



Bed Swap – MH Residential Job Aid

The Bed Swap process allows providers to quickly and accurately update DHS when individuals need to be moved between beds. If both beds are occupied, then the Bed Swap process simply notifies DHS of the move. DHS will need to approve proposed moves when an individual is going to be moved to a vacant bed.

Bed Swap Process Overview

1. The Residential Site Supervisor or Residential Manager can request to move an individual from one bed to another via the **Housing Inventory** Screen.

Bed Swap

▼ Room Information

	Room Name	Room Type	Gender	Individual	Room Status	Swap Status	Estimated Discharge Date
☐	3 Bed B	Shared Room	Male	John Doe	Occupied	Draft	
☐	4 Bed B	Shared Room	Male		Vacant	Draft	
☒	2	Single Room	Male		Vacant	Pending Approval	

Show entries

First Previous **1** Next Last

Notes: *

☐ Approve ☐ Reject

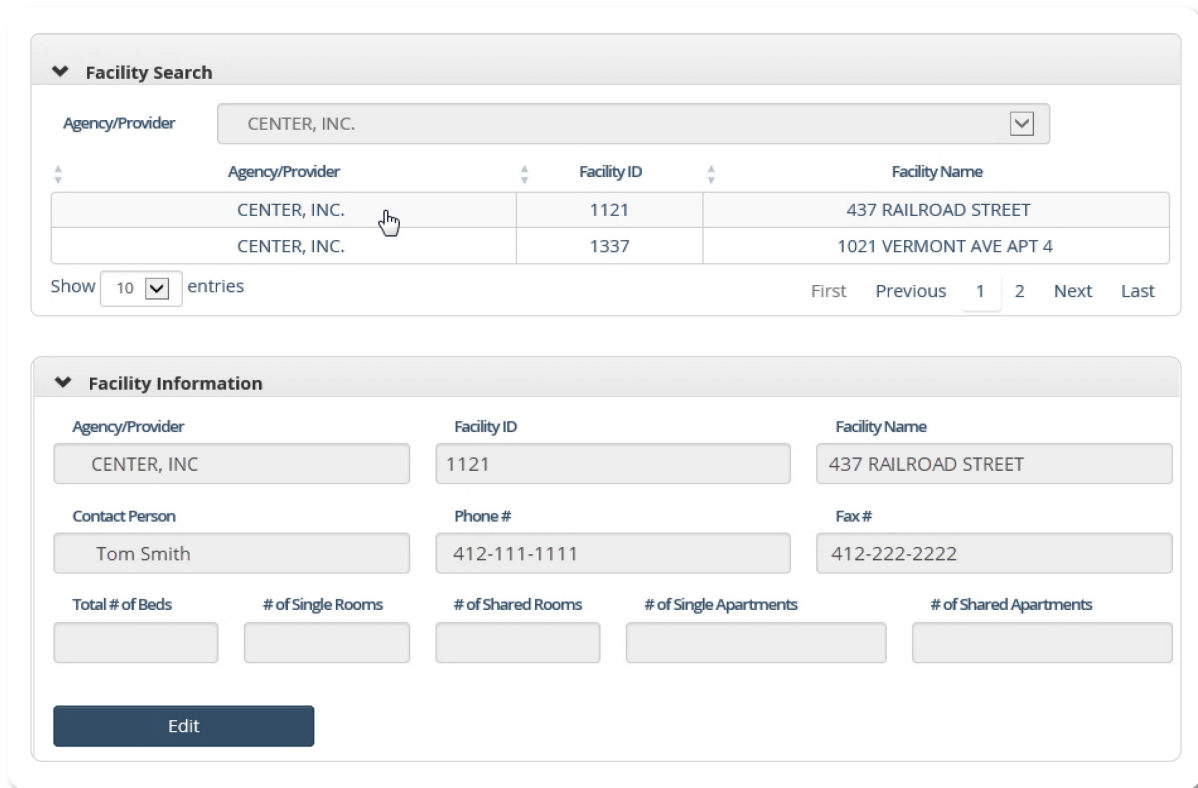
OBH Feedback

2. If both beds involved in the move are occupied, then the Bed Swap process simply notifies DHS of the move through an automatic email.
3. DHS will need to approve proposed moves when an individual is going to be moved to a vacant bed.
 - a. Providers will only be notified if a proposed move has been rejected. Rejected Bed Swap alerts can be viewed on the **Dashboard** where providers can respond to the rejection and resubmit the request or acknowledge and delete the rejection notice.
 - b. If the Bed Swap has been approved the *Bed Information* in the **Case Summary** pane will be updated to reflect the new bed location for the individual. Please check the information in Synergy before contacting DHS about a request.



Navigation

1. From the ACDHS Portal home screen: Click on **Manage Housing** inside the **Manage Housing Inventory** tile.
2. **Facility Search** pane:



The screenshot displays two panes from the ACDHS Portal. The top pane, titled "Facility Search", features a search bar with "CENTER, INC." entered. Below the search bar is a table with three columns: "Agency/Provider", "Facility ID", and "Facility Name". The table contains two rows of data. The first row shows "CENTER, INC." as the provider, "1121" as the facility ID, and "437 RAILROAD STREET" as the facility name. The second row shows "CENTER, INC." as the provider, "1337" as the facility ID, and "1021 VERMONT AVE APT 4" as the facility name. Below the table, there is a "Show 10 entries" dropdown and a pagination bar with links for "First", "Previous", "1", "2", "Next", and "Last". The bottom pane, titled "Facility Information", displays the details for the selected facility (ID 1121). It includes input fields for "Agency/Provider" (CENTER, INC), "Facility ID" (1121), and "Facility Name" (437 RAILROAD STREET). Below these are fields for "Contact Person" (Tom Smith), "Phone #" (412-111-1111), and "Fax #" (412-222-2222). At the bottom of the pane are five input fields for "Total # of Beds", "# of Single Rooms", "# of Shared Rooms", "# of Single Apartments", and "# of Shared Apartments". An "Edit" button is located at the bottom left of the pane.

Agency/Provider	Facility ID	Facility Name
CENTER, INC.	1121	437 RAILROAD STREET
CENTER, INC.	1337	1021 VERMONT AVE APT 4

Facility Information

Agency/Provider: CENTER, INC

Facility ID: 1121

Facility Name: 437 RAILROAD STREET

Contact Person: Tom Smith

Phone #: 412-111-1111

Fax #: 412-222-2222

Total # of Beds:

of Single Rooms:

of Shared Rooms:

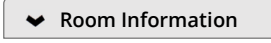
of Single Apartments:

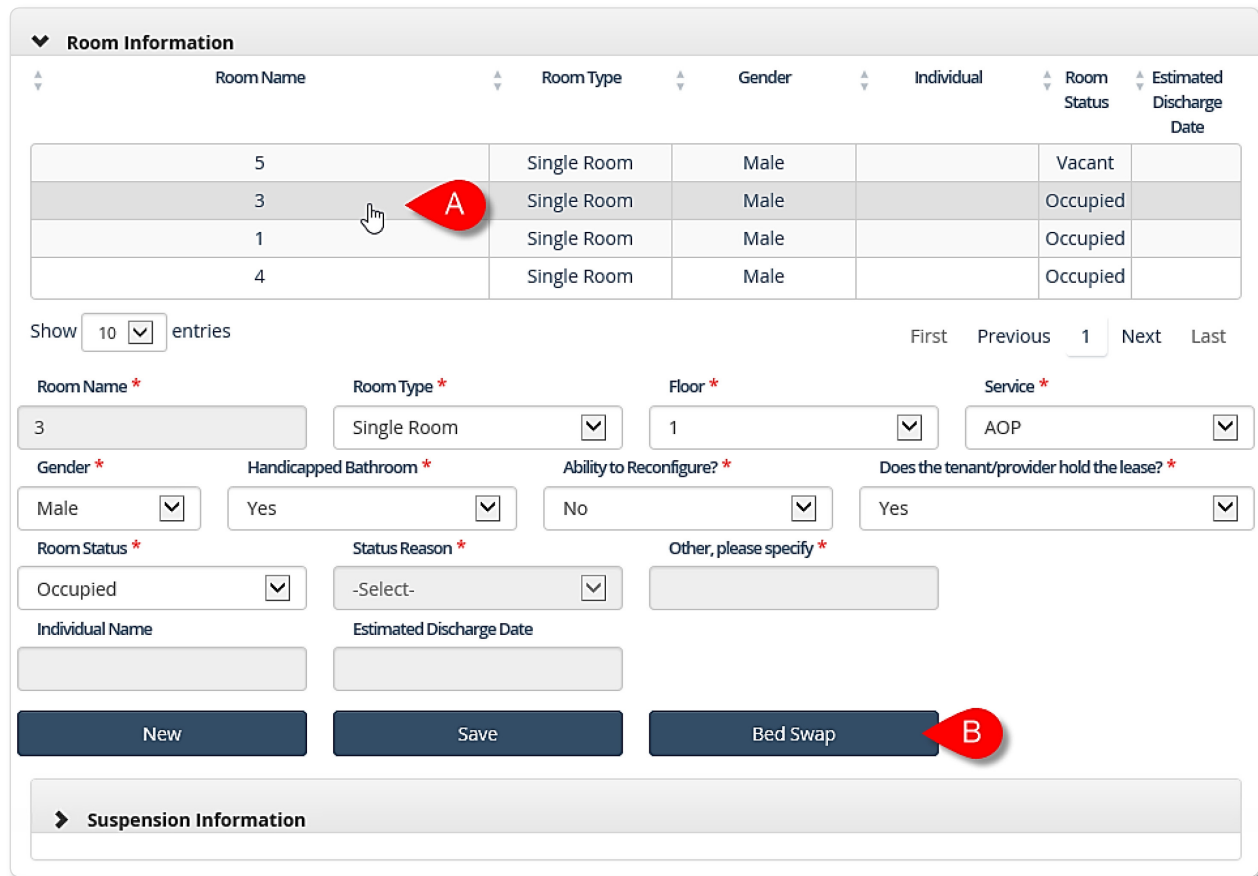
of Shared Apartments:

Edit

- a. Click on the individual's current Facility in the **Facility Search** pane
- b. Click **Edit** in the **Facility Information** pane.



3. All of the selected Facility's Rooms will be displayed in the  pane.



Room Name	Room Type	Gender	Individual	Room Status	Estimated Discharge Date
5	Single Room	Male		Vacant	
3	Single Room	Male		Occupied	
1	Single Room	Male		Occupied	
4	Single Room	Male		Occupied	

Show 10 entries

First Previous 1 Next Last

Room Name * Room Type * Floor * Service *

3 Single Room 1 AOP

Gender * Handicapped Bathroom * Ability to Reconfigure? * Does the tenant/provider hold the lease? *

Male Yes No Yes

Room Status * Status Reason * Other, please specify *

Occupied -Select-

Individual Name Estimated Discharge Date

New Save Bed Swap

> Suspension Information

- a. Select the room of the individual who is being moved by clicking on that individual's line in the *Room Information* grid.
- b. Once the room has been selected the  button will appear, Click the  button to open the *Bed Swap* pop-up

Reminder:

If both beds involved in the move are occupied, the Bed Swap will be approved automatically, and DHS will receive an email notification of the move.

If an individual is being moved to a vacant bed the request will be reviewed manually by DHS.

- ❖ *If DHS approves the request, the individual's case will be updated with the new bed location.*
- ❖ *If DHS rejects the request, the rejection will be viewable on the Provider's MH Residential Dashboard.*

4. Completing the *Bed Swap* pop-up:

Bed Swap

Room Information

	Room Name	Room Type	Gender	Individual	Room Status	Swap Status	Estimated Discharge Date
☐	3 Bed B	Shared Room	Male	John Doe	Occupied	Draft	
☐	4 Bed B	Shared Room	Male		Vacant	Draft	
☒	2	Single Room	Male		Vacant	Pending Approval	

Show 10 entries

First Previous 1 Next Last

Notes:

Request For Bed Swap

☐ Approve
☐ Reject

OBH Feedback

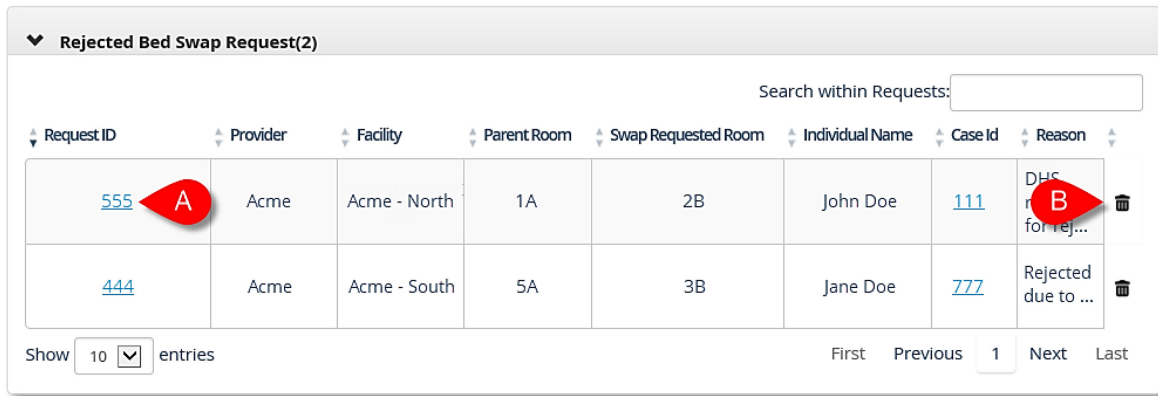
Close

- Indicate which room the individual will be moved to by clicking on that room's radio button [☒] in the *Room Information* grid.
- Notes*: Enter the reason for moving the individual in this narrative text field.
- Click **Request For Bed Swap** to send the request for approval.
Once the request has been sent the **Request For Bed Swap** button will turn light blue.
- OBH Feedback*: If a previous bed swap has been rejected the OBH Feedback for that rejection may be displayed here.
- Click **Close** to close the *Bed Swap* pop-up.



Rejected Bed Swaps: Resubmitting and Clearing

1. Rejected Bed Swaps will appear on the provider's dashboard in the **Rejected Bed Swap Request** pane.



Request ID	Provider	Facility	Parent Room	Swap Requested Room	Individual Name	Case Id	Reason
555	Acme	Acme - North	1A	2B	John Doe	111	DHS for rej... 
444	Acme	Acme - South	5A	3B	Jane Doe	777	Rejected due to ... 

- a. Click on the [Request ID](#) to view the request.
- To resubmit the request, enter more information in the *Notes* field and click **Request For Bed Swap**.
 - Click **Close** to close the *Bed Swap* pop-up.
- b. If the request does not need to be resubmitted the rejection notification can be cleared from by clicking the Delete Icon [] to the right of the rejection notification in the *Rejected Bed Swap Request* grid. A *Confirm Delete* pop-up will appear:

Confirm Delete

Clicking on "Yes" button will delete this record.
Would you like to proceed?

Yes **No**

- Clicking **Yes** will delete the rejection notification.
- Clicking **No** will cancel the action and the rejection notification will not be deleted.

For more information...

For assistance, please contact the Allegheny County Service Desk at ServiceDesk@AlleghenyCounty.US or call 412-350-HELP (4357). Select Option 2 for the DHS Service Desk.

To access iService, go to: <https://servicedesk.alleghenycounty.us>

This and other Job Aids can be found at: <http://s3.amazonaws.com/dhs-application-support/index.htm> or <https://alleghenycounty.sharepoint.com/sites/dhsassist> for internal users.