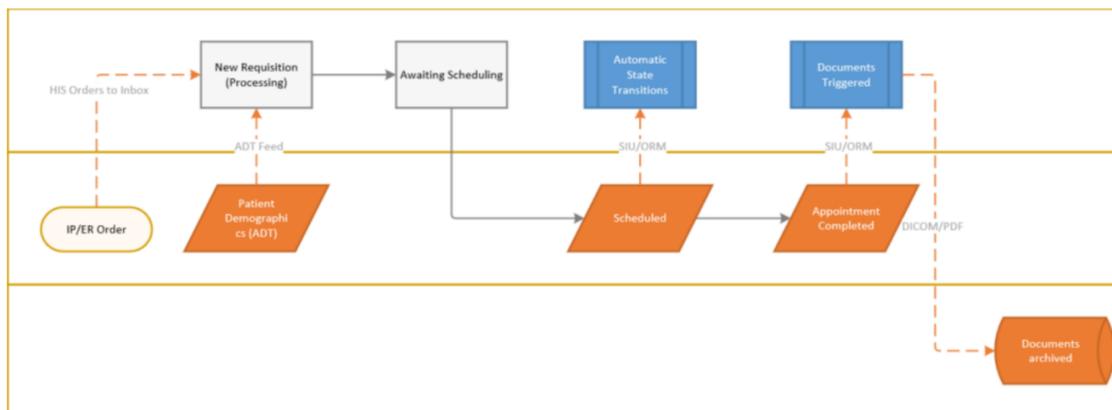


Orders to Inbox Troubleshooting

Leah Quenneville - 2024-07-10 - [Integration Articles and Troubleshooting](#)

What is Orders to Inbox?

Novari eRequest™ has the capability of streamlining the order process for Inpatient and Emergency Room/Emergency Department (ER/ED) requisitions. This allows an organization to receive orders, such as medical imaging referrals, directly in Novari eRequest from the hospital information system (HIS), eliminating the need for printing and manual review. The process of receiving orders is automated and flows directly into the Inbox in Novari eRequest from the HIS where it can then be processed.



To set up orders to flow directly into the Inbox, certain mappings must be established. These mappings include establishing the necessary connections between the HIS and Novari eRequest and aligning data fields between the two systems.

This is done during the implementation phase. Once these mappings are in place, the requisitions can flow seamlessly into the eRequest Central Intake Inbox, reducing manual effort and improving the overall efficiency of the process.

The HIS Order is presented in the Novari eRequest Inbox as a PDF like the example shown below

		Patient Name MPCSTRAIN, RICKON	HN -	Request Date 09/11/2022 09:14 AM	Page 1 of 1
Patient Information					
Gender Male	DOB 01/01/1990	Phone -	Language -		
Address		Email -			
Requester Information					
Name Test, TESTATTE	Address	Fax -	Phone -		
Referral Form Summary					
Modality Mammography			Clinical Information formation tech		

HIS Order to Novari eRequest Inbox Troubleshooting

Order sent from HIS does not appear in Novari

Please ask your IT lead to confirm the following:

- The message for this patient was sent.
- The Novari Connect services are running; if not, restart them.
- The referral was not junked from the inbox.

IT lead: If the message was sent, wasn't junked and Novari Connect services are running, please send an email to Novari Health Support providing the IT message ID (not the Referral ID) and date and time it was sent. If the requisition is in the Inbox, the message ID is an F-number ID, for example F-XXXXXXX. Include the name of the Inbox where the requisition should appear.

The fields are not mapping correctly

Please ask your IT lead to confirm the following:

- The fields were sent in the order.

IT lead: If the fields were sent in order, please send an email to Novari Health Support and provide the IT message ID (not the Referral ID) and date and time it was sent, and which fields did not map. If the requisition is in the Inbox, the message ID is an F-number ID, for example F-XXXXXXX.