



From the Office of Clinical Informatics
Northern Light Health
Netsmart Newsletter

August 2023

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Netsmart Newsletter

23.4 Mobile Tablet Updates

- **Psychiatric Nurse Assessment template is available on the iPad.**
- **Two new fields have been added to the Time Entry screen.**
 - Device Start Time – the Actual time **Start Visit** is selected.
 - Device End Time – the Actual time **Done** is selected on the Patient Signature screen.
 - If the Payer is MaineCare **and** the Device time (Start or End) is **more than 10 minutes different than the Direct times**, create a Task to notify the Administrator as to why.
 - The Device times are only accessible before submitting your documentation.

New Assessment
ASSESSMENT FOR
TEST ONLY, Patient T. (SP500)
RESOURCE TYPE
SN | Registered Nurse Salaried
TEMPLATE
Psychiatric Nursing (OASIS E) Pshychiatric SN v23.2
VISIT TYPE

12:36 PM Wed Aug 9 93%
Time Entry - TODAY - Wednesday, August 9
Time Entry
TEST ONLY, Patient T.
SP500
12:35 pm - 12:36 pm (RN)
TEST ONLY, Patient T. DOCUMENTATION/PATIENT CALL (SP500) (RN)
SERVICE LOCATIONS
brother's address
TRAVEL TIME to
MILEAGE
DEVICE START TIME 2023-08-09 12:35 PM **DEVICE END TIME** 2023-08-09 12:35 PM
DIRECT TIME 12:35 PM to 12:36 PM
INDIRECT TIME
UNMADE VISIT
BRANCH
VISIT TYPE Documentation/Patient Call
NPI
CPT CODE
CPT MODIFIER
CPT Copyright 2022 American Medical Association. All rights reserved.
Visits Patients
Direct -0 min | Indirect -0 min | Travel -0 min | Total Time -0 min | Mileage -0mi

Additional Updates

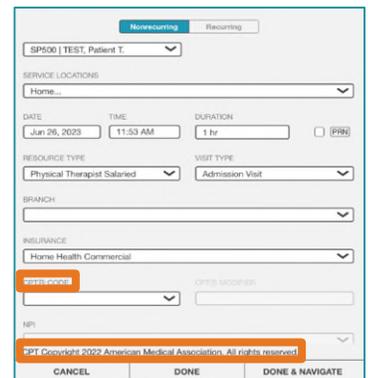
OnBase Resources

- It is very important to search for a patient using their Patient ID to ensure that the document is filed to the correct medical record. This is included on all documentation that is scanned and can be referenced as necessary.
 - [Written instructions for viewing and uploading documents.](#)
 - [Video instruction for viewing patient documents.](#)
 - [Video instruction for uploading documents.](#)

Reminders

CPT Copywrite Updates

- Any place that references CPT within Netsmart has been updated with a trademark.
 - Upon signing into Netsmart, you are able to acknowledge this change and toggle **Do not show again** and continue to proceed.
 - Visual indicators within the record, such as the example provided, that display the trademark.



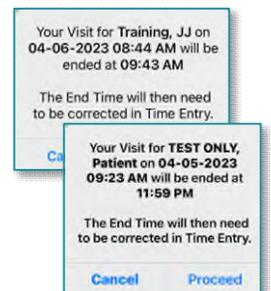
The screenshot shows a Netsmart form for a patient visit. The patient is identified as 'SP500 | TEST, Patient T.'. The service location is 'Home...'. The date is 'Jun 26, 2023', the time is '11:53 AM', and the duration is '1 hr'. The resource type is 'Physical Therapist Salaried' and the visit type is 'Admission Visit'. The insurance is 'Home Health Commercial'. The CPT code field is highlighted in orange and contains a small trademark symbol. Below the CPT code field, there is a small orange box with the text 'CPT Copyright 2022 American Medical Association. All rights reserved.' At the bottom of the form, there are buttons for 'CANCEL', 'DONE', and 'DONE & NAVIGATE'.

Patient's Service Location

- When creating a visit for a patient, the default service location will populate automatically and can be updated as necessary.

Time Entry

- Visual indicators will display on Time entry when the End Time is automatically generated.
 - If **End Visit** is not tapped prior to starting the next visit of the day, an alert will populate indicating the previous visit will be ended one minute prior to the **Start Visit** time for the current patient.
 - If the last visit of the day was not ended, and the first visit of the next day is started, an alert will populate indicating that yesterday's visit will be ended at 11:59 for the previous day.



IMPORTANT: If this does occur, update the end time on time entry and enter a task to indicate why the time is being updated.

Managing Tasks

- The status of Decline will leave tasks on your task list and should not be used.

Synchronizing (Synch) vs. Submitting

- Information that can be pushed or automatically updated when the app refreshes is called synchronizing.
- Information that is tablet specific until it is manually sent to host and signed is called Submitting.

Marking a Visit Unmade

- Prior to checking Unmade on Time Entry, remove the Start and End time as necessary.
 - Add a **Clinical Note** to indicate why the visit was **Unmade**.
 - If **Start Visit** was tapped, the visit needs to be marked **Unmade**. Navigate back to the **Today** screen to tap **undo** ↶ within the patient visit box.
 - Mark the visit as **Unmade** on **Time Entry**.
 - If the **Unmade** visit is synchronized and times are associated, reach out to your manager to remove the times, sync the iPad, then mark that visit **Unmade** again.

Attaching Documentation to a Visit

- **Assessments**
 - Tap the **Assessment**, then tap the ellipsis (...). Tap **Connect to Visit/Phone Call** then tap your visit from the list.
- **Clinical Note**
 - Tap the **Applicable** note, tap **Copy** note in the bottom right corner.
 - Tap **Add** to add a new note, within the Note section, tap twice and tap **Paste**. Add **Visit Date** and **Use Code**.
 - Navigate to the note below (note not attached to the visit) and scroll to the bottom and tap the trash can.
- **Care Plan Charting**
 - Go to **Open Charts** and tap **Care Plan Charting**.
 - Change a charted response to a different response and then tap the progression response as originally documented. Example: Tap any circle for **No**, then tap the circle to change the answer back to **Yes**.

Finishing the Day

- Have you managed Open Patients – no number on the menu? 
- Have you submitted your visit(s) from Time Entry? 
- Have your Activities synchronized – are they in gray font on the Today screen?
- Do you see the green checkmark on the Today screen to indicate the visit was sent to host? 

CI Assistance

Cheat Sheets

- [Clinical Informatics Education \(https://ci.northernlighthouse.org/netsmart\)](https://ci.northernlighthouse.org/netsmart): To ensure you always have the most up-to-date information, be sure to access Cheat Sheets on the Clinical Informatics Netsmart Education Portal.

Support

- CI provides virtual rounding on a daily basis, Monday through Friday, with time slots alternating between morning and afternoon.
 - Please refer to your Outlook calendar invite and plan to attend to ask questions related to the Netsmart clinical EHR.
- If not able to attend a virtual rounding session, submit a Help Desk ticket through the Self-Service Portal or by calling the Help Desk 207-973-7728 or 1-888-827-7728.

For questions regarding process and/or policies, please contact your unit's Clinical Educator or Clinical Informaticist. For any other questions please contact the Customer Support Center at:
207-973-7728 or 1-888-827-7728.

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