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## **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".

Edit Unavailable Dates						×		
Add Unavailable Dates that Affect a Patient's Readiness for <u>Treatment</u>								
Patient is currently on hold Click <u>here</u> to remove the hold for this patient.								
Existing Unavailable Dates								
Interval	Reason	Start Date (DD/MM/YYYY)	End Date (DD/MM/YYYY)	Comment				
Indefinite (Patient is on hold)	Patient wants to delay	28/10/2022			Edit	Remove Hold		
		Done						

Supply the patient unavailability reason

Aud Onavanable Dates that Affect a Patient's Readiness for <u>Heatment</u>	
Remove Hold	×
The reason for the patient unavailability must be changed. Please provide a new reason for patient unavailability.	
Reason for Patient Unavailability:	
Submit Cancel	

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).