



[CA-300506] Reception Log Enhancement to Add Subsequent Entries on a Single Visit

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Status:	New
Project:	CalSAWS
Component/s:	None
Fix Version/s:	None

Type:	CER	Assignee:	Sowmya Coppisetty
Reporter:	Caroline Bui		
Labels:	None		

Main

Region #:	4
County:	Kern
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Request:	The current reception lobby check in system assigns each customer a unique “Number Assigned” upon arrival. After this first interaction, customers sometimes need to be rerouted to additional staff members for further services. However, the system does not allow staff to re enter or update the original check in entry, nor does it allow the reuse of the original “Number Assigned” when creating subsequent entries for the same visit. As a workaround, staff create a second entry under the same check in but are forced to assign a new number—often identical except for the prefix. This results in: • Multiple entries appearing as multiple visits • Inflated Reception Log data • Confusion for staff receiving rerouted customers • Confusion for customers being rerouted • Increased clerical workload and unnecessary manual tracking
Recommendation:	We request the following changes to improve workflow accuracy, efficiency, and customer service: 1. Ability to Re Enter and Update the Original Check In Entry Allow staff to ADD to the initial check in record to update the “Assigned To” field or add subsequent interactions without creating a new entry. OR (Preferred): 2. Ability to Select the Original “Number Assigned” in Subsequent Entries When creating an additional entry within the same visit, staff should be able to choose the original assigned number from the existing dropdown list. This ensures that all services during the visit remain tied to the same customer number. 3. Count Multiple Entries as a Single Visit All entries associated with the same check in and assigned number should be counted as one visit for the purpose of Reporting and Reception Log data.
Area(s) Impacted:	Lobby Management
Committee:	Lobby Management

Attachments

CER - Reception Log Enhancement to Add Subsequent Entries on a Single Visit.docx (38 kB)