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## Orders and Documents Troubleshooting

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### **File was not received in PACs or HIS**

- Confirm that the requisition or referral is completed in the application.

Please confirm with your IT lead

- The order or S14 message for this patient was sent.
- The message conforms to the specifications outlined during the project.
- The Novari ID was sent in the message.
- The Novari connect services are running, if not a restart is needed.
- The file is on the server and didn't get picked up and added to the HIS or PACs system.

If the message was sent, can you please send an email to support and provide the Novari ID, transaction ID and date and time it was sent.

### **Files are taking longer than expected to show in PACs or HIS**

Please confirm with your IT lead

- The time the order was sent and left the interface engine.
- The time the file left the server.
- The time the documents appeared in PACs/HIS.

If this delay is with Novari sending the documents, please send the details to support and include the Novari ID.