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Scheduling confirmation does not show in Novari after scheduling in the HIS

Antonia Mo - 2023-03-17 - [Integration Troubleshooting](#)

Scheduling from HIS to Novari

After scheduling in the HIS, the scheduling confirmation does not show in Novari.

Please confirm with your IT lead:

- That the connection is up and sending scheduling messages
- The message for this patient was sent
- An ACK was received
- Confirm that the message has the correct mappings, list code and MRN

If the message was sent, please send an email to Novari support and provide the Novari ID/list code of the affected case, along with message ID, list code, date and time it was sent.

If the case was cancelled by Novari ATC system.

Please confirm with your IT lead:

- If an SIU^S15 was sent for this case
- This will display the case as cancelled in Novari