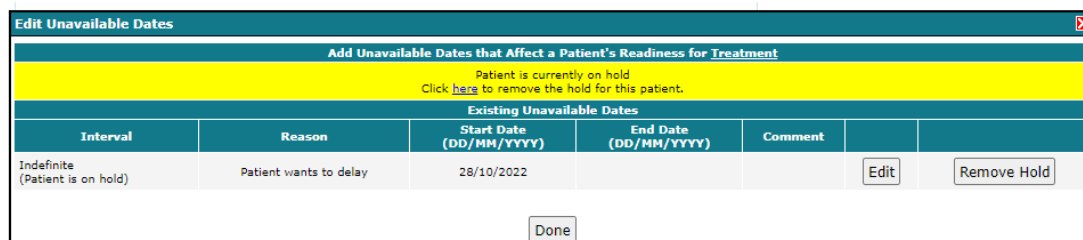# Case On Hold Functionality

Antonia Mo - 2023-04-03 - [Troubleshooting](#)

Scenario: Case is put on hold indefinitely. Patient is now ready to have the procedure and the case is removed from On Hold.
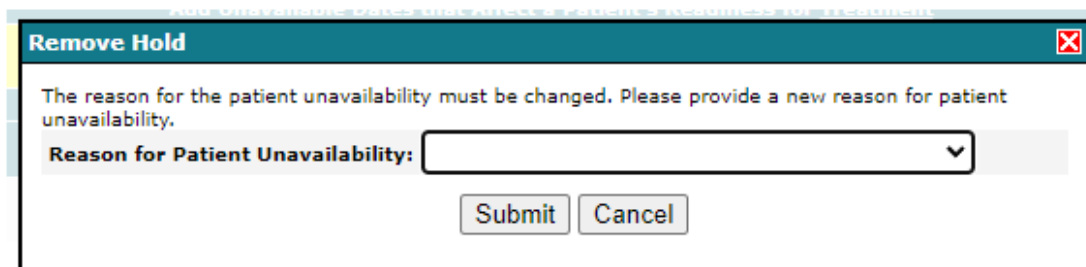
When removing a case from "ON HOLD", a new WTIS message will be sent (S12) to "reopen" the case. This message is sent with an updated or new Decision to Treat (DTT) to Wait Time for reporting purposes. This is considered a new case for WTIS as the function of putting the case "ON HOLD" closed the original case with an S15.

The user will receive a prompt to define the reason the case is now available to be completed when removing the case from "ON HOLD".

Supply the patient unavailability reason

This function sends the S12 open message to WTIS. This will include a new Decision to Treat (DTT) as of the date the case was taken off hold.

Please note that ATC will retain the original Decision to Treat (DTT) while WTIS will have the new Decision to Treat (DTT).