From the Office of Clinical Informatics
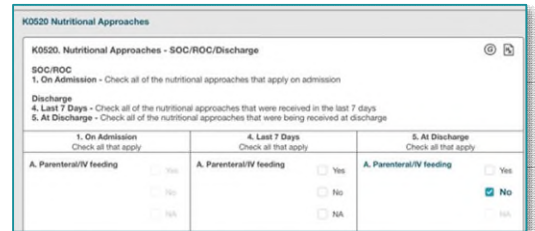# Northern Light Health
Netsmart Newsletter

June 2023

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23.3 Mobile Tablet Update Known Issues

OT Discharge Assessment template

➢ **Question: K0520 Nutritional Approaches.**

- The system will not allow answering column 4, **Last 7 Days** and column 5, **At Discharge**.

- Document information in column 5.

  - If column 4 should have different answers, email #HCH QA RNs & Coders with Patient Name, Patient ID, date, and correct information for column 4.

ST Start of Care Assessment template

➢ **Care Coordination/Physician Contact.**

- The system will not allow documentation unless it is checked off first.

- Tap **No contact required/made** then tap/check the correct answers.

- Tap the box for **No contact required/made** again to remove the checkmark.
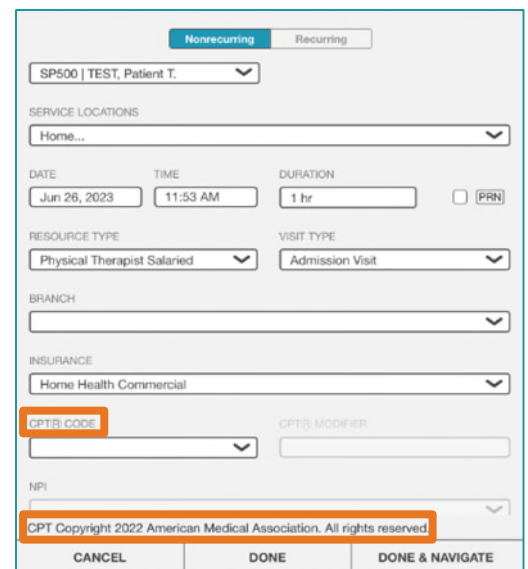
23.3 Mobile Tablet Updates

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.

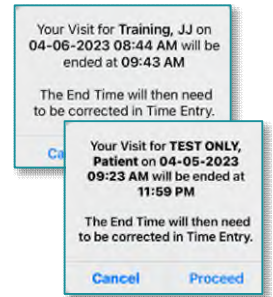- Visual indicators within the record, such as the example provided, that display the trademark.

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.

Additional Updates

Flyers

The following flyers have been updated, tap the link to see the updated workflow!

- [Admission Visit](#)
- [Routine Visit](#)
- [Secondary Eval](#)

- [Resumption of Care](#)
- [How to Reset Cache](#)

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.](#)

Infections and Infectious Diseases

➤ **Infections and Infectious Diseases are recorded within Adverse Events and allows the care team with possible opportunities to improve care and prevent infections.**

- Infections are documented that develop 48 hours after admission to home care services and are monitored as part of the Infection Surveillance and Prevention Plan. This is documented if a patient is diagnosed with an infection while they are under care.

- Infectious Diseases are medical infections that a patient may or may not be receiving treatment for.

➢ **A visual indicator will display on the Today screen and the patient's banner bar to indicate an Adverse Event occurred. Please reference the Adverse Events tab for more information.**

Tap here for more information on how to document an Adverse Event.

Reminders

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.northernlighthealth.org/netsmart):](https://ci.northernlighthealth.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.