



Netsmart EHR Updates

May 2026

Table of Contents

Clinical staff (tablet users).....	2
Enhancements.....	2
Assessment Loading Performance.....	2
Previous Falls: J1900	2
OASIS Guidelines.....	2
Resolved Issues	2
Copy Note.....	2
Time Entry	2
Patient Assessments.....	2
Known Issues	2
No SFV Pop-Up.....	2

Host Users (Laptop)	3
Resolved Issues:	3
Diagnosis	3
Frequently Asked Questions.....	3
Where is the Sync Status	3
Accidentally tapped Start Visit?	3
How do I navigate the Calendar?.....	3
Important Reminders	4
Resetting cache	4
Turning off your iPad	4
Marking a visit as Unmade or Patient Refused	4

Netsmart EHR Updates

May 2026

Page 2 of 4

Clinical staff (tablet users)

Enhancements

Assessment Loading Performance

- Resolved an issue where assessments were not displayed on the tablet when a large number of records existed.

Previous Falls: J1900

- Language for the answers B and C for question J1900 is updated per OASIS E2 guidelines.

OASIS Guidelines

- The Guidelines for the OASIS E2 fields have been added to the assessment window.

Resolved Issues

Copy Note

- Copy Note functionality within Clinical Notes now works as designed.

Time Entry

- Now and Clear within Time Entry will display.

Patient Assessments

- PHQ-2 and PHQ-9 assessments will display complete after they are synchronized to the host.
- Required fields in the Discharge/Transfer assessment window display appropriately.
- The HOPE information dialog box will display the correct Discharge Date even though the Patient may have multiple admission periods.

Known Issues

No SFV Pop-Up

- When documenting symptom impact of moderate or severe, a pop-up will not appear to schedule a SFV, a fatal warning will display.
 - The fatal warning is a reminder to schedule that SFV prior to leaving the patient's home.

Host Users (Laptop)

Resolved Issues:

Diagnosis

- Diagnosis will display correctly and not duplicate.

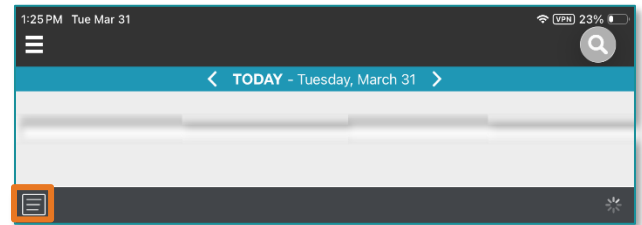
Frequently Asked Questions

Where is the Sync Status

- Look for the small box with moving lines in the lower left to monitor sync progress.

Accidentally tapped Start Visit?

- **Do NOT tap *End Visit* or add documentation.**
- Return to the **Today** screen and tap the Undo arrow to cancel the visit.



How do I navigate the Calendar?

- Patient Calendar
 - Tap **Calendar** above the month view on the left to open calendar.
 - Tap **Show Details** (lower left) to view Visit Frequencies
 - Tap **All** (top right of the box) to see all frequencies.
- Delete Multiple Visits
 - Tap the three dots and select **Delete Visits**.
 - Edit the **End Date** to three months out to extend beyond the cert period.
 - Tap **Filter** to load upcoming billable visits and use the left column checkboxes to select visits to delete.
- Staff Calendar
 - Tap **Staff** and enter a last name to view a schedule.
 - Enter **Una** to view Unassigned visits.
 - If assigning a visit, notify Scheduling.

Netsmart EHR Updates

May 2026

Page 4 of 4

Important Reminders

Resetting cache

- Recommendation: Reset the cache at the beginning of your day to help prevent issues.
 - **If you have documentation in Netsmart which has not been submitted, this will be deleted and cannot be retrieved.**
- Before resetting the cache, you must log out of Netsmart first.
 - Place your finger at the bottom middle of the screen then slowly swipe up about halfway.
 - Swipe the blue box for Homecare up and off the screen.
 - If you do not log out first, the system will attempt to reset your cache the next time you log in.
 - If the reset cache message appears, swipe up so you are back to the main screen. Tap the **Settings** icon and inactivate **Reset Cache**.

Turning off your iPad

- Turning off the iPad is important to allow automatic updates to occur.
 - Charge the iPad before turning it off.
 - If the iPad is plugged in after turning it off, it may turn itself back on.

Marking a visit as Unmade or Patient Refused

- If the visit is cancelled before traveling to see the patient and is not moved to later in the week/month, the visit is marked as **Unmade**.
- If the visit was refused/patient was not home or available after traveling to the home, change the visit type to **Patient Refused** with visit.