



[Knowledgebase](#) > [Integration Troubleshooting](#) > [Case record: After completing a case in the HIS, the case does not get completed in Novari](#)

Case record: After completing a case 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 case completion messages
- The message for this patient was sent
- An ACK was received
- Confirm that the message has the correct mappings, list code, MRN, completed date, start and stop times for the case

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.