

What's hot in  
LAVA

# Bp Premier Lava Service Pack 1 Release Notes



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Last updated: 14 August 2017

This User Manual is sourced from the Best Practice Software Bp Premier Lava **Knowledge Base**.

## Bp Premier Lava Service Pack 1 Release Notes (BP\_1.8.6.801)

These release notes describe all enhancements and modifications made to Bp Premier since version **Lava** (1.8.5.754).

### Release Details

Release Date	07/08/2017
Build Number	BP_1.8.6.801
Bp Premier Version Dependency	You can upgrade to Bp Premier Lava SP1 from either: <ul style="list-style-type: none"> <li>■ 1.8.3.642 (Summit Edition)</li> <li>■ 1.8.5.754 (Lava Edition).</li> </ul>
Drug DB Dependency	February 2016 (BPS_Data_160201_comp.exe or BPS_Data_160201_inc.exe)
Drug DB included	June 2017 Comprehensive Drug Update

## UPGRADING TO BP PREMIER LAVA SP1

### Before upgrading to Bp Premier Lava SP1

Best Practice Software strongly recommend that the upgrade be performed at the end of a payment period, after all management reports have been printed and providers paid, and prior to any new transactions being created. No users should be accessing the software during the upgrade of the server or until their workstation has been upgraded.

### Where do I find information on upgrading to Bp Premier SP1?

Install documentation is available through the installer when you start the installation DVD.

The Bp Premier online [Knowledge Base](#) also provides the following documents:

- System requirements for Bp Premier Service Pack 1 (unchanged from the Lava edition)
- Bp Premier Lava SP1 Upgrade Guide
- General Bp Premier usage information.

### If you are upgrading from the Summit edition (642)

Major changes have been made in the Lava version to the following areas, which significantly affect how the system is used:

- Ability to record multiple provider numbers against a single user record. You no longer need to set up multiple user records for a single user.
- Upgrade of management module to better cater for adjustments, reversals and write-offs.
- Introduction of a new Management Reporting module containing a comprehensive set of reports which take into account any adjustments made and the dates on which they were made.

The *Upgrade Checklist* contains a complete list of items to consider, but the key changes to anticipate for a practice upgrading from prior to Lava will be:

- Moving to multiple provider numbers. See **Upgrading to Lava if you use multiple provider numbers** in the Bp Premier Knowledge Base for more information.
- How the upgrade will affect any Management data and how reports that will be used in future to pay the providers.

Pre-upgrade and post-upgrade accounting data is stored differently. Different versions of the reports need to be printed for data entered before the upgrade and data entered after the upgrade. See **Understanding adjustments and deposits** in the Bp Premier Knowledge Base for more information.

- Transactions created prior to the upgrade (date and time) are printed on Historical Reports
- Transactions created after the upgrade (date and time) are printed on new Management reports

Time the upgrade for the end of a payment period after all management reports have been printed and providers have been paid. This will allow a clean cut-over to the new reporting system. See **Using the new reports to pay providers** in the Bp Premier Knowledge Base for more information.

Refer to the **Bp Premier Lava Release Notes** in the Bp Premier Knowledge Base for more information on the new features made available in Bp Premier version Lava.

Refer to the **Bp Premier Upgrade Checklist - Lava edition** in the Bp Premier Knowledge Base for information on preparing your installation for upgrade and the upgrade process.

## If you are upgrading from Bp Premier version Lava

The following major changes have been made in the Lava SP1 version:

- Practices can now set up multiple Minor ID numbers, for practices with multiple physical locations. See **Setting up Online Claiming for multiple locations** in the Bp Premier Knowledge Base for more information.
- Payment reports, transaction reports, and the Reversed Payment report now include details on bounced cheques.
- Practice nurses can now cancel Recall appointments.
- John Murtagh's patient education leaflets are now available from patient education resources.

For a complete list of enhancements to Bp Premier for Lava SP1, refer to the tables of enhancements in these release notes.

Run and test a complete Bp Premier backup before running the upgrade from DVD.

### Timing of the upgrade

Before you upgrade, consider the following:

- Server and ALL workstations must be upgraded at the same time. Workstations that are not upgraded will be unable to access management features following the upgrade of the server.
- Always back up your existing database before upgrading.
- If any laptops have a database downloaded for remote use, upload all remote data to the Bp Premier server before upgrading.
- How the upgrade will affect a user's work flow and use of the system.

- Time the upgrade for the end of a payment period after all management reports have been printed and providers have been paid. This will allow a clean cut-over to the new reporting system.

## NOTICE OF END OF SUPPORT

### Operating system support

Bp Premier Lava SP1 currently supports operating systems from Windows XP through to Windows Server 2012.

*Note: Windows Server 2011 SBS and Server 2012 Essentials / Foundations are currently not supported. Best Practice Software are testing these operating systems to confirm suitability as a deployment platform for Bp Premier.*

Microsoft no longer supports Windows XP or Server 2003. In line with this, the Lava SP1 version of Bp Premier will be the last version to support installation on the Windows XP or Server 2003 operating systems.

Best Practice Software recommend that your practice plan for an upgrade of all machines using these operating systems as soon as possible.

### SQL database version support

Bp Premier Lava SP1 currently supports all SQL Server database versions from SQL 2005 to SQL 2014.

Microsoft ceased support of SQL Server 2005 in 2016. In line with this, the Lava SP1 version of Bp Premier will be the last version to support using a SQL Server 2005 database.

Best Practice Software recommend that your practice plan for an upgrade of SQL Server database on the server as soon as possible, if your installation of Bp Premier uses SQL Server 2005.

*Note: If you are unsure which version of Windows or SQL your practice currently uses, contact your practice's IT service provider.*

## CLINICAL ENHANCEMENTS - MAJOR

Bp Function	Release Notes	Key
Murtagh's Education Leaflets	John Murtagh's patient education leaflets have been added to the patient education module.	5658

## CLINICAL ENHANCEMENTS - MINOR

Bp Function	Release Notes	Key
Current RX	Added a hyperlink to the prescribing wizard that links to the PBS lipid-lowering guidelines when a lipid-lowering drug is prescribed.	1384

Bp Function	Release Notes	Key
My Health Record	Expanded the criteria so that providers other than GPs are now able to author and submit Event Summaries to a patient's My Health Record. This includes all users with a HPI-I recorded.	5683
My Health Record	A Shared Health Summary can no longer be uploaded if there is a Past History item with an invalid date included in the Shared Health Summary.	5990

## CLINICAL BUGS

Bp Function	Release Notes	Key
Current RX	Fixed an issue where a free text Reason for prescription was not being saved into Past history even if the <b>Add to PMH</b> checkbox was checked.	5682
Current RX	Fixed an issue causing the checkbox on current Rx items to not toggle correctly.	5773
Current RX	Fixed an issue causing p.r.n to be shown incorrectly as 'prn'.	5787
Current RX	Print a space between trade and generic name on prescriptions where 'Print generic name' on prescriptions is set in Preferences.	6942
Current RX	Fixed display of PI when prescribing another medication.	7162
Diabetes cycle of care	Fixed issue causing left foot examination fields to show in the incorrect column.	5795
Drug sheets	Fixed issue causing Compact Business System drug sheets to not always retain dosage information.	2152
Drug sheets	PRN medications are no longer checked when first opening the File > Print drug sheet window with Compact Business Systems as the default.	6692
Drug sheets	Food and Other column information is now displayed correctly on the Compact Business System drug sheet.	6885
Follow up Inbox	Fixed <b>Checked by User</b> filtering issue in Follow up inbox.	5909
Immunisations	Fixed issue causing the <b>Given by</b> and <b>Billing provider</b> fields to be blank when adding a new immunisation as a nurse. <b>Given by</b> will now be populated with the logged-in user and <b>Billing provider</b> field will also be populated if the logged-in user has a provider number.	6044
Inbox	Fixed an issue causing focus to be lost after printing the first result.	5663
Messages	The progress note that is created when clicking on an internal message related to a patient now lists the user name who sent the note, rather than the patient name.	6035
My Health Record	Past History items can no longer be uploaded if the date is invalid.	5990

Bp Function	Release Notes	Key
My Health Record	Prompt to upload an Event Summary at the end of a consultation has been removed.	6010
My Health Record	Fixed a spelling mistake in the text uploaded when a patient's gender has not been supplied.	6047
My Health Record	Qualifiers for past history items (such as laterality, severity) are now included in documents uploaded to My Health Record.	6413
My Health Record	Provide extra validation of Medicare expiry dates before uploading Shared Health or Event summaries.	5991
National Inpatient Medication Chart	Fixed various issues including Date prescribed, Warfarin section, BD times, Max dose on p.r.n. medications and alternate day prescribing.	5892
Patient Record	The % of predicted value is now entered into Today's notes when recording PFR via the Respiratory function calculator.	6944
Preventive Health	A preventive health prompt for herpes zoster (shingles) vaccination has been added.	2936
Reminders	Print using the page size and orientation from the template when doing a mail merge from the Reminders window.	7224
Results	Fixed an issue preventing certain HTML investigation results from being displayed correctly.	5661
Results	Importing documents into the Inbox now looks for the sender's name in the <b>Ordering Provider</b> field if it is a Correspondence item.	2526
Word Processor	Fixed issue causing an error if a custom field was more than 60 characters in length and was marked to 'Save value'.	6598
My Health Record	Fixed issue causing Medicare Overview Documents to not be visible.	7295
Patient Record	Prevent visit timer from resetting when accessing an already opened patient record via other windows (e.g. Appointment Book, Waiting Room).	7172
Pathology requests	Fixed a problem with the wrong provider number printing on requests under some circumstances.	7263
Results	Fixed bug when checking registry values for the Best Practice EXE path that would fail if the registry key existed but was empty.	7275
Investigation reports	Fixed a bug preventing Investigation Reports from printing.	7473
Patient record	Fixed bug that caused an error to occur if the user didn't have access to past history when opening a patient record.	7567
Word processor	Fixed issue causing error in word processor when inserting certain types of investigation reports	7573

Bp Function	Release Notes	Key
Imaging Requests	Resolved cropping on in the Imaging Requests > Previous Requests window.	7634
Current RX	Fixed an error that occurs when the Interaction Alert window is closed or cancelled when prescribing a new medication for a patient.	7726
MIMs Product Information Viewer	Fixed an error that appears in the MIMs PI Viewer when clicking the Go button when there is no product selected.	6828
Printing	Fixed an issue where a printed Medicare DB4 form was not scaling to A5 page size correctly if the relevant configuration option was ticked under Setup > Configuration > Online Claiming.	7942
Followup Inbox	<p>The <b>Filter by</b> status was reordered so that 'All' is the first item in the list. As a result, changing to any action that is not 'All unactioned' or 'All' causes the status to default to 'All'.</p> <p>The <b>Filter by</b> status now defaults to 'Nil'.</p>	7940
Remote Download	Fixed an issue transferring data from the TEMPLATES table during a remote download.	8077
Remote Download	Reduced the memory footprint when transferring the IMAGES table from the BPSDrugs database during remote downloads.	8062
My Health Record	Shared Health Summary screen now correctly references 'My Health Records Act 2012'.	8124
Remote Download	Remote download transfer successful when the SPR tables do not exist.	8222
Inbox	Fixed Include header checkbox behaviour in Inbox.	8261
My Health Record	Past History Items uploaded to My Health Record now contain the fully qualified description.	8790

## MANAGEMENT ENHANCEMENTS - MAJOR

Bp Function	Release Notes	Documentation	Key
Medicare Online Claiming	Updated the Medicare Adapter to June 2014 version.		6482



Bp Function	Release Notes	Documentation	Key
Medicare Online and Patient Claiming	It is now possible to set up Medicare functionality to allow the practice to use different minor IDs at different locations.	See <b>Setting up Online Claiming for multiple locations</b> in the Bp Premier Knowledge Base, or call Support for information on setting up claiming with multiple Minor IDs.	5674

## MANAGEMENT ENHANCEMENTS - MINOR

Bp Function	Release Notes	Key
Appointment Book	Inactive, Deleted, and Merged users are now shown on the appointment book when viewing past dates.	5649
Appointment Book	Practice nurses are now able to cancel Recall appointments.	5582
Appointment Book	Improved the speed of opening and refreshing the appointment book.	6528
DVA form	Updated Medicare DVA form to the latest format.	6136
Online Claiming	Changes have been made to the <b>Online Claiming</b> screen so that it opens more quickly.  <i>Note: When filtering by date, only the first 600 Medicare and first 600 DVA batches created from the Start date are shown. Be aware when viewing reconciled batches, and reduce the date range if necessary.</i>	6339
Online claiming	Improved the speed of refreshing the <b>Online Claiming</b> screen.	6749
Medicare DB4 form	Updated Medicare DB4 form to the latest format.	6132
Medicare Payment Lodgement Advice	Updated Lodgement Advice form to use the latest format.	6138
Medicare Statement of claim	Updated Statement of claim form to use the latest format.	6137

## MANAGEMENT BUGS

Bp Function	Release Notes	Key
Account History	Reinstated <b>Reprint</b> button for Held accounts in Patient Billing History, Account Holder History, and Find Invoice screens.	6145
Account History	Reduced time to open <b>Account History</b> screen.	6614
Appointment book	Eliminated errors that occurred sometimes when refreshing the appointment book.	6026
Appointment book	When adding a new patient via the appointment book, validation of Medicare / DVA number has been removed when the usual account is set to 'Direct Bill'.	5936
Appointment book	Eliminated error when setting buttons on the appointment book for a double-booked appointment.	6217
Appointment book	Eliminated error when clicking cancel on the <b>Duplicate SMS Reminders</b> screen.	6336
Appointment book	Available sessions are no longer shown on days when user is marked 'away'.	6865
Create Account	When double-clicking on an assisted fee schedule in the 'fee list', the fee to charge amount will now be set to the correct value.	5450
Create Account	It is now possible to add an Item 10992 manually to an account.	5657
Create Account	When printing an account that contains multiple custom items, the system no longer prints 'NDS' after each item.	6016
Create Account	Accounts now default to head of family for children under 11 months of age.	6342
Create Account	Fixed issue causing user unable to set the number of patients seen when bulk billing an Item 2723 or 2727.	6623
Create Account	Fixed issue causing user unable to bill Item 6026.	6683
Create Account	Fixed issue causing association items not to appear for MBS Item 31340.	6656
Create Account	Fixed an issue causing user unable to create an account for a chronic disease item number and consultation item on the same date even if unrelated.	6219
Create Account	Items 45445, 37211, 46339, 39330 and 30609 are now able to be charged with a \$0 fee.	6863
Create Account	Fixed a problem where the changing the number of patients on a DVA account for a home or hospital visit did not recalculate the derived fee.	6825
Create Account	Create account - New service not being correctly updated when changing payer	6915
Finalise Visit	Fixed issue causing fatal error when right-clicking an item to bill in the <b>Finalise Visit</b> screen.	5722

Bp Function	Release Notes	Key
Finalise Visit	Fixed an issue causing <b>Finalise Visit</b> screen to retain items when <b>Cancel</b> is selected.	3818
Finalise Visit	When Finalising an account, if the Bill to drop down is changed then ensure that both the Invoice and Service fields are updated.	7164
Patient Billing History	Fixed issue causing adjustment records not to be created when context menu item <b>Change to Head of family</b> used.	6318
Patient Billing History	Reduce time <b>Patient Billing History</b> screen takes to open.	6614
Patient Claiming	Fixed an issue causing user unable to send a claim for Medicare for \$0.00 payments.	6103
Patient Demographics	Removed Medicare / DVA Card check when adding a new patient from the appointment book and the usual account is set to 'Direct Bill'.	5936
Payment Reversals	Introduced a configuration option on the <b>Billing</b> screen that controls whether the <b>Credit payments</b> checkbox is ticked by default when reversing payments.	5429
Online Claiming	Fixed issue causing incentives not to be set to resend status when the linked consultation item was flagged.	5745
Online Claiming	Inactive users will now appear in the <b>Online Batch</b> screen if they have claims to send regardless of whether the user has been set to inactive or deleted.	5945
Online Claiming	Fixed an issue causing an error to occur when sending Items 31340 and 31260 in a DVA batch.	5915
Online Claiming	Fixed an issue causing batches that were overpaid to not create correct service adjustment records	6366
SMS	Fixed an issue causing an incorrect message ID to be created when SMS message was sent via the BpService.	6142
Waiting room	If a patient record is opened to preview notes and minimise, the record is now refreshed when <b>Start Visit</b> is clicked, so that the <b>Today's notes</b> page appears.	1316
Appointment book	<b>Patient details</b> and <b>View record</b> buttons are now enabled when selecting a double booked appointment slot.	7139
Create Account	Changed functionality to make it possible to claim an Item 105 and Item 55065 on the same day in different claims.	5934
Practice fees	Fixed an error when saving a custom fee for a Medicare item with a description longer than 1000 characters.	7058
Online Claiming	Fixed an issue that caused batches to be unable to be reconciled if they contained services that were previously paid.	5690

Bp Function	Release Notes	Key
Sessions	The Days Closed recorded under Practice details now affects all users on the appointment book	7321
Payment details	Fixed issues causing error to occur when Using both Use Deposit and Pay full amount buttons	7443
Payment details	Fixed an issue causing inaccurate amounts to be displayed when using both Use deposits and the Pay Full Amount checkbox.	7583
Online Claiming	Add a option that will load the Medicare Adaptor on startup to prevent issues loading the adaptor at a later stage.	7723
Appointment Book	Fixed an issue causing Appointment notes for Review appointments to be lost.	7636
Patient Billing History	Fixed issue causing incorrect amount to be allocated to invoices when Pay All function is used.	7816
Payments	Fixed an issue with formatting of receipt on payments that have been adjusted.	7290
Payments	Fixed an issue with calculation of balance owing for payments that have been adjusted.	7675
Create Account	Items that had their fee changed in the <b>Finalise visit</b> window were not using the updated fee amount in the <b>Account details</b> window. This has been fixed.	7446
Printing	The lodgement advice form was being printed off the screen when printed to certain printers. The margins for this PDF form have been improved.	7797
Printing	Fixed an issue where Medicare claim forms would not print to the correct tray.	7943
Appointment Book	A 'SETDOUBLEBOOKINGBUTTONS' error occurred when highlighting double-booked appointments. This has been fixed.	7826
Online Claiming	Error 9492 "Text must be supplied" occurred when an invoice has had the payer changed from Medicare Direct Bill to DVA Direct Bill. This has been fixed.	7837
Printing	Fixed a bug when printing the new Medicare Claim forms using a PDF printer on Windows 10.	8030
Create Account	Transmission via Online claiming for billing item 35503 by itself no longer requires service text.	8092
Create Account	Error no longer appears when saving an account after adding an MBS item 31340 to an existing account.	8295
Create Account	Associated items now appear for MBS item 31340.	8227
Create Account	Fixed issues that occurred when MBS Item 31340 is added with an associated procedure.	8292
Finalise Visit	Error no longer present when billing item 31340.	8140

## MANAGEMENT REPORTS

Report	Release Notes	Key
Banking Reports	Fixed issue causing direct credit payments that had been adjusted or reversed to show the incorrect value.	6420
Banking Reports	Banking report will now display direct credit based on the payment date entered, not the date it was created.	6421
Clinician Disbursement Reports	Fixed issue causing cancelled items to be incorrectly counted when they were paid via a deposit.	5926
Clinician Disbursement Reports	Fixed issue causing schedule changes to be incorrectly counted.	5926
Clinician Disbursement Reports	Updated format so that <b>Total GST</b> value does not wrap.	6091
Clinician Disbursement Reports	Updated calculation of consult count to correctly account for cancelled invoices.	6563
Daily Takings	Added additional fields to the report to show payment reference No. (for general payments) and Provider No. / Payment Run No. (for Online Claiming payments).	5733
Daily Takings	Updated report to show correct status for payment reversal credit transactions.	6425
Daily Takings	Updated report to correctly show deposit and payment reversal credits.	6557
Debtor Reports	Reports now cater correctly for deleted and written-off items when the report date is backdated.	6399
Debtor Reports	Existing Debtor reports now indicate they use Service Date for aging.	6546
Debtor Reports	Reports now cater correctly for services where Accept fee off was used on the Online Claiming screen.	5959
Debtors (grouped by provider) - aged by Invoice Date	New version of Debtors Grouped by Provider report, which ages invoices by Invoice created date rather than Service created date.	6546
Debtors (grouped by account type) - aged by Invoice Date	New version of Debtors Grouped by Account Type report, which ages invoices by Invoice created date rather than Service created date.	6546
Deposits and Payment Reversal credits	Updated report to show Payment Reversal Credits now that they have a new status code.	6425

Report	Release Notes	Key
Patient Reports	Various cosmetic changes and improvements made to the exported report format.	4117
Payment Reports	Reports now show a status to denote bounced cheques.	6443
Reversed Payments and Bounced cheques	The Reversed Payments report has been extended to also show bounced cheques.	6755
Services by Account Type (grouped by item)	Report updated to handle rare instances where data was not in the expected format.	5966
Services by Account Type (grouped by item)	Report updated to better handle large amounts of transactions.	5057
Transactions Reports	Reports now show a status to denote bounced cheques.	6443
Banking Reports	Report updated so that Direct Credit transactions that have been adjusted now show both positive and negative adjustment records.	7298
Clinician Disbursement Reports	Fixed issue causing report to time out under certain circumstances.	7215
Transactions Reports	Fixed issue which causes filter by Account Type to not exclude the relevant transactions.	7303
Clinician Disbursement Reports	Re-write of report to speed up execution and cater for correct calculation of Consult count	7272
Clinician Disbursement Reports	Adding new Location column to the reports	7493
Management Reports	Disconnection error when reports are updated has been fixed.	8025

## GENERAL ENHANCEMENTS

Bp Function	Release Notes	Key
PDF Document viewer	Updated third-party PDF viewing control; old viewer produced errors within Bp.	6013

## GENERAL BUGS

Bp Function	Release Notes	Key
Database connections	Fixed an issue whereby errors were displayed when workstations lost connection with the server. A retry message is now displayed.	6395
Document viewer	Fixed an issue causing the focus to stay on zoom when viewing images.	5557
Word Processor	Fixed an issue causing merged users to be shown in list of letterheads.	5643
Word Processor	Fixed an issue causing letterheads to be duplicated when users had been merged.	5644
Word Processor	Fixed an issue causing the practice letterhead from being displayed in the letterhead list.	6012
BPService - Backups	Fixed issues causing schedule for the next backup to be set at the incorrect start date/time.	7259
Memory handling	Improved memory management on start-up of Bp Premier. Fixed a bug caused when too many windows containing a TX Text Control object have been opened.	6945
Buttons freezing	Fixed an issue causing Bp Premier to stop responding where there are unread messages	7629
Current Rx	Fixed an issue causing errors when 'Run all checks' was used when a user does not have access to 'Past history'	7639
Results Import	Fixed an issue when importing HL7 referral letters generated using Zedmed.	7681

## 3RD PARTY ENHANCEMENTS - MAJOR

Bp Function	Release Notes	Key

## 3RD PARTY ENHANCEMENTS - MINOR

Bp Function	Release Notes	Key

## 3RD PARTY BUGS

Bp Function	Release Notes	Key
HealthLink	Fixed issue populating Investigation results in HealthLink forms.	6724

Bp Function	Release Notes	Key
HealthShare	Fixed issue causing HealthShare Fact Sheet suggestions to remain when a related Reason for Visit or Reason for Prescription was deleted.	5973
HealthShare	Fixed issue causing an error to occur when removing a Fact Sheet suggestion in remote download mode.	5881
HealthLink	Healthlink form population for dosage updated.	6098
HealthLink	Fixed an issue with HealthLink configuration by opening port 8080.	7208
HealthLink	Correspondence In comments are now included in Patient_IncomingLetter_comments concept.	7652
HealthShare	Fixed an issue where an error occurred in patient window if HealthShare preference had just been activated.	7600
HealthLink	An error occurred populating HealthLink forms when a PASTHISTORY record's associated TERMCODE has been marked as deleted. This have been fixed.	7266

## UTILITY ENHANCEMENTS AND BUGS

Bp Function	Release Notes	Key
Export Bp Data	Updated query used by utility to handle practice account payments correctly.	5962
Export Bp Data	Updated query used by utility to handle payment reversal credits.	6191
Export Bp Data	Updated query used by utility to exclude the invoices created filter.	6340
Export Bp Data	Updated query used by utility to cater for bounced cheques.	6353
Patient Import / Export	Custom Preparations will no longer be imported unless the patient record is imported into a system with the same site ID as the system exported from.	5940
MediSecure	Fix an error that ocured when upgrading during an upgrade from 1.8.3.595 on Windows Server 2008R2 & Windows 7.	7297
Stored Procedures	Added the following stored procedures to allow invoices and payments to be created:- BP_CompleteBilling, BP_GetAppointmentItems, BP_GetAppointmentValue, BP_InsertInvoice, BP_InsertPaymentPart, BP_InsertPaymentPartService, BP_InsertPayment, BP_InsertPaymentService, BP_InsertService, BP_UpdateServicePayment, BP_PayAppointment.	6487
Practix conversion	Fixed conversion of removed or replaced problems in the Practix conversion utility.	7984
Practix conversion	Fixed Rx matching when PackCode is 0 in Practix conversions.	7985



## KNOWN INSTALLATION ISSUES

Issue	Solution	Key
<p>Bp Premier Lava Service Pack 1 introduces changes to the Stored Procedure model around enhancing secure access to the database by third party vendors. Bp Premier servers that use SQL Server 2005 may generate errors during the upgrade to Lava SP1.</p> <p>If your Bp Premier server uses <b>SQL Server 2005</b> (Express or full version) on an <b>x86</b> (32-bit) Windows operating system, and your site uses third-party vendors or custom code that use Bp Premier Stored Procedures to integrate with the database, you <b>must</b> upgrade your version of SQL Server as part of the upgrade process.</p>	<p>Select to upgrade to SQL Server 2012 Express during the upgrade to Lava SP1, or upgrade your database to a full version of SQL Server and rerun the upgrade.</p>	<p>--</p>
<p>Update databases has now been configured to remove duplicate tobacco records. If a server or workstation running Windows Server 2003 executes the Lava SP1 program update, a syntax error will be encountered when the upgrade tries to run Update Databases. The error is due to the duplicate tobacco query not being compatible with Windows Server 2003.</p>	<p>If your practice is upgrading to Lava SP1 and uses Windows 2003 Server, if a syntax error is recorded in the Error log when you run <b>Update Databases</b> during installation, contact Best Practice Software Support for advice.</p>	<p>8484</p>
<p>An ENTITYTYPE error will occur when upgrading from version 1.8.3.595 to Lava SP1.</p>	<p>Upgrade to 1.8.3.642 first, and then rerun the upgrade to Lava SP1.</p>	<p>5472</p>
<p>A BpDeviceInstall error can occur on installation.</p>	<p>Run the file <b>BpDeviceInstall.exe</b> found in C:\Program Files\Best Practice Software\BPS\BPSupport\ and rerun the installer.</p>	<p>8065</p>
<p>An error occurs during installation if the server being upgraded uses SQL Server 2012 x86 on Windows 8.1 x64.</p>	<p>Install with SQL Server x64 version instead, or upgrade the database to SQL Server 2014.</p>	<p>8385</p>
<p>An error will occur during installation if a minimum version of .NET 3.5 is not already installed.</p>	<p>Install Microsoft .NET 3.5 and ensure all .NET features are enabled in Windows before rerunning the installer.</p>	<p>8504</p>

## KNOWN CLINICAL ISSUES

Issue	Workaround	Key
The preventative health notification for Influenza vaccinations is not being displayed for Aboriginal and Torres Strait Islander patients under the age of 50.	No known workaround.	7632
Printing Medicare forms takes longer due to increased document sizes and different printer environments.	No known workaround.	7832
For workstations running Remote Download, an error appears when generating the National In-Patient Medication Chart.	No known workaround.	8149
If a Provider who is set up for Medisecure prints stored prescriptions, Bp Premier will send all the stored prescriptions to Medisecure, regardless of the Medisecure status of the original prescriber.	Before a user configured to use Medisecure prints from the <b>Stored Prescriptions</b> window, use the filtering options before printing to ensure the user does not print prescriptions for any users not using Medisecure.	7686
Information selected about 'Mobility Aid' is not displayed when printing a Health Assessment.	No known workaround.	8255
When attempting to connect to My Health Record, a message appears 'Connecting to My Health Record' and Bp Premier will become unresponsive when the NASH certificate has expired.	Import a valid NASH certificate.  See <b>Certificate Expiry and Update</b> in the Bp Premier <b>Knowledge Base</b> .	7742
In the <b>Clinical &gt; Pregnancy list</b> , the user list displays all users.	No known workaround.	8146
An error may appear if a script is ceased midway through being printing.	Wait until a script has finished printing before ceasing medication.	7709
A MEDrefer error occurs when attempting to use MEDrefer after the connection has been lost to the Bp Premier server.	Resolve the network issue causing the dropout and restart Bp Premier.	8270
For workstations running Remote Download, when an allergy is added via the cease medication process in remote download mode, an error will occur when the workstation is reconnected to the database.	Only add allergies via Clinical record > Reactions > Add during a remote download session.	8285
Workstations running Remote Download cannot access HealthShare factsheets, HealthLink forms, or Online Help.	Bp Premier resources that require Internet connectivity cannot be accessed while the workstation is not connected to the Internet.	8147

Issue	Workaround	Key
If the billing provider for an immunisation has an open bracket '(' in their surname, the immunisation will not be sent to AIR.	Remove brackets from provider's surnames. Prior to Lava, brackets were often used to indicate a provider record at multiple locations.	6216
When using the word processor, the provider number field will always return the user's provider number linked to their usual location, not the provider number linked to the location at which the user has logged in.	Manually change the wrong provider number to the right provider number in the document.	6411
If you print a portrait image from Correspondence In, Bp Premier prints in a landscape orientation but on a portrait page.	Open and print the document in an external application, such as a word processor or image editor.	7743
<p>When Chrome updates its internal components, particularly the CRL (Certificate Revocation List) Set component, the update will clear up the files used in the session's <b>temp</b> folder. If the session's temp folder is completely empty after this cleanup, Chrome will also delete the temp folder itself, causing the following issues:</p> <ul style="list-style-type: none"> <li>■ Areas that use a Rich Text Control field (such as internal messaging, the appointment window's daily message, and Today's Notes) will return blank values when saved. These Rich Text Control fields read and write from the temp folder.</li> <li>■ TX Text Control will stop working and produce an error (Correspondence Out, Word Processor).</li> <li>■ Document Viewer will stop working and produce an error (Correspondence In, Out, Investigations, Inbox, etc.)</li> </ul>	<p>Try one or more of the following actions to resolve the issue:</p> <ul style="list-style-type: none"> <li>■ Log out of the terminal session and establish a new terminal session.</li> <li>■ At the beginning of each terminal session, run a Medicare OPV check. This creates a file in the temp directory, which should leave the directory unaffected.</li> <li>■ Have the site's IT create a login script or batch file that creates a random file in the temp directory e.g. %temp%\88\HelloWorld.txt for the same reasons mentioned above.</li> <li>■ Cease using Chrome until Chrome's issue is rectified.</li> </ul>	8462

## KNOWN MANAGEMENT ISSUES

Issue	Solution	Key
In the appointment book or the Account details window, if you select <b>Online patient verification</b> for a patient that has details that need to be updated, the new details will not be saved.	Run the Medicare/DVA Eligibility from the Edit Patient window and the changed details will save as expected.	5584
In the <b>Patient Billing History</b> screen, if an account is adjusted that has <b>Number of Patients</b> allocated, the number of patients will reset to 1.	Ensure the Number of patients is reset to the correct number after adjusting an account.	5887

Issue	Solution	Key
If an appointment is booked via online appointments, it will not appear in the appointment history unless <b>Include family members</b> is ticked.	Tick <b>Include family members</b> in the appointment history.	6173
In the Appointment Book, any slot in an extra session cannot be made unavailable if the time being made unavailable matches a slot in a session that is for the same day of week but has been set up as part of a cycle	Modify the extra session to move the times the user wants to make unavailable.	7809
If you download an online claiming <b>Processing report</b> for a service that has been resent and fully paid off in a manual batch, the report will not display the payment information correctly.	Contact Support if you need to adjust items in this scenario.	7601
If Tyro is enabled on a workstation, private patient claiming will invoke Tyro functionality despite the <b>Easyclaim</b> checkbox being disabled.	Tick and untick the <b>Send via patient claiming</b> checkbox. This will untick the disabled <b>Send via Easyclaim</b> checkbox.	7711
An error occurs when exporting old Management reports as either PDF or RTF. The report is not exported.	Run the utility <b>Old Reports Update</b> that can be supplied to you by Best Practice Software Support.	7799
When the <b>Prescriptions</b> permission is set to 'View only', the user is unable to use the <b>Show compliance</b> option when viewing Rx.	Change the user's permission to 'Add/Edit/Delete'.	7640
When printing a list of patients or reports from the <b>Follow Up Inbox</b> , the <b>Reports later than</b> date does not work. Bp Premier will use the date from the Follow Up Inbox <b>Reports checked since</b> .	Use the <b>Reports checked since</b> date to filter which reports you'd like to print.	8221
After a message is actioned from the <b>Messages</b> screen, Bp Premier will select the next most recent message instead of the next chronological message.	No known workaround.	8254
In the <b>Banking</b> screen, batches do not appear for the first date selected under <b>Start date</b> .	Set the <b>Start date</b> to the date before the date to start looking for batches.	8378
There may be slowness opening the <b>Finalise visit</b> screen due to the amount of data that is processed.	No known workaround.	7674

Issue	Solution	Key
<p>When adjusting the fee for a \$0 custom item on a custom schedule from the <b>Finalise Visit</b> window, the amount entered is not retained when creating the account from the linked appointment. The item will appear as \$0 in the <b>Create Account</b> window and the user will need to change the amount once again.</p>	<p>Try one or both of the following:</p> <ul style="list-style-type: none"> <li>■ Change the custom fee amount to \$0.01 via Setup &gt; Practice fees.</li> <li>■ Use the practice fee schedule (the fee schedule is unaffected).</li> </ul>	7992
<p>When A5 Medicare forms are printed on an A4 piece of paper, Bp Premier will print portrait instead of landscape. This means the second half of the page can not be reused.</p>	No known workaround.	8066
<p>If a patient is bulk-billed a second visit on the same day after paying privately for the first visit (or bulk-billed the first after paying for the second), Medicare will reject the claim and say 'Benefit previously paid'. This is because a specific flag isn't set when claiming an additional service via bulk bill to indicate that the service is not a duplicate.</p>	<p>A possible solution is to create an additional bulk-bill account which will be recognised as '3rd visit same day'. Change the 3 to a 2 and transmit via Online claiming. This will add the required flag to indicate that the service isn't a duplicate.</p> <p>The received exceptions of 'Benefit has been previously paid' from the second account will need to be written off.</p>	8266
<p>Duplex printing will only occur when items are sent to the Windows default printer.</p>	Print all duplex-required printing to the Windows default printer.	8272
<p>When a CDA result is viewed in Document Viewer, Bp Premier may select the wrong XML file of the result to view and display the XML code instead of a readable document.</p> <p>The file system cannot guarantee the order of the files. The NTFS file system is supposed to order files alphabetically. However, this is not guaranteed.</p>	This is not a common occurrence. If your practice encounters this issue, contact Best Practice Software Support for investigation.	8323
<p>When booking an appointment in a session time slot that is longer than the default appointment length, the increments available allow you to exceed the maximum hours available in a day</p>	No known workaround.	8273
<p>On-the-day appointments cannot be viewed in the <b>Week view</b> of the Appointment Book.</p>	Do not use the Week view to book appointments around on-the-day appointments.	8242
<p>On Windows 8.1 using Windows SQL Server 2012 R2, existing opened windows cannot be brought forward after a window has been opened in Bp Premier using the ALT menu keyboard shortcuts.</p>	Do not use Alt+key file menu shortcuts to navigate Bp Premier in this environment.	8131

Issue	Solution	Key
In the <b>Payment</b> screen, an error appears when paying off a single invoice with two separate cheques.	Separate the cheques into multiple payments against the invoice.	8501
Bp Premier closes when clicking <b>Cancel</b> on the Duplicate SMS prompt.	Remove the formatting differences between the mobile numbers and resend.	8733
MBS Items 99 and 104 are reconciled incorrectly.	If you experience this issue, contact Best Practice Software Support.	8793
When running a compressed backup (manual or scheduled), no error message is given when there isn't enough space to process all of the databases in the <code>_Working</code> directory.	Try the following: <ul style="list-style-type: none"> <li>■ Regularly check the content of backups to ensure that all databases are present</li> <li>■ Test backups regularly by restoring to a test server</li> <li>■ Always check there is enough free space on the C: drive (over two times the size of the database if backing up to a different drive, over three times the space if backing up to the C: drive).</li> </ul>	7979
The <b>Reversed Payments</b> management report doesn't show the reversal reason.	No known workaround.	8361
The <b>Cancelled and written off services</b> management report uses the user's name who created the account when writing it off, instead of the user's name who actually wrote it off.	No known workaround.	8360
When importing patients, you may receive an error message 'Cannot open database BPSDocuments0 requested by login'.	No known workaround.	8744
You may receive an error that says '... not able to access the database BPSDOCUMENTS1 under the current security context'.	Contact Best Practice Software support to request a script to fix the issue.	7986