

Bp Premier ProMedicus Conversion Guide

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Best Practice Software Pty Ltd	Best Practice Software New Zealand Ltd
PO Box 1911	PO Box 1459
Bundaberg Queensland Australia	Hamilton New Zealand 3240
4670	
www.bpssoftware.net	

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

Conversion Checklist

Converting your data from one software package to another can be a daunting process. To facilitate a smooth transition to Bp Premier, the practice should prepare for both the Trial and Live conversions.

The Conversion Checklist below provides a summary of the steps involved when performing a trial and then live conversion. Read this checklist in conjunction with the detailed instructions for your clinical package to gain an overview of the conversion process.



Important: To mitigate issues, Best Practice Software insists that all sites perform a trial conversion **at least 2 weeks prior** to the expected Go Live date.

How to get assistance

Best Practice Software provide a conversion utility free of charge to enable you to convert your data to Bp Premier. The conversion process would be performed by your own staff or your IT technician. General Products Support will provide as much assistance as possible via phone on 1300 401 111 or email support@bpsoftware.net.

The Best Practice Forum on our website www.bpsoftware.net is an invaluable source of information, advice, views, ideas, questions and answers from hundreds of Bp users across Australia. Click on **Register** in the menu at the top to join.

Obtain a quote

Contact our relationship support team on 1300 401 111 for a quote to install Bp Premier. You can obtain a free trial licence to evaluate the software before purchase.

Go to <http://www.bpsoftware.net/learning/> to see the training options available for Bp Premier.

Trial conversion

To run a trial conversion, you will need a spare computer as a 'test' server. You cannot use your practice's live database for a trial conversion.

Carry out the following steps at least two weeks prior to a full, live conversion.

1. Confirm your server PC and network meet the hardware, hard disk space and operating system requirements.
2. Download the latest version of Bp Premier. Contact Best Practice Software support to obtain a free trial licence.
3. Contact Best Practice support to ensure you have the latest version of the conversion utility for the software package you are migrating from.
4. Ensure the pre-converted data in the original package database is in good condition.
5. Back up the original database.
6. Install the original package software on a test computer and restore the backup you just made to this installation.
7. Install an evaluation version of Bp Premier on a test computer as a **Server** installation. This computer can be the same machine as in step 6.

8. Run the conversion utility on the test machine and follow the prompts.
9. Check data in the test Bp Premier database thoroughly to ensure that all data converted correctly.



Important: Best Practice Software recommends that the principal doctors perform a thorough check of as many patient records as possible to ensure that all data is present and accessible. We suggest opening a range of patients in your current application (long term, medium term, and new patients) and comparing the data with this same patient in Bp Premier. We also recommend checking the last patient seen before the conversion to ensure that the most recent data has been converted.

10. Complete, sign, and fax or email the form *BP_FAQ-Trial Conversion completion form* to General Products Support on +61 7 4153 2093. Email the file *BPSConversion.log* to support@bpsoftware.net. This file can be found in the folder you installed the conversion utility in.
11. Best Practice Software Support will contact you with your 30 day activation licence key.

Live conversion

Carry out the following steps if you have successfully performed a trial conversion with no issues, and have confirmed the most recent data has been converted.

1. Ensure you have your invoice and 30 day activation licence key. If you have not received your licence key after submitting your Trial Conversion completion form, contact Best Practice Software support.
2. Install Bp Premier as a **server** installation on the machine designated as your **live** Bp Premier server.
3. Upgrade Bp Premier with all recent program updates from www.bpsoftware.net.
4. Compare the drug database date in Bp Premier with the most recent drug database update from www.bpsoftware.net. If your installation does not have the most recent drug database, download and install an incremental or comprehensive update.
5. On conversion day, perform a complete backup of the old software live server (database and system) including any components specific to your original software package, such as MD3 ManageEzy documents.
6. Install the conversion utility on the live server from step 5. Run the conversion utility to the live Bp Premier server.
7. Enter the 30 day activation key when prompted.

While conversion is taking place:

1. Install Bp Premier as a **client** installation on all workstations
2. Open Bp Premier on each workstation and connect to the Bp Premier server you installed in Live Conversion step 2.

When conversion is complete:

1. Check ALL data carefully to ensure that conversion has been successful. Access the last patient updated in the old system prior to the conversion to ensure the visit record is present.
2. Set up practice details and ensure that the licence key is for the correct number of users.

3. Review user permissions and reset user passwords. Ensure one trusted user has full permissions, and that the password for this user is secured in a fireproof safe for emergency access.
4. Disable all shortcuts to the old software to ensure staff can't accidentally use the wrong system.
5. Have each user log into their Bp Premier workstation and configure their printer settings and preferences.
6. Undertake training for staff new to Bp Premier.

Converting from ProMedicus

The following instructions describe how to convert data from ProMedicus practice management software. Read the checklist summary in **Conversion Checklist on page 3** before following the instructions.

1. Read all documentation

To assist you in the conversion process, we have provided comprehensive documentation to guide you through the steps required such as installing the Bp Premier product, performing a Trial conversion, checking the converted data, configuring your system and then going live with the software in your practice.

2. Check prerequisites for Bp Premier installation

Obtain up-to-date version of Bp Premier

Please check with Best Practice support via phone on 1300 401 111 or email support@bpsoftware.net. The latest version at present is Bp Premier - Lava edition but it is recommend to confirm the version before proceeding.

Note: *If an (old) previous installation of Best Practice is present on the server you should either upgrade to this latest version or uninstall completely and reinstall if the version is too old to upgrade. See **Installing Bp Premier Lava from the DVD in the Bp Premier Knowledge Base for more information.***

Obtain the latest version of the ProMed Conversion utility

Please check with Best Practice support via phone on 1300 401 111 or email support@bpsoftware.net prior to running the conversion to ensure that you have the most update to date ProMed Conversion utility to use.

Confirm the Hardware Requirements

Please ensure all machines that will be required to run Bp Premier meets the hardware system requirements. See **System Requirements for Bp Premier Lava** in the Bp Premier Knowledge Base for more information.

Confirm Hard Disk space Requirements

By default, Bp Premier program files and databases are installed to the C:\ drive. It is recommended that prior to GO LIVE that an estimate of the disk space requirements is made to ensure that there is sufficient space on the server on the C:\ drive to cater for:-

- Size of the Bp Premierdatabases (following the import of your clinical data)
- Sufficient room for expansion of the databases due to normal operation

If **compressed** backups are to be performed, there will need to be free space approximately twice the size of the Bp Premier databases to allow for temporary files to be created during the backup process (i.e. 6 GB of databases will need approximately 18GB free space to perform compressed backups)

To check the size of the databases following the data import, check the size of the databases stored in the folders (these are the default locations – you may have installed your data to another folder during installation):-

- **SQL Express 2005 Installations** - C:\Program Files\Microsoft SQL Server\MSSQL.1\MSSQL\Data
- **SQL Express 2008 Installations** - C:\Program Files\Microsoft SQL Server\MSSQL10.BPSINSTANCE\MSSQL\DATA
- **SQL Express 2008R2 Installations** - C:\Program Files\Microsoft SQL Server\MSSQL10_50.BPSINSTANCE\MSSQL\DATA
- **SQL Express 2012 Installations** - C:\Program Files\Microsoft SQL Server\MSSQL11.BPSINSTANCE\MSSQL\DATA
- **SQL Express 2014 Installations** - C:\Program Files\Microsoft SQL Server\MSSQL12.BPSINSTANCE\MSSQL\DATA



***Tip:** The full installation DVD of Bp Premier provides the ability to create your data in an alternate location. See **Installing Bp Premier Lava from the DVD** in the Bp Premier Knowledge Base for more information. for further details.*

3. Identify whether any staff will require training

Consider whether any staff will require training. You will find details on the training that Best Practice offer on our web site <http://www.bpsoftware.net/learning/>. We can also provide Tutorial DVDs, which can be accessed from the website.

4. Ensure that your ProMed data is in good condition

Make sure your ProMed data is in the best possible condition 'BEFORE' converting to Bp Premier.

- Synchronise your data with any third party billing package
- Run any maintenance functions that might be required
- Ensure that there are no unallocated results and documents

5. Perform a Trial Conversion

A Trial conversion must be performed a minimum of two weeks prior to the date you wish to go live with Bp Premier.

Why do I need to perform a Trial conversion?

- To ensure that the source data converts successfully and correctly
- To resolve any issues related to the conversion prior to the GO LIVE
- To allow you to understand the process and identify the time required to complete the conversion
- To ensure that Bp Premier meets your surgery's clinical and / or management requirements prior to purchase.



Tip: If you are unsure how to perform any of the processes, contact your IT technician for assistance.

Start the Trial conversion process

1. Ensure that you have read all the documentation and have addressed all the Prerequisites listed at the beginning of this document.
2. Identify a secondary (test) server than can be used for the trial conversion:
 - Must meet hardware requirements for Bp Premier
 - Must also meet the hardware requirements recommended for ProMed
 - Check that the hard drive (c:\ drive) on the test server has free space equal to at least 2.5 times the size of the ProMed uncompressed backup.
3. Ensure that the live version of ProMed is closed on all workstations and the server.
4. Backup your ProMed data as per the recommended method. Ensure that documents are included in the backup if they are stored outside of the database.
5. Restore the ProMed backup taken above. Make a note of the name of the instance and the location of the documents folder (if stored outside of the database).
6. Install Bp Premier as a **Server** installation on your server. See **Installing Bp Premier Lava from the DVD** in the Bp Premier Knowledge Base for more information.
 - A reboot may be required at the end of the installation
 - If using a **Terminal Server**, you must always install applications & updates via Add/Remove Programs
7. Check that drug database date in Best Practice is up to date. Check this against the Best Practice Software website www.bpssoftware.net and download and install any more recent updates. See **Updating the drug database** in the Bp Premier Knowledge Base for more information.



*Tip: To check the drug (data) database version you are currently using, log into Bp Premier on the server and select **Help > About**.*

8. Ensure that the machine does not have any scheduled tasks that could affect the performance of the machine or the network (i.e. scheduled backups, router reboots, server reboots, windows updates, etc).
9. Turn off any background processes such as results importing, backups, etc.
10. Install the latest ProMed conversion utility. This will put an Icon on the desktop.
11. Double click on the ProMed conversion icon to start the conversion.

Complete trial conversion

A screen will appear to indicate that the conversion is complete and whether any errors were encountered. Check each log to confirm whether any errors occurred.

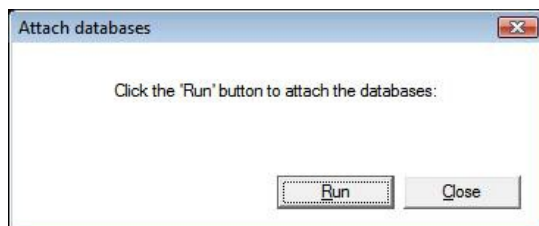
Order that Data is converted

Order that data is converted from ProMedicus		
Practice details	Immunisations	Measurements

Order that data is converted from ProMedicus		
Doctors	History	Pathology results
Patients	Past Prescriptions	Requests
Next of Kin	Autotext	Reminders
Clinical / Social history	Pregnancies	Categories
Reactions	Past prescriptions	Address book
Progress Notes	Pregnancies	Letters
Current RX	Clinical details	Documents

Before continuing any further:

1. Close the **Conversion complete** screen.
2. Browse to the folder **C:\Program Files\Best Practice Software\BPS**
3. Run the file called **Attach databases.EXE**. The **Attach databases** screen will appear .



4. Click the **Run** button to continue. The Attach database process can take from 1–15 minutes depending upon the number of document databases. When complete a screen will appear showing all the databases that have been affected. Click **Ok** to close this screen.

6. What to check after the Trial conversion

Check the conversion logs for errors

After performing a Trial conversion, please check the log files generated during the conversion process. These will be found in the folder 'C:\Documents and Settings\All Users\Application Data\Best Practice\Log' or 'C:\ProgramData\Best Practice\Log' (depending on the windows version). There will be a number of files such as BPSConversion.log, UnmatchedCurrentRx, UnmatchedPrescriptions, etc.



Important: It is important to check these logs carefully to identify what could not be converted and ensure that there have been no errors recorded during the conversion that need to be addressed.

If you have any questions about errors encountered, please email these log files to support@bpsoftware.net together with your contact details and then contact General Products Support via phone 1300 401 111 during business hours to discuss.

Check the data

Patient demographics correct	Correspondence In and Out present and accessible
Past Visit records present and accessible	Reminders present, correct and accessible
Current and Past RX are present and correct	Autotext present and accessible
Investigation results present and accessible	Custom Templates present and correct
Immunisation records present and accessible	Contacts address book correct
Reminders	

Prepare your Go Live plan

Now that your Bp Premier system contains your clinic data, prepare your GO LIVE plan.

The following instruction sets should be of assistance in understanding what needs to be updated in the system prior to using the system live:

- Setting up the Clinical module for the first time
- Setting up the Management module for the first time



***Tip:** Best Practice Software recommended that you identify any configuration options or preferences that are required to set up the system so that decisions can be made within the practice prior to GO LIVE. Any settings made in the Trial conversion data will be overwritten when you perform the Live conversion. Remember to make note of all the settings you decide upon so they can be quickly re-entered after the Live conversion.*

Submit your logs and Trial Conversion Completion form for processing

When you are confident that all the data has been converted correctly:

1. **Email all the log files** generated from the latest trial conversion to support@bpsoftware.net together with your contact details and the practice name.
2. **Complete the Trial Conversion Completion form**, print and sign then fax to General Products Support on +61 7 4153 2093.
3. Once both of these have been received, we will issue your practice a Site ID and a **30 day key and invoice** to enable you to perform a LIVE conversion. This will be emailed to the email address for the main contact on the Trial Conversion completion form.

Obtain Licence key

Shortly after you submit the conversion log and completion form to Best Practice Software you will be issued with an invoice and 30 day licence key. If you have not received your licence key and are ready to start the Live conversion, please contact General Products Support to check on the progress of your application.

7. Start the Live Conversion

Once the Trial Conversion process is completed and you have received the 30 day key and invoice, you can perform a LIVE conversion.

1. Install Bp Premier on the live server. See **Installing Bp Premier Lava from the DVD** in the Bp Premier Knowledge Base for more information. Make sure that a 'server' version is installed. Ensure that the version you use is the same version that was used during the Trial conversion.
2. Update the Live server to the latest drug database update identified during the trial conversion. Don't forget to check the Best Practice Software website www.bpsoftware.net to see if there are any newer updates that need to be applied.
3. Commence the Live conversion following the trial conversion steps as outlined above.
4. When prompted for the site id and licence key, enter details as per the email you would have received from Best Practice Software after submitting the Trial conversion information.



Tip: *Some practices prefer to perform the Live conversion on the same 'test' server as the Trial conversion and, when complete, back up Bp Premier and restore the data to the Live server.*

While the conversion is taking place

1. Install the Bp Premier Client (select "Client" when installing) on all workstations. (Terminal server users can disregard workstation installation if the data is stored on the terminal server).
2. Open each client installation in turn - when prompted, select the BP server from the list of servers then close the application.

Note: *If the list of services box is not populated - please check that no firewall hardware or software is blocking ports between server and workstations. Refer to the document 'BP_FAQ-Client not connecting to Server.pdf')*

When the Live conversion has completed

1. When the Live conversion is completed, **check ALL data carefully prior to going LIVE** to ensure that data has converted correctly.
 1. Check the BPSConversion.log file again to ensure there are no errors indicated.
 2. Perform another check of the data to ensure that all data is present and accessible. We suggest opening a range of patients in your current application (long term, medium term and new patients) and comparing the data with this same patient in Best Practice. We also recommend checking the last patient seen before the conversion to ensure that the most recent data has been converted.

Once you have confirmed that the conversion is complete and the data is correct:

1. If you have not already entered the licence key follow the article [How do I enter my Product Licence key to enter the licence key now.](#)
2. Work through your Go Live plan to set up the various areas that you will be using.

How do I set up the Clinical module

If you are continuing to use a third party billing package you will need to configure the Link options with Best Practice. See **Linking to a third party billing package** in the Bp Premier Knowledge Base for more information.

How do I set up the Management module

1. Log into ProMed and remove any links that existed to your third party billing package to eliminate any conflicts with Best Practice.
2. Ensure that you have turned off any result importing and background process in ProMed so that documents are not imported in the old application rather than Bp Premier.

Note: *All doctors should be made aware of the patients listed in any unmatched lists as they will need to correct the patient record when that patient is first seen.*