "Shelley Smithers" you could enter "She Smi". 7. Click the **Search** button to find the client's record.
Client List All | Active | Inactive | Deceased Showing 1 to 1 of 1 entries | Show 10 entries ID ⬍ Full Name Gender Ali **8** 326 Smithers, Shelley Female	8. On the **Client List** screen, select the client record that you want to edit to record that the client has passed away.
Geographic Region **Client State** **Client is** **Housing Status** **9** ✏ Edit 🖼 Display Vitals History	9. On the **Client – Vitals** screen, go to the bottom of the screen and click the **Edit** button.

10. Select **Deceased** from the drop-down list in **Client State**.

11. Optional: Select the **Cause of Death** from the drop-down list.

12. Set the **Date of Death Approximate** toggle to **Yes** if the exact date is known, otherwise leave as **No**.

13. Enter **Date of Death** if known or approximate.

14. Click the **Save** button to update changes of the Client – Vitals.

◆ **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 record; however, any other users will no longer have access to the record.