Office of Clinical Informatics

Netsmart EHR Updates

Monthly Netsmart Update

DOWNTIME REQUIRED

A downtime will occur on Wednesday, March 27, as part of the Netsmart 24.1 updates. The downtime will begin at 7pm and will last until an "all clear" is provided. This version will correct issues members of the team have been experiencing.

IMPORTANT: **The update does NOT affect Mobile Tablet/iPad users. Staff should already be on 24.1. If your Netsmart App is not on 24.1 please connect to Self-Service and reinstall the App.**

Host Users:

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

Field Users:

- Ensure all documentation is complete and submitted *(no Open Charts)* **before 7pm**.
    - 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**.

This email has been sent to the following via blind copy:

#VNA-ALL STAFF-ALL LOCATIONS	#Clinical Informatics
#VNA-ALL CLINICAL-ALL LOCATIONS	#IS Core Clinical Solutions Continuum of Care
	#Customer Support Center
	Beaulieu, Bre A
	Wilson, Damon
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