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Host Users

Enhancements

- **NEW:** A new resource, Community Paramedicine, is now available for triage staff to add to a patient's schedule when necessary.

Known Issues & Updates

NEW: Why does the Drug/Drug Interaction come up different on host mode than field mode?

- Netsmart is working to resolve the issue
- The Drug/Drug Interaction obtained in field mode on the tablet should be used as this report is accurate and will show any interactions found.

Clinical staff (tablet users)

Enhancements

Hospice

- HOPE Assessments will be updated to prevent HUV1 and HUV2 Assessments from being added too early based on the guidelines.

Home Health

- Assessments for Routine Visits are either missing the questions or will not save the documentation for the questions in Neurological / PHQ2 & PHQ9.
 - Until this is fixed, activate the sections to document if needed.
 - Click [here](#) for more information on activating a section.

Known Issues & Updates

NEW: How do I add an OASIS discharge assessment when the patient's insurance changes?

- Depending on the timeframe of the last visit will depend on how to add the assessment, click [here](#) for more information.

Netsmart EHR

NEW: I'm getting a validation pop-up and getting logged out of Netsmart?

- Staff are experiencing intermittent validation errors causing Netsmart to log out.
 - Netsmart is currently investigating why this is occurring.

Why does Netsmart log out when starting an Admission Assessment?

- Currently, Netsmart requires patient status be updated on the Admissions & Status screen and synched before adding an Admission Assessment.
 - A case has been submitted to Netsmart to determine if this can be changed.

What to do if an Error message appears on the Time Entry screen when submitting.

Submit Patients **Error occurred during submission. Please try again.**

- If additional documentation is added to Care Plan or Clinical Note screen, the documentation cannot be submitted within the visit. Perform the following steps:

STEP 1: Add a **Routine Visit Transcription** on the Patient's calendar for today's date.

STEP 2: Submit the visit.

- This will upload the Care Plan Goals & Interventions and the edited Clinical Note.

STEP 3: Email your manager with the Care Plan Charting information.

- They will need to transcribe the documentation into the chart on the Host.

STEP 4: Reset the cache when it is safe to do so, this will prevent the error message from appearing.

PHQ2 and PHQ9 questions in the Neurological section are missing or documentation is not being saved for a Routine visit.

- If the PHQ2 and PHQ9 questions in the Routine visit assessment cannot be documented, the workaround is to activate them manually. A case has been submitted with Netsmart.

STEP 1: Tap the 3 dots at the lower right of the screen.

STEP 2: Choose **Show Details**.

STEP 3: Tap Neurological in the left column, then tap **Patient Health Questionnaire – 2** or **Patient Health Questionnaire – 9**.

STEP 4: Tap the 3 dots then choose **Activate**.

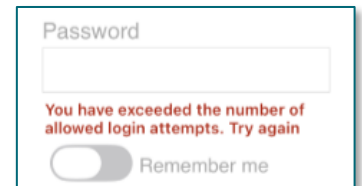
STEP 5: Two options:

- **For this and future assessments:** All assessments for your discipline will require documentation.
- **For this assessment only:** Only requires documentation in the current assessment.

Frequently Asked Questions

What to do if my Netsmart account is locked due to exceeding the number of allowed login attempts?

- Your account will be locked if you enter the password incorrectly 3 times.
 - Wait 15 minutes to try again.
 - The Help Desk cannot reset your account if it is locked.



How do I reset my Netsmart password if I cannot remember it?

- Submit a Help Desk ticket to ask for your password to be reset.
 - If you are seeing patients, call **207-973-7728** to submit the ticket.
 - You can also **submit it online using the NLH Help icon** after tapping the Edge icon at the bottom of the iPad main screen.
 - This link will open the flyer for the instructions to change your password.
 - [Netsmart - Changing Password on Tablet](#)

Why does the Cache Reset message pop up when I haven't reset my cache lately and how do I fix it?

- Before resetting your 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 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.

Important Reminders

NEW: Update to Netsmart 25.5.1.

- All staff should be on the new version of Netsmart, click [here](#) to learn how to update the app.

Resetting cache from the Settings menu

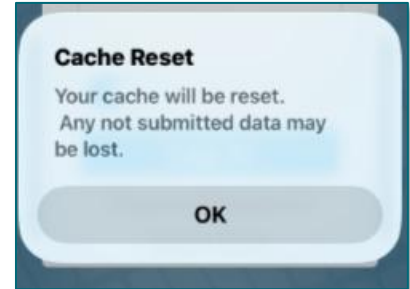
Recommendation: Reset your cache at the beginning of your day to help prevent issues.

- If you have documentation in Netsmart which has not been submitted, this will be deleted and cannot be retrieved.

Note: Always log out of Netsmart before resetting the cache.

Netsmart EHR

- STEP 1:** Place your finger at the bottom middle of the screen.
STEP 2: **Slowly** swipe up about halfway up the screen.
STEP 3: Swipe the HomeCare box off the screen.
STEP 4: **Open** Settings (gear icon), scroll to end of list on left then tap **Apps**.
STEP 5: **On** the right, scroll down to **Homecare** then tap to open.
STEP 6: Activate **Reset cache**.
STEP 7: **Swipe** up then log into Netsmart.
STEP 8: This popup will appear. Tap **OK**.
- If this does not appear and Netsmart opens, swipe up immediately to log out of Netsmart.



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.

- STEP 1:** Open visit on **Time Entry** screen.
STEP 2: If applicable, clear the **Direct Start** and **End** time.
STEP 3: Tap **Unmade Visit** box.
STEP 4: Use drop down to add Reason the visit is **Unmade**.



For questions regarding process and/or policies, please contact your unit's Clinical Educator. For questions regarding workflow, please [place a ticket](#) to Health Informatics. For any other questions please contact the Customer Support Center at: 207-973-7728 or 1-888-827-7728.
