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Scheduling from HIS to Novari

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Appointment not showing in eRequest

Please confirm with your IT lead

- The 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 patient demographics were included in the message.
- The Novari connect services are running, if not a restart is needed.

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.

Appointment is showing in eRequest, but the referral state did not transition.

- Please review the referral history and check that the referral was in the correct workflow state before you scheduled the patient in the HIS.

Appointment did not update in eRequest after rescheduling

Please confirm with your IT lead

- The message for this patient was sent.
- The message conforms to the specifications outlined during the project.
- The Novari ID was sent in the message.
- Was the appointment rescheduled or cancelled and a new appointment created.
 - If rescheduled, was the appointment ID the same as the existing appointment ID? The rescheduled appointment will require a new ID. If the ID is the same as the original appointment you will need to cancel and then book a new appointment in your HIS.
 - If cancelled, please review the referral history and check that the referral was in the correct workflow state before you scheduled the patient in the HIS.