From the Office of Health Informatics

Netsmart Homecare Physician Portal

November 24, 2025

The Netsmart Homecare Physician Portal is a web-based application for Providers offering efficient means for reviewing and signing orders including Home Health and Hospice documents, CTIs and Face to Face attestations.

Request Access

- **Submit a ticket with the IS Service Desk via the Self-Service Portal located on the intranet page or call 207-973-7728 to request access for the Netsmart Homecare Physician Portal.**
    - Provide the following details:
        - Your name and email address.
        - Name and email address of office/assisting staff, (if applicable).
        - Office Location/Group practice.
- **A Username and temporary password will be provided, you will be prompted to create a unique password.**
- **Netsmart Physician Portal will send weekly notifications on Tuesdays when there are orders ready for electronic signature.**

Log into Netsmart Home Care Physician Portal

- **From the Intranet**

STEP 1: Click https://nlhportal.netsmartcloud.com/Misys.Homecare.Physician.Portal/login.aspx

STEP 2: Enter **Username** provided in all **CAPITAL** letters.

STEP 3: Enter **temporary password.**

STEP 4: Click **Log In**.

NOTE: If the provider already uses Netsmart to view Home Care & Hospice charts, use the same password to sign in.

Change Passwords

The first time accessing the Netsmart Homecare Physician Portal the password will need to be update from the temporary password that was provided to a unique one that will need to be created. There will be two passwords for this software, one to sign into the portal and one to sign the documents electronically.

- **To Change Password**

STEP 1: Click **Password Vault** at top right of screen.

STEP 2: Enter **Current password**.

STEP 3: Click **Unlock**.

STEP 4: Select either **Change Login Password** or **Change Signature Password**.

- The **Signature Password** is used to **electronically sign documents**.

STEP 5: Enter required information:

- **Current Password**: Temporary password provided.
- **New Password**: Create a new password based on the password rules.
- **Confirm Password**: Enter new password again.

STEP 6: Click **Update Password.**

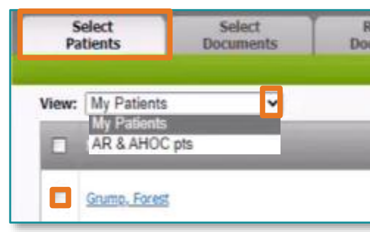
STEP 7: Click **Set Up Password Security.**

- Create a security question to be used when the password has been forgotten. The security questions allows the resetting of the password when using **Forgot Password**.

Selecting Patients

➢ **From the Select Patients tab**

STEP 1: **My Patients** will default.



- Click drop-down arrow next to My Patients to show patients for the group practice.
  - The group practice allows you to review and sign orders for other providers in the associated office.

STEP 2: Select patient. Click box to the left of the patient's name.

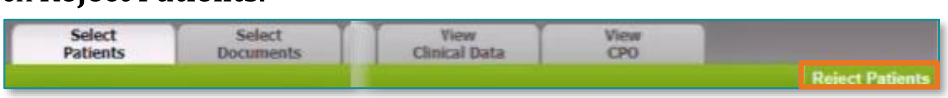
NOTE: To sort patients by number of open document, click column titled Reviewed/Open Documents. This will cause patients with no documents to be signed to be at the end of the list.

Reject a Patient

If a patient is assigned in error, remove patient.

STEP 1: **From** Select Documents tab, select patient, click on the small box to the left of the patient's name.

STEP 2: Click **Reject Patients.**



STEP 3: Select from the **Rejection Reason** from the list. If reason is not listed, Select **Free Text** to enter reason.

STEP 4: Click **Process.**

- The patient will be removed from the list and a message to Health Information Management will be sent notifying that this patient was assigned in error.

Review Document

➢ **From the Select Documents Tab**

STEP 1: Select patient, click small box to the left of the patient's name.

STEP 2: Click **Review Documents** tab.

- Click Reject Doc, if document **is not an order that was given by the provider** that is reviewing the document.

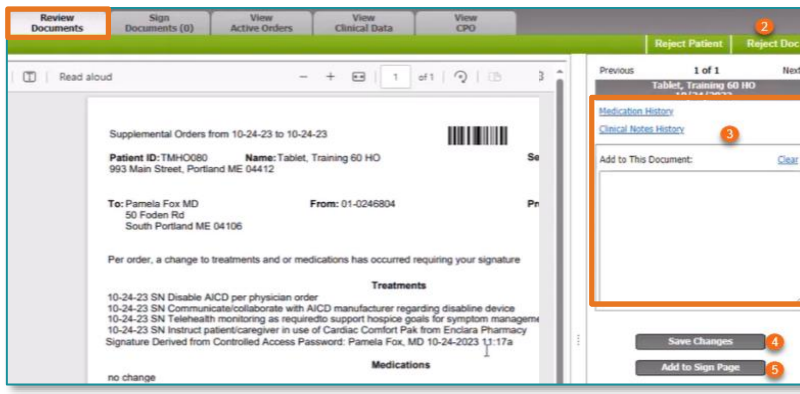
STEP 3: Review/ Add (optional):

- Medications, Click **Medication History**.
- Clinical notes, Click **Clinical Notes History**.
- **Add a note to the document**: Click box under **Add to This Document** and type a note.

STEP 4: Click **Save Changes.**

STEP 5: Click **Add to Sign Page** when ready to sign**.**

NOTE: If a provider decides not to sign a document after adding to sign page, use the Remove from Sign Page button on the right side of the Review Document page.



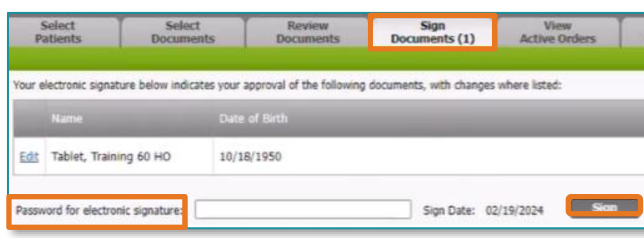
Sign Documents

➢ **From the Sign Documents Tab**

STEP 1: Enter **password for electronic signature** (use **Signature Password**) in the box provided.

STEP 2: Click **Sign.**

STEP 3: Click **Back** in the upper right corner to return to patient list.



NOTE: To verify that the document was signed, click the Preview Signed Documents to the right of the sign button. The provider signature will be located at the bottom. Use the Back button in the upper right-hand corner to return to the patient list.

View Active Orders

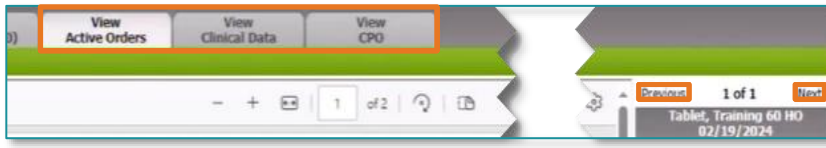
➢ **Viewing Active Orders is optional, current active orders from Home Care Chart will display.**

STEP 1: Click **Select Patients** tab.

STEP 2: Select patient and click small box to the left of the patient's name.

STEP 3: Click **View Active Orders** tab.

STEP 4: Click **Next** and **Previous** to view other patients reports if applicable.



View Clinical Data

- **Viewing Clinical Data is optional, this tab displays up to the last ten readings of vital signs.**

STEP 1: Click **Select Patients** tab.

STEP 2: Select patient and click small box to the left of the patient's name.

STEP 3: Click **View Clinical Data** tab.

STEP 4: Click **Next** and **Previous** to view other patients reports if applicable.

View Care Plan Oversight report (CPO)

- **Viewing Care Plan Oversight is optional, this tab displays time you spent reviewing and signing Patient's documents along with time spent viewing clinical data for the last three months.**

STEP 1: Click **Select Patients** tab.

STEP 2: Select patient and click small box to the left of the patient's name.

STEP 3: Click **View CPO** tab.

NOTE: When there are open orders to be signed, the provider will receive an email each week as a reminder that there are orders waiting for signature.