

## Finishing Your Case Notes

When adding a case note to Mosaic, you have 24 hours to 'Finish' this case note, before it times out. When it times out, it means you can no longer edit the case note (you can append it, and add an additional note underneath, but the initial case note cannot be edited).

It's therefore important to ensure you FINISH case notes, and don't forget about incomplete ones, or ones you've just saved and closed.

Timed out case notes appear like this, with a clock symbol indicating it can no longer be edited:



Having unfinished case notes is not ideal for recording, so please check for any **unfinished case notes** on your Home Page at the end of each day:

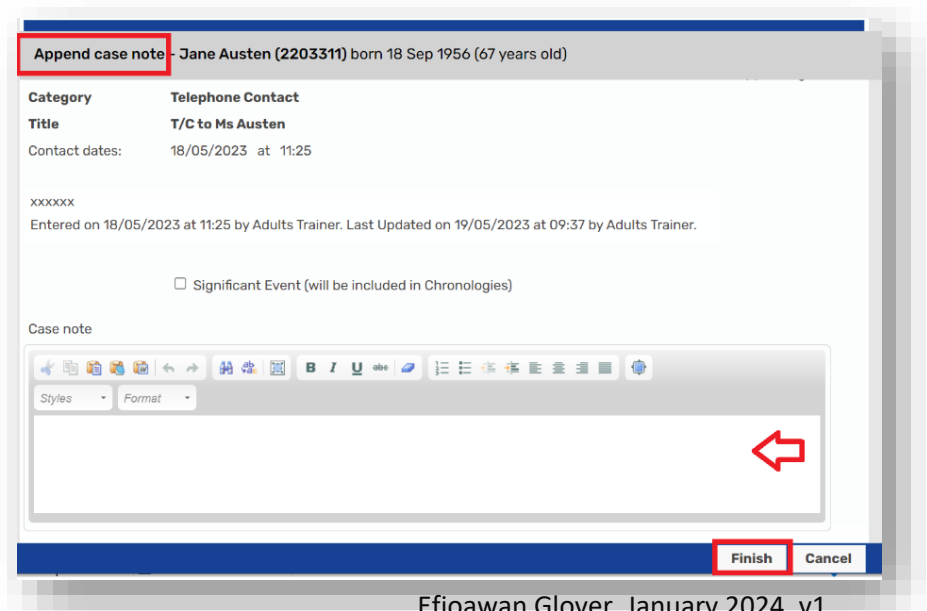
Unfinished case notes			
Status	Title	Subject	Effective date
	<a href="#">T/C to Ms Austen</a>	<a href="#">Jane Austen</a>	18/05/2023

Showing 1 to 1 of 1 entries

You can simply click on the title of the case note from here, and it will take you straight back into that case note to edit and finish.

If it's timed out (with the clock symbol as above), it will take you to the case note and allow you to append it. Note, your appended case note will have a different date and time associated with it, to the original case note.

If you have nothing further to add, and just need to finish this, simply click **Finish**.



! **Case Note Reminder:** if you select **Save and close**, your case note has not finished. It will be in your **unfinished case notes**. Only selecting **FINISH**, will ensure you have finished the case note.

