

Adults Quick Guide

Finishing Timed Out Case Notes

A case note times out 24 hours after you save it for the first time, if you do not 'finish' it.

A **timed out case note** is an **unfinished** case note.

Any **alert recipients** added to the case note will **not** receive an alert **until** the case note is **finished**.


A timed out case note will appear with the **Timed Out** icon  next to it on the **Case notes** screen.

Your timed out case notes will also display in **Unfinished case notes** on your **Homepage** (**Closed** or **Narrow workview**).

The **Homepage** will display when you first log into Mosaic (**Closed** or **Narrow workview**), but can be viewed at any time by clicking **Home** in the header menu.

Case notes you have recorded when acting for another worker will not display in **Unfinished case notes** on your **Homepage** – you will only be able to see them within the person's record.

Editable case notes, case notes started but still within the 24 hours after first clicking save, will also display in **Unfinished case notes** on your **Homepage**.

These case notes will display with the **Edit** icon  and must also be finished as per the instructions below, but you will be able to add to and edit the original note details if needed.

Finishing a Timed out Case Note from your Homepage

To finish a timed out note and clear it from **Unfinished case notes** on your Homepage;

- Click on the **title** of the case note

The **Append case note** screen will display.

You will not be able to amend the original note text, but you can add an additional note if required.

You can also add to or amend the alert recipients.

- Click the **Finish** button.

Finishing Multiple Timed out Case Notes

If you have multiple unfinished case notes on one record the easiest way to finish them is to enter the person's record and access the **Case notes** screen.

- Click **Case notes** in the sidebar menu.

You can only finish your own unfinished notes, you cannot finish notes someone else has written.

For any case notes you have recorded when acting for another worker you'll need to act for that worker to finish the case note.

You can filter the screen to find your notes by:

- Clicking the **Find case note** button
- Selecting your name from the '**Entered by**' dropdown menu
- Clicking the **Find** button

A filtered **Case notes** screen will display

You must finish each timed out case note individually.

To finish a timed out note:

- Click the **Append** icon 

The **Append case note** screen will display.

You will not be able to amend the original note text, but you can add an additional note if required.

You can also add to or amend the alert recipients

- Click the **Finish** button