Case record: After cancelling a case (day of) in the HIS, the case does not get completed in Novari

Antonia Mo - 2023-03-27 - [Integration Troubleshooting](#)

Please confirm with your IT lead

- That the connection is up and sending messages

- The message for this patient was sent

- An ACK was received

- Confirm that the message has the list code, MRN, and cancellation reason. Verify that the cancellation reason is mapped in ATC

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.