

# Indigo

## Bp Premier Guide to Linking to Third-party Billing

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Last updated: June 2017

Intended for usage with Bp Premier version Indigo.

This User Manual is sourced from the Best Practice Software Bp Premier Indigo [Knowledge Base](#).

## Link to a billing package

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You may be able to link to third party billing packages other than PracSoft and eClaim. For information on linking PracSoft and eClaim to Bp Premier, refer to the following instructions in the Bp Premier Knowledge Base:

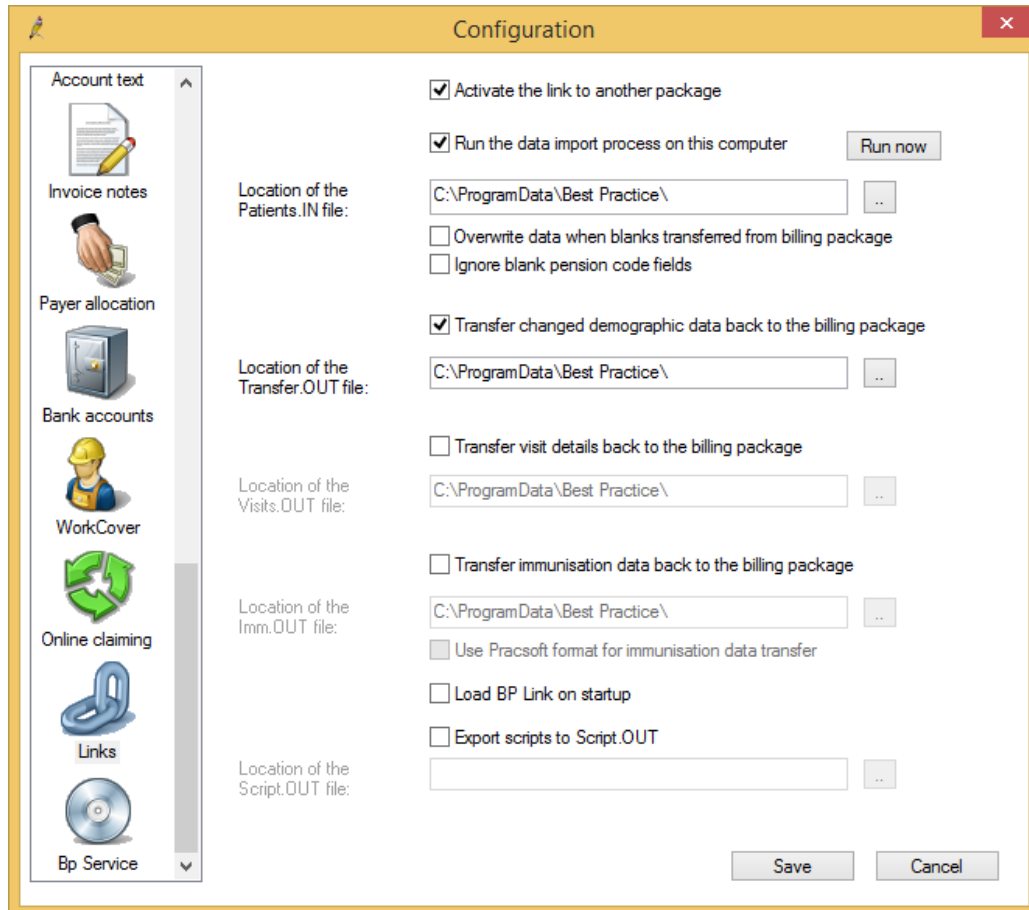
- Linking to PracSoft
- Linking to E-Claims.

A practice can use Bp Premier for recording Clinical data only and use a third party billing package for the appointment book, billing, and other management functionality. This approach maintains your patient demographics in the billing package but synchronises changes with Bp Premier.

These instructions assume that the practice transfers patient demographic changes in one direction only: from the third party package back to Bp Premier

### Configuring the link to a billing package

1. On the Bp Premier server, select Bp Premier select **Setup > Configuration > Links** from the main Bp Premier screen. The **Configuration** screen will appear.



2. Select **Activate the link to another package**. You will also need to select this setting on **all** workstations on the network using Bp Premier.
3. Select **Run the data import process on this computer**. This option enables the server or workstation to read and process the link file at regular intervals.
4. Set **Location of the Patients.IN file** to match the export directory for the Patients.IN file that is set up in the third party billing package.

If this configuration is not set to the correct path, linking will not occur. For more information on specifying the output directory of the Patients.IN from your billing package, please contact your billing package vendor.

5. Click **Save**.
6. Select the **Bp Service** tab. Tick **Use BP Service for importing links on this machine**.
7. Click **Save**.





**Important:** If you are running Indigo, Best Practice Software strongly recommend using BP Service to manage links with a third-party billing package. If you have upgraded from a version prior to Lava, you may still be using BP Link. To turn **off** BP Link, on the Bp Premier server, select **Setup > Configuration > Links** and untick the option **Load BP Link on startup**. Ensure that the BP Service is set to start automatically in Windows Control Panel > Services. Your IT support can assist with setting the BP Service to start automatically.

Make sure that BP Service is running on the server.

Best Practice Software recommend that the Patients.IN file should be output to a neutral directory located on the server. Set permissions to the directory such that:

- all workstations running the management application can write to the Patients.IN file
- the Bp Premier server can read and purge the Patients.IN file.

## Troubleshooting

- [Troubleshoot billing linking on page 7](#)

## Third-party transfer files and DDE link

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Information on the transfer files and DDE linking is no longer provided from the Bp Premier knowledge bases. If you need information on integrating a third-party software solution with Bp Premier, please contact Best Practice Software to discuss your integration requirements.

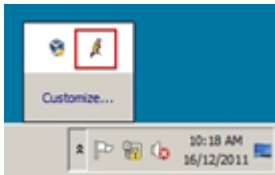
## Troubleshoot billing linking

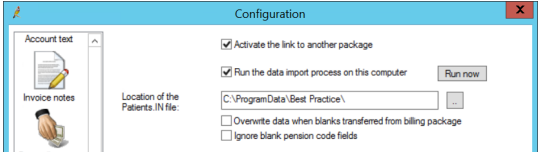
Customers can link Bp Premier to certain third party billing packages to allow the transfer of demographic data. Occasionally, the link can fail due to various issues. Below are some common causes of link failure and how to resolve them.

**Important:** *If a patient demographic record has not been transferred from your billing package, do **not** manually enter them into your Bp Premier clinical module before troubleshooting the link. Manual entry often leads to duplicated files with separate data, which requires data re-entry or merging.*



*Do not duplicate the patient in the billing package. Any record created in the billing package will need to be paired with a like entry in Bp PremierClinical.*

Problem	Solution
BP Link is not running on the server computer	<p>Ensure that the BP Link icon is running in the system tray:</p>  <p>You will not be able to view this correctly while in a remote session. You will need to be on the server console itself to view and run BP Link. For more information, see How do I configure and use Bp Link?</p>

Problem	Solution
Link options have not been set in Bp Premier.	<p>Ensure that the <b>Location of the Patients.IN</b> field is correct and the folder actually contains a file named 'patients.in'.</p>  <p>The Bp Premier user must have access to the <b>Setup &gt; Configurations</b> menu</p> <p>If there is no patients.in file, refer to your billing package documentation or network administrator to obtain the location of this file.</p>
Another clinical package is open (for example, Medical Director) that also has a link to billing package option set. A race for the link file occurs: the first package to access the link file imports the patient demographic change and purges the link file.	<p>Ensure that any legacy clinical packages do not have link to billing package options set.</p> <p>For more information on how to do this, refer to the package's help file, or contact your network administrator.</p>
Another "Link file processor" type utility is running somewhere on the network.	<p>Ensure that any instances of a Link file processor type utility are disabled (including removing any <b>Load at startup</b> options). For more information on how to do this, refer to the package's help file, or contact your network administrator.</p>

## Retesting

In the event of another package or a link file utility reading and purging the link file:

1. Check all steps listed above and ensure that all instances of other clinical packages and link file processor type utilities no longer access the link file.
2. Perform a minor change to any patients demographic in the billing package (for example, change "st" to "street"). This should rewrite the demographics to the link file and give Bp Premier the opportunity to read the data.