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ON HOLD Functionality

Rachel Carmickle - 2023-10-04 - [Troubleshooting](#)

When a case is placed ON HOLD, the case is closed in Wait Time as the hold is considered indefinite. It is possible that that case may not be required or able to be completed due to a Patient Related reason. This is when a case can be put ON HOLD.

When a case is placed ON HOLD, ATC considers it to be in a suspended status but retains the case information on the list to be reactivated as appropriate so the end user does not lose track of the case or need to re-enter all case information.

When a case is taken off hold, ATC will send WTIS a new open message with an updated Decision to Treat date reflective of the day the case is taken off hold. Users are then prompted to add a DART in ATC. This DART should reflect the entire time the case was on hold for a patient based reason. Adding the DART will balance the actual time waited between WTIS and ATC.