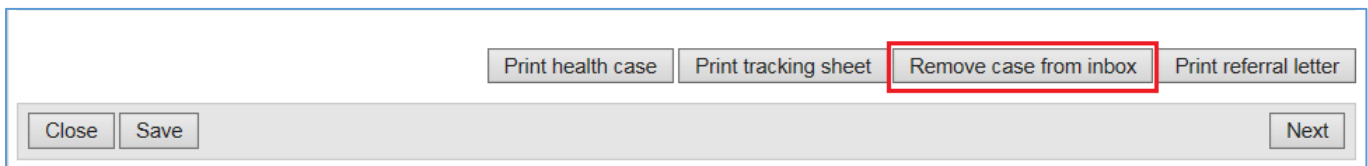# Tip Sheet: Removing a Health Case from the Inbox

This tip sheet has been developed for the U.S. Department of State (DOS) to assist panel clinics to remove a health case from the **Clinic inbox** if the applicant does not wish to proceed with their required health exam(s).
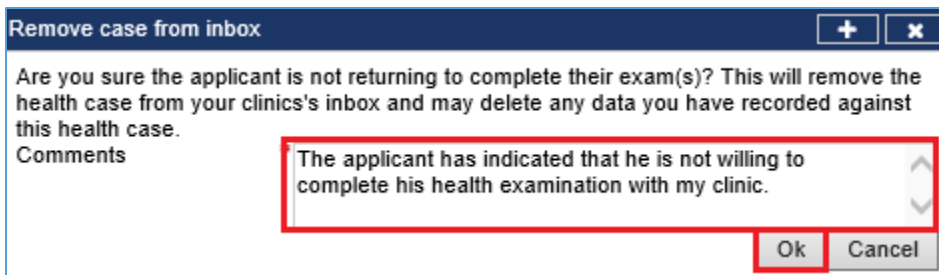
Removing health case from inbox

If you have a health case in your inbox in the **Pre exam** stage (i.e. you have searched for and managed the case, and you have completed some parts of the **Pre exam** process only), then you can remove the case from your inbox if your clinic will not be completing the health case (e.g. if the applicant has indicated they will not return to your clinic).

You should press the **Remove case from inbox** button at the bottom of the **Health case details** screen.

Provide a reason in the **Remove case from inbox** window, and press the **Ok** button.

The case will then be removed from your inbox.

Note: The **Remove case from inbox** button is only available when the health case is at '**Pre exam**' stage.