



Netsmart: Activity Time and Mileage not Syncing to the Host

WHEN: Immediately

WHERE: At the following NLH Member Organization(s):

- Northern Light Home Care & Hospice

WHO: The change will affect the following staff at the above noted locations:

- Clinical staff using iPads

WHAT: There have been reported instances where **Activity Time** and **Mileage** entered on the iPad are not synchronizing to the Host.

HOW: If the iPad has been synchronized and the Activity description on the **Today** screen remains in **black font**, complete the following steps:

- Reset the cache.
 - Reminder: Document the Activity Time and Mileage information in another location and verify there is no documentation under **Open Charts**.
- If resetting the cache does not resolve the issue, submit the Activity Time and Mileage information to an individual with Host access for it to be recorded directly within Host.

NOTE: It is recommended that clinicians reset the cache at the beginning of each workday.

****PLEASE NOTE: This mailbox is not monitored.****

Please direct any questions to the Health Informatics team using this link.