Office of Clinical Informatics

Netsmart EHR Updates

Netsmart Downtime

A downtime will occur on Tuesday, March 14th as part of the Netsmart 22.3.7 and 4.17.5 updates. The downtime will begin at 7 pm that will last until an "all clear" is provided. This Netsmart update is necessary to accommodate modifications to fix current documentation issues and Mobile Care Giver + functionality.
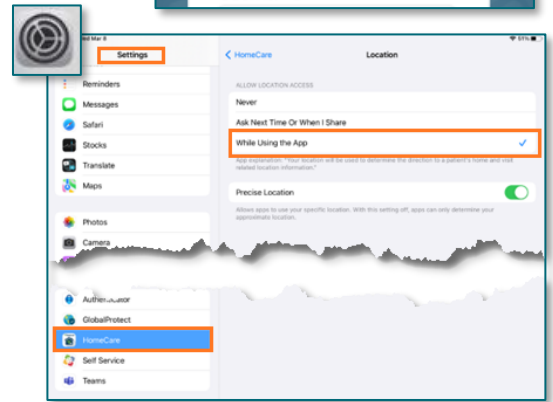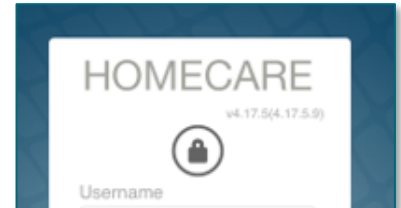
Host Users:

- Ensure all documentation is complete **before 7 pm**.
- Host Users will be unable to log into Netsmart during the downtime.

Field Users: Please follow these revised instructions carefully

- Ensure all documentation is complete and submitted *(no Open Charts)* from Time Entry **before 7 pm**.
  - If you are **not able to complete the documentation and synchronize before** the downtime, **wait to document until after the update is complete**.
    - Documenting after your last synchronization and before the update begins could result in **loss of documentation**.
- **Log out of Netsmart and turn off your iPad at the end of the day.**
  - To log out, tap the key with 6 squares on keyboard above the #4 key.
  - Tap on the blue box for Netsmart and swipe it off the screen.

- **Next working day:** Navigate to **Self-Service** and locate the **Netsmart Homecare Mobile** app and tap **Reinstall**.

- Confirm the new version updated by checking the sign in screen for **V4.17.5 (4.17.5.9).**
  Do not reset your cache immediately before or after this update process unless otherwise instructed to do so as this may cause issues with the update.
- Confirm iPad is still set to allow location access within **Settings > HomeCare > Location-> While using the app.**

Clinical Informatics – Please share this information with **Home Care and Hospice Field Clinicians and Host Users** and make this a topic of discussion during upcoming rounding.

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

This email has been sent via BCC to the following:
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