



Bp Premier

# SUMMIT 2020

DELEGATE BROCHURE

*Shine Brighter*

# YOUR INVITATION

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Join Team Bp at what has become Australia's premier conference for medical IT!

This year's theme, *Shine Brighter*, is focused on empowering, educating and enabling Practice owners, staff and Bp Premier users. Our 6th Bp Summit program is like no other, packing in a wealth of industry experience, leadership, skills and new ideas from inspiring and engaging speakers.

Because we want you to be absorbed in the content and not distracted by the logistics, we searched Queensland for the best conference facilities and found them at the Brisbane Convention and Exhibition Centre at South Bank. This will be a Summit to top the rest.

Bp Premier's functionality now goes beyond your Practice, becoming the digital nerve centre linking you to an ever-widening network of medical services, health providers and government institutions. You will also be able to connect with your patients like never before, with the Best Health App.

The 2020 Summit will give you a unique opportunity to engage with many more of your colleagues, our partners, and vendors of integrated and compatible technologies. We are looking forward to sharing with you a sneak peek of Titanium and other breakthrough products!

To help guests unwind, network and collaborate, we've organised social events on both the Friday and Saturday evenings, to compliment the value-packed program. For attendees' convenience, these have been organised at the same location.

This popular biennial event, that is bound to impress, will be held **Friday, 22nd May to Sunday, 24th May 2020**. We hope you'll join us.

If you have any questions after you've read this brochure and checked our website, don't hesitate to call us on 1300 40 1111 or email us at [events@bpsoftware.net](mailto:events@bpsoftware.net).



## DATES & LOCATION

**22 - 24 May 2020**

Brisbane Convention & Exhibition Centre

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# WHAT HAPPENS AT THE CONFERENCE

Join our team for four keynote plenary sessions with a focus on GP and Practice Manager personnel and professional development. We will show you how to enhance and expand the use of Bp Premier, and provide glimpses into the exciting future of medical software.

Between our ever popular plenary sessions, choose from eight concurrent workshops with a range of clinical and management themes (or mix and match). Each workshop is addressed by one of our team of industry experts carefully selected to deliver relevant and exciting content for our valued customers.

For a more 'hands on' experience, interactive PC workshops will feature product specialists leading you through specific topics including management reporting, data quality, and Medicare claiming. You can bring your whole Practice team for a truly inclusive conference that appeals to every user, at every stage of their Bp Premier experience.

Join our valued partners during morning/afternoon tea and lunch breaks in our largest exhibition space yet! You'll enjoy some great networking opportunities with colleagues from around the country as well as have the opportunity to chat with members of Team Bp, where we can answer all your queries and demonstrate some of our most recent enhancements.



**22<sup>ND</sup> MAY**

# FRIDAY

2:00pm – 6:00pm

Registration

5:30pm - 7:30pm

Welcome Event, Sponsored by SONIC

**23<sup>RD</sup> MAY**

# SATURDAY

8.30am – 5pm

Bp Premier Summit 2020 Day One

6.00pm onwards


'All White Party' Dinner & Drinks

**24<sup>TH</sup> MAY**

# SUNDAY

9am – 3.30pm

Bp Premier Summit 2020 Day Two



If you would like to attend just one day of the Bp Premier Summit 2020 (either Saturday only or Sunday only), please contact us.

# These ARE THE GREAT SUBJECTS WE WILL BE COVERING

## The Digital Health Team

Katrina Otto

*Shared Care using the My Health Record*

Medical records are no longer simply a memory aid for the doctor. It is an expectation, an RACGP standard (1.3), that "Health Professionals should expect to share their health information with colleagues and with patients to facilitate safe and effective health care".

Join our favourite digital health trainer, Katrina Otto, as we take you on a digital health journey and provide you with an understanding of where Australia is up to and tips for using Bp Premier to ensure you are not left behind.

» Aimed at Clinicians/Practice Managers, suitable for all

## Tips and Tricks for your Practice

Katrina Otto

*Shared Care using the My Health Record*

Even though you use Bp Premier every day in your practice, we bet we can show you how to use it better! Join us in this advanced user lesson where our product experts will demonstrate some of the more advanced and lesser known features of Bp Premier.

This session is perfect for the busy Bp user already familiar with the basic use of the program but ready for a better everyday user experience. Are your tips better than ours? Bring your best tips and we'll match you in this interactive session that is bound to get everyone excited.

» Aimed at Clinicians/Practice Managers, suitable for all

## Medicare Game Show

Katrina Otto & Margaret Windsor

*Making Medicare fun!*

Come and join this session as a fun and interactive way to increase your knowledge of the Medicare Schedule and how utilising relevant items can improve health outcomes for your Patients. There will be games, there will be prizes.

Get your team ready!

» Aimed at Receptionists/Practice Managers, suitable for all

## Lifting the Hood

William Durnford

*Configuring Bp Premier using 'Best' standards*

Discover the highly customisable components of your favourite GP software. In this session, we'll feature database configuration, user permissions and dive through the mysterious Bp Utilities functions that allow Practices to customise Bp for their own unique experience.

A 'must attend' for Principal Doctors, Practice Managers and IT staff responsible for managing Bp Premier within the practice.

» Aimed at Clinicians/Practice Managers, suitable for all

## Business Continuity Planning

William Durnford, Thomas Clark

*Maximising Bp every day from an IT perspective*

The RACGP Computer and Information Security Standards (CISS) provide guidance for practices in developing systems and policy to support computer backup processes, business continuity and disaster recovery plans, malware and virus protection and the use of mobile electronic devices.

Computer and information security in general practice is not optional; it is an essential professional and legal requirement for using computer systems in the delivery of quality healthcare. This practice workshop demonstrates how Bp Premier can be used to comply with the legal and ethical requirements of effective information security practices and provide your practice staff with the understanding and confidence to maintain these standards on a daily basis.

» Aimed at IT/Practice Managers, suitable for all

## Unlocking your Data Potential

Cubiko, Aginic & Inala Primary Healthcare

*Using data to improve Practice & Patient outcomes*

Your practice is sitting on a treasure chest of data and this session aims to help you unlock it! Hear data quality best practices from industry experts whilst learning how accurate Practice data and insights can reduce risks, improve business efficiencies and deliver better patient outcomes.

» Aimed at Clinicians/Practice Managers, suitable for all

## Frictionless Financial Management

Marcus Wilson, Surgical Partners

*Mastering financial management*

There are so many new technologies available to take the hassle out of your financial management processes in your Practice. But where to begin? In this session, we will explore the foundational concepts of financial workflow automation, such that you have a basis for evaluating the options, and a basis for aligning your processes to get the most impact from the choices you make.

You will learn about a number of solutions in different workflow areas, including patient payments, payroll and accounts payable systems, as well integrated accounting packages.

Learn how these solutions can slash data entry tasks, mitigate compliance risks, and allow you to focus on improving the Practice rather recording financial transactions.

Digital transformation is driving enormous change in many small businesses and medical practice administration is no different. There are several government initiatives and financial incentives available to assist you in this effort, as well as a range of experienced advisors. You don't have to do it alone!

» Aimed at Receptionists/Practice Managers, suitable for all

## The Medicolegal Record

Dr Penny Browne, Avant

*Learn how to decrease medicolegal risk with Bp Premier*

Join the experts as they guide us through the clinical record and provide tips and advice on entering and managing data within Bp Premier.

From recording patient interactions to providing patient records for medical subpoenas, this session will ensure there are no Risky Records at your practice.

» Aimed at Clinicians, suitable for all

## Practice Growth and Innovation

Dr Todd Cameron, Scale My Clinic

*Make the most of Technology in your Practice*

Join industry expert Dr Todd Cameron in this two-part series as we explore the macro environment of Practice ownership.

Practice management and the Patient encounter and explore using Bp Premier and other digital tools of excellence to optimise practice innovation and growth.

» Aimed at Receptionists/Practice Managers, suitable for all

## Debunking Secure Messaging

William Durnford

*Implementing Secure Messaging in your Practice*

Let's debunk the mystery of Secure Messaging once and for all!

Join our presenter as we discuss the path towards a semi-paperless Practice environment, from configuring and setting up messaging to using directories.

We will discuss it all!

» Aimed at Clinicians, suitable for all

## Titanium Think Tank

Management

### Titanium Insights

Join our product experts as we take you on a journey into the Titanium development space where we will seek your thoughts, opinions, feedback (good and bad) and ideas for our products as we work through the Titanium Management module.

It is a fantastic opportunity for users to help guide the future direction of our software products, and to discuss their requirements and future business needs with our product experts.



Aimed at Receptionists/Practice Managers, suitable for all

## Titanium Think Tank

Clinical

### Titanium Insights

Join our product experts as we take you on a journey into the Titanium development space where we will seek your thoughts, opinions, feedback (good and bad) and ideas for our products as we work through the Titanium Clinical module.

It is a fantastic opportunity for users to help guide the future direction of our software products, and to discuss their requirements and future business needs with our product experts.



Aimed at Clinicians/Practice Managers, suitable for all

## Best Health App

Megan Gugenberger

### Learn all there is to know about Best Health

With communication channels constantly changing and adapting to meet new technologies, the team at Bp have some exciting new features to show you as part of our journey into the mobile application space.

Our patient mobile application fittingly titled 'Best Health' provides our users and their patients with a new method of communication. This workshop will provide you with an introduction to our fantastic engagement tool and some insights into our Product Roadmap.



Aimed at Clinicians/Practice Managers, suitable for all

## Medical Marketing

Lachlan McPherson, Healthsite

### Maximising Bp every day from an IT perspective

We'll take you through the basics of Medical Marketing from entering a world of digital marketing, through to more complex matters such as review requests, responding to reviews, patient consent and privacy.

With over 85% of consumers jumping online before even setting foot in a business, more and more businesses are recognising the need to invest in their digital presence. But are they going about it the right way? And using the right tools?



Aimed at Clinicians/Practice Managers, suitable for all

## The Move to Titanium

Team Bp

### Be Titanium prepared

With the release of Titanium imminent, join us in discussing all things 'Cloud' and gain an understanding of the Infrastructure requirements and transition path to our new web-based product.

Our presenter will cover all things from the upgrade path, user experience and Practice options available, as well as 'What can I do now?' in preparation for the move.



Aimed at IT/Practice Managers/Clinicians, suitable for all

## Accreditation: Implementing Quality Systems and Processes

AGPAL and Cubiko

### Implementing quality systems using Bp Premier

Join the experts as we look at how Bp Premier can support your Practice through your next accreditation visit whilst also looking at what tools and resources are available to make this process a breeze! Why stop at accreditation?

Our experts will discuss making the most of the RACGP standards by implementing quality systems and processes within your Practice that can be used each and every day.



Aimed at Clinicians/Practice Managers, suitable for all

## Medicare Risk and Compliance

Loryn Einstein, Medical Billing Experts

*Reduce your Medicare risk*

While operating a Practice is busy at the best of times, there are several options available in the market to improve the performance of your Practice and enhance your team's efficiency.

Best Practice Software's integration with third party vendors empowers the Practice with expert decision making, document handling, workflow management and patient interaction tools that really do make Practice life easier and enhance patient outcomes. Join us as we take you through the vast array of options available, including how to assess what your Practice needs and what exciting Industry changes are on the horizon.

» Suitable for all

## Shine Brighter

Katrina Otto and William Durnford

*Integrations, options and vendor add-ons available in Bp Premier*

While operating a Practice is busy at the best of times, there are several options available in the market to improve the performance of your Practice and enhance your team's efficiency.

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» Suitable for all

## The Future is Bright

Dr Frank Pyefinch

*eHealth - the past, the present and the future*

Join the CEO of Best Practice Software, Dr Frank Pyefinch, as we look back at where eHealth started in the early 1990's, how far we have come today and the bright, bright future we have ahead of us.

» Suitable for all

## The Future of Health

Expert Panel

*The challenges and future of healthcare in Australia*

Facilitated by the CEO of the Medical Software Industry Association (MSIA), Emma Hossack, join our panel of industry experts as we discuss the future of Health in Australia starting with insights from the CEO of the CSIRO, Mr David Hansen.

Our panel will openly discuss the current challenges being faced by Health Professionals today, and how emerging technologies and shifting our focus from illness treatment to health and wellbeing management will support better health outcomes for all Australians.

» Suitable for all

Something for everyone!



## Complex SQL Queries

Thomas Clarke

### *Maximising database search capabilities*

Join our technical expert during this interactive workshop where we will work through real life examples on querying your patient database to extract and manage business critical information.

This session is not for the faint-hearted and we recommend that delegates have previous experience with using the Bp Search Tool and creating and running SQL Queries before attending this session.

» Aimed at IT/Practice Managers, suitable for all

## Bp Comms, the Patient Communication Journey

Shar Trewben

### *Processing Reminders and Documents using Bp*

Pathology workflows form one of the most important processes in a Practice and we recognise that this process is a real team effort!

Join us as we take you through managing pathology results, reminders and documents using Bp Comms. We will also provide tips and tricks on how to implement a structured communication and reminder process for your Practice.

» Aimed at Receptionists/Practice Managers, suitable for all

## Data for Quality Improvement

Margaret Windsor

### *Data management*

Are you easily meeting your Accreditation, Quality Improvement and PIP Data Requirements?

Understanding your patient population is an absolute must to ensure your Practice is meeting their targets and is a great way to introduce new patient initiatives, improve patient care and even generate additional revenue for your Practice. This workshop will cover everything from the coding of diagnosis, cleaning up and searching the Bp database as well as lots of other tips and tricks to help you lead quality data improvements within your Practice.

» Aimed at Clinicians/Practice Managers, suitable for all

## Mastering Medicare

Belinda Bazzant

### *Mastering complex Medicare workflows*

Want to enhance your practice workflows within Medicare Online?

In this interactive workshop, we'll provide some useful tips and tricks to help practice staff understand and address exceptions and rejections returned from Medicare, as well as tips and tricks on using Medicare and other claiming features such as Tyro.

We'll also provide some insights into how Bp communicates with Medicare, and how our Customer Support team help resolve claiming queries (and how you can help too!).

» Aimed at IT/Practice Managers, suitable for all

## Deep Diving on Bp Financials

Julie Dietrich

### *Integrations, options and vendor add-ons available in Bp Premier*

With many Management reports available, it is often difficult to find the one you need. This workshop is intended for practice staff who organise practice finances such as banking, staff pay runs, account reconciliation and more.

This workshop will explain the various report types available to help practice staff identify their needs, as well as explaining how adjustments, deposits and cancellations all impact on your reporting requirements.

» Aimed at Receptionists/Practice Managers, suitable for all

## Clinical Correspondence Workflows

Margaret Windsor

### *Pathology workflows across Bp Premier*

Workflows are essential for the smooth and efficient day to day running of your Practice. Your effective use of techniques relating to electronic records, and their associated services, assist in enhancing patient outcomes and minimising risk, especially those relating to recalls and follow-ups. The review of patient results, reports and their associated actions should be completed in a timely manner.

A practice needs to have a system in place where each team member knows and accepts their responsibility. With a focus on clinical governance, this workshop will explore the methodology behind creating an effective and functional results follow-up system, including how to efficiently record all related patient contact and provide fully documented workflows for your team to follow.

» Aimed at Clinicians, suitable for all



# SATURDAY NIGHT FUN!

## ALL WHITE PARTY

### **Our Saturday Night Will Be an All White Party**

Wearing white is not compulsory, of course, but we'd love you to join in the fun!

This is your night to show off your classiest all white style. Dress to impress and party like a celebrity.

This elegant affair oozing style and class will make you feel like you stepped into another dimension. Take a selfie, post it on Instagram ([#bppremiersummit2020](#)) and give Chris Hemsworth and Miranda Kerr a run for their money!

Delicious gourmet food, refreshing drinks (beer, wine, French champagne, soft drinks and juices) and a DJ.

*Saturday night has never looked so cool!*



# WHERE TO STAY

There are so many accommodation options close to the Brisbane Convention and Exhibition Centre. We have secured corporate rates for Bp Premier Summit 2020. **Please reference Bp Premier Summit 2020 when making enquiries or bookings to receive the Corporate Rate.**

Check out the one that suits you best:

**Emporium Hotel** - 267 Grey Street, South Brisbane  
Phone: 07 3556 3333 or 1800 346 835

- Website Discount code: F15
- (Fully Flexible Rate 15% Discount)

**Rydges South Bank** - Cnr Grey & Glenelg Streets  
Phone: 07 3364 0800

- 10% off Best Flexible Rate
- Code: Best Practices Software Summit

**Novotel South Bank** - 38 Cordelia Street, Brisbane  
Phone: 07 3295 4100

- 14.5% off Best Unrestrictive Rate.
- Quote: BP SUMMIT 2020

**Mantra South Bank** - 161 Grey Street, South Bank  
Phone: 07 3305 2500

- 10% Discount off accommodation. Input Promo Code BESTPRACTICE (case sensitive) – hit SEARCH. Select your room type and hit BOOK NOW to proceed to payment screen

**Ibis Styles** - 40 Elizabeth Street, Brisbane  
Phone: 07 3337 9004

- Group rate \$129 per room per night, complimentary upgrade to Superior City View Room. Upgrade to full buffet breakfast for \$15 per person, Quote: 220520BEST
- Email: h8835@accor.com

**Next Hotel Brisbane** - 72 Queen Street Brisbane  
Phone: 07 3222 3222

- 15% discount from Daily Rate – Standard & Deluxe Rooms (Free minibar 4 minibar items + Free Wifi + Free access to Next Lounge)
- Promo code: SDBPRA

# REGISTRATION DETAILS

**\$770 (inc. GST)** **EARLY BIRD**  
(Includes dinner and welcome drinks)

*Hurry Limited Spaces Available!*

**REGULAR** **\$880 (inc. GST)**  
(Includes dinner and welcome drinks)

Delegate places are strictly limited, so we recommend you register quickly to avoid disappointment. To secure your place at the Bp Premier Summit 2020, please register and pay online at [www.bpsummit.net](http://www.bpsummit.net). If you have any questions regarding the Bp Premier Summit 2020 email us at [events@bpsoftware.net](mailto:events@bpsoftware.net).

