Why can't I match a patient in Patient Registration?

Jack Lott - 2022-06-29 - [Troubleshooting](#)

Overview

Some client installations rely heavily on the Patient Registration module of the Novari ATC™ application as part of their scheduling process. This functionality leverages integration techniques between the Novari ATC application and your hospital's EMR system. Occasionally, users will notice that patients don't immediately appear for matching in the Patient Registration module.

Troubleshooting

Sometimes, the Novari ATC and your hospital's EMR do not synchronize in real-time. There can be several causes to this issue. A recurring inability to immediately match cases is typically caused by latency; however, an acute period of unresponsiveness is more likely a networking issue.

Latency

During a period of latency, a queue can form. This is typically caused by a flood of messages that cannot all be processed simultaneously. The cases do come across for matching, but it takes a few minutes before it successfully matches.

If you are experiencing this issue, it could be helpful to prepare several cases for the matching process, and then match them all once they begin to successfully match. If this slowness continues for a reasonably long period of time, please contact your ATC administrator or IT help desk.

Networking Issue

A networking issue occurs when Novari ATC and your EMR system are disconnected and need to be reconnected. This is different from the queuing issue because your cases never seem to come across for matching. If you rarely experience the latency issue, it is more likely that you have a networking issue than a latency issue whenever your cases do not match.

Whenever this occurs, please contact your site administrator, who coordinates with Novari Health Support and your local technical team.