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## ADT: Unable to search for patient or unable to match a patient

Antonia Mo - 2023-03-13 - [Integration Troubleshooting](#)

Please confirm with your IT lead with the following information.

- That the connection is up and sending ADTs
- The message for this patient was sent
- An ACK was received

Upon verifying that the message has been transmitted, please reach out to Novari Health support, and provide them with the Novari ID/list code of the affected case, in addition to the message ID, date, and time of transmission.