



# J A D E

## Bp Premier Best Health App Setup Guide

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Last updated: 18 November 2019

Intended for usage with Bp Premier version Jade SP2 and later. Some features in this User Manual may be available only in versions later than Jade.

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## Set up Bp Comms for Best Health App

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You can enable Best Health App integration for multiple practice locations. Each location is treated as a separate entity and you must enable each one individually.

When you open the **Best Health Settings** setup utility from Bp Premier Configuration, the utility will retrieve details for all the practice locations you have defined in **Setup > Practice Details**. You cannot add or remove locations from **Best Health Settings** setup, but you can update some practice details.

A user will need the **Configuration** and **Best Health Settings** permissions set to 'Add/Edit/Delete' to update Best Health App settings.

### Can I onboard my practice to the Best Health App yet?

The Best Health App is available for general release. **Your practice must upgrade to Jade SP1 and install the October 2019 data update before onboarding to use the Best Health App.**

## Internet Access Required

Your practice requires internet access to use Best Health App integration. The following URLs should be allowed for BHA outbound/inbound traffic.

- \*ap-southeast-2.amazonaws.com (notice "\*", so that all URLs ending with "ap-southeast-2.amazonaws.com" are whitelisted)
- prod.bpbesthealthapi.net
- cognito-idp.ap-southeast-2.amazonaws.com
- cognito-identity.ap-southeast-2.amazonaws.com
- s3-ap-southeast-2.amazonaws.com
- \*.bpbesthealthapi.net (notice "\*", so that all URLs ending with "bpbesthealthapi.net " are whitelisted)

If applicable, whitelist the above URLs in your antivirus and firewalls to ensure that your server and all machines that will use the Best Health App can access the above URLs.

## Turn on Best Health App Functionality

Before using Best Health App, beta testers must make this functionality available in Bp Premier by running a script.

1. Download the script to turn on Best Health App [here](#). Clicking the link will download a .bpscript file to your browser's default download directory (normally Users > Downloads or Quick Access > Downloads in Windows).

If the link above does not work, you can also obtain the .bpscript file from the knowledge base link in the

next step.

2. Follow the instructions on the support knowledge base to run the script.

## Set user permission

A user will need the user permission **Best Health Settings** set to 'Add/Edit/Delete' to make changes in the Best Health App Configuration window.

1. Log in to Bp Premier as an administrator-level user who can grant permissions.
2. From the main menu, select **Setup > Users**. Select the user to grant permissions to and click **Edit**.
3. Click **Set Permissions**.
4. Scroll down in the **Permissions** window and set **Best Health Settings** set to 'Add/Edit/Delete'.

Permissions

User:

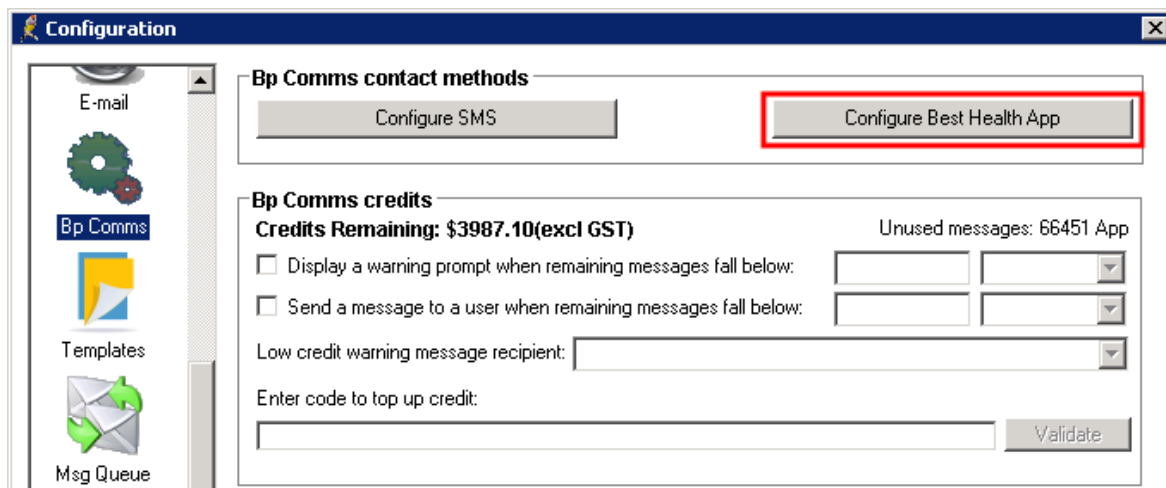
Section	Permission
Patient education material	Add/Edit/Delete
Download data	Allowed
HealthLink	Allow access
Bulk Document Import	Allow access
Double book appointments	Allowed
Override 'On the day' appointments	Allowed
Waiting room	Allow access
Strata SSO	Deny access
Appointments	Add/Edit/Delete
Accounts	Add/Edit/Delete
Payments	Add/Edit/Delete
Direct Billing	Add/Edit/Delete
Send Bp Comms Messages	Allowed
Reports	Allow access
Setup sessions	Add/Edit/Delete
Setup fees	Add/Edit/Delete
Banking	Allow access
Cheque details	Allow access
Resend batches	Deny access
<b>Best Health Settings</b>	<b>Add/Edit/Delete</b>

5. Click **Save** and **Save** again to return to the **Users** window.

## Onboard Your Bp Premier Location

You must onboard every location where you want to use the Best Health App functionality. Before onboarding your location, check that the location details are correct in Bp Premier by navigating to **Setup > Practice** details from the main screen. When you are sure the location details are correct, you can onboard on your location for Best Health App:

1. Log in to Bp Premier as a user with access to Configuration.
2. Select **Setup > Configuration** from the main menu. Select the **Bp Comms** tab and click **Configure Best Health App**.



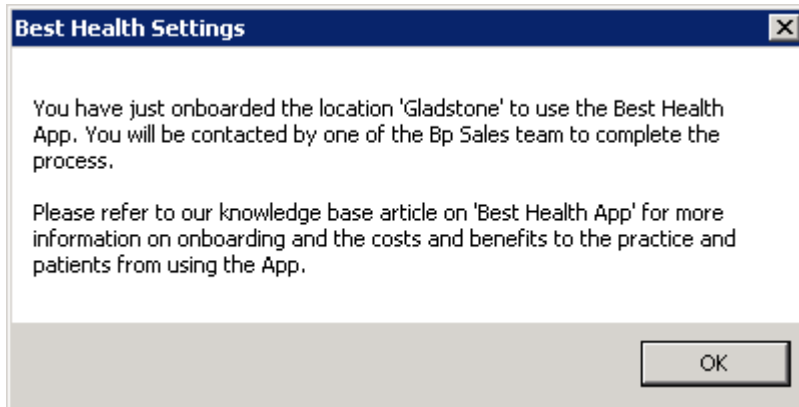
3. Select a user and enter the user's password at the login screen and click **Login**. The **Best Health Settings** utility will appear. In the example below, the location 'Gladstone' has already been defined in **Setup > Practice Details** and the details for this location have been retrieved.

The screenshot shows a software window titled 'Best Health Settings'. On the left, there is a sidebar with 'Practice BHA' and 'Locations' containing 'Gladstone' with a 'Licence Status: Unactivated'. The main area is titled 'Gladstone' and contains a form. A red rectangular box highlights a checkbox labeled 'Enable Best Health App usage for this location', which is currently checked. Below this are two tabs: 'Location Details' (selected) and 'Practice Notices'. The 'Location Details' tab contains a text area for a description, followed by fields for 'Location Name' (Gladstone), 'Address' (44 Glad Street), 'Suburb' (Gladstone), 'State' (QLD), and 'Postcode' (4680). There are also fields for 'Phone', 'Fax', 'Email', and 'Website'. An 'Opening Hours' section has an 'Edit' button and a checkbox for 'Clinic has disability access'. A 'Clinic Logo' section has a 'Browse' button and a note: 'Logo must be in PNG format, 100 x 100 pixels only'. At the bottom, there is an 'Appointment URL' field and 'Save' and 'Close' buttons.

4. Tick **Enable Best Health App usage for this location**. The tabs in the window will be enabled for editing.
5. You can update the practice details retrieved for this window. However, the details displayed here are for the purposes of app onboarding only, and will **not** update the details stored in **Setup > Practice Details**. The details that are entered into this screen will be visible to the users of the Best Health App who are enrolled at your location.
6. You can set the location's **Opening Hours**, **website** if the practice has a website, and add a **clinic logo** to be displayed on the app.
7. If the practice location uses a third-party application to book appointments, enter the **Appointment URL** used for third-party appointment booking.

This link will be available from the appointment section of the patient's app. Clicking the link will open the URL in the mobile device's browser.

8. Click **Save**. Bp Premier will submit the request to Best Practice Software for processing. This may take a minute.



## Bluetooth beacon

Your Best Health App Welcome Pack contains one or more Bluetooth beacons that are configured to be used with your location. The beacon allows patients to check in to their appointment within 30 minutes of the appointment start time if the app has detected the beacon is nearby. Once the appointment start time has elapsed, (60 seconds past the start time), check-in via the app is no longer available.

The beacon needs only to be plugged into a USB power source. The average range for the beacon is 20 meters. If your practice is large or has multiple reception areas, you may need more than one beacon. Best Practice Software provides one free beacon in the Welcome Pack. Additional and replacement beacons are provided at an extra cost.



The placement of the Best Health App beacon is significant, because walls, doors, and other obstructions can impact the beacon's signal quality. Materials like wood, synthetic materials, and glass possess low interference potential. However, marble, bricks, concrete and metal have relatively high interference potential. Place the beacon away from walls or any obstruction made of material with high-interference potential.



## Preferred Bp Comms sending method

The **Preferred Practice contact method** setting is used when sending Bp Comms via mail merge such as **Clinical Reminders** or **Follow up Inbox**. In the Jade release, you can choose **SMS** or **App** as your preferred method of sending Bp Comms. Contact methods become available for selection as a preferred contact method once they have been enabled. If you do not have SMS or App configured then you cannot choose it as your preferred method.

1. Select **Setup > Configuration** from the main menu.
2. Select the **Bp Comms** tab.
3. In the **Preferred Practice contact method** section, select 'App' or 'SMS' from the **Primary** dropdown menu.

**Consent / Enrolment settings**

**Allow the following message types:**

<input checked="" type="checkbox"/> Appointments	<input checked="" type="checkbox"/> Clinical Communication (Results & Clinical messages)
<input checked="" type="checkbox"/> Clinical Reminders	<input checked="" type="checkbox"/> Health Awareness (Leaflets & Database search)

**Patient SMS:**

<input checked="" type="checkbox"/> Send patient SMS when enabling	<input checked="" type="checkbox"/> Mobile number verification is required
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**Preferred Practice contact method**

The preferred contact method is used when the patient can be contacted via multiple methods

Primary: <span style="border: 1px solid #ccc; padding: 2px 10px;">App</span> ▼	Secondary: <span style="border: 1px solid #ccc; padding: 2px 10px;">SMS</span> ▼
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4. If you have more than one Bp Comms method enabled, select it from the **Secondary** dropdown menu.
5. Click **Save**.

When you run a mail merge from a Bp Premier function, the message will be sent by the default method selected here, if the patient has been enabled or enrolled to use that method. If the patient is not setup to use either App or SMS then the communication will be sent via Letter.

When you send a single message for a patient and they are enabled for both SMS and Best Health App messages, then the default sending method is set using the **Preferred Practice contact method** setting. You can still select the alternate contact method if desired.

This below table gives examples of how patient communication will be sent given various setups in **Preferred Practice contact method**. In the below scenarios it is assumed that the patient has consented to receive all types of communication via Bp Comms.

Preferred Practice Contact Method	Patient Enrolled/Enabled	Default method
Primary: App, Secondary: SMS	App, SMS	App
Primary: App, Secondary: SMS	SMS	SMS

Preferred Practice Contact Method	Patient Enrolled/Enabled	Default method
Primary: SMS, Secondary: App	App, SMS	SMS
Primary: SMS, Secondary: App	App	App
Primary: SMS, Secondary: App	None	Letter

## Bp Comms Credit

A Bp Comms credit code contains a dollar amount that can be used for sending both Best Health App and SMS messages. Contact Best Practice Software Sales to obtain a Bp Comms credit code. You may have also received Bp Comms credit as part of your Best Health App Welcome Pack.

## How Much Bp Comms Credit Do I Have?

The balance of your Bp Comms credit is often displayed when you send a Bp Comms message. This information is located at the bottom of the screen and displays how many SMS or App messages you could send using your remaining credit. You can also view your available credit by navigating to **Setup > Configuration > Bp Comms**.

Send Message to Mrs Kathleen Aalbrecht

Send via: SMS Template: Overnight Appointment Reminder

Hi Kathleen, your appointment with Dr Craig Aram is on 13/03/2019 at 3:30 pm. Reply YES if you can attend and NO if you cannot attend.

134 Characters used

Unused messages: 24922 SMS/ 49845 App

Send Cancel

## Top up Bp Comms Credit

If a user has permission to access Configuration, he or she can top up the Bp Comms credit at any time.

1. Contact Best Practice Software Sales to obtain a Bp Comms credit code.
2. Go to **Setup > Configuration** and select the **Bp Comms** tab.
3. Under **Bp Comms credits**, enter the code you received into **Enter code to top up credit** and click Validate. Bp Premier will update the Credits Remaining and Unused messages values.

**Bp Comms credits**  
**Credits Remaining: \$2990.76(excl GST)** Unused messages: 24923 SMS/ 49846 App

Display a warning prompt when remaining messages fall below: 1000 App

Send a message to a user when remaining messages fall below: 1000 App

Low credit warning message recipient: Dr Craig Aram

Enter code to top up credit:  
 101

4. Click **Validate**. The **Credits Remaining** value should be increased by the top-up amount. It will also indicate how many SMS or Best Health App messages you can send with your remaining credits.

## Bp Comms Credit Warnings and Messages

Configurable warning prompts and messages are available to ensure no interruptions occur to Bp Comms functionality as a result of lack of credit.

### Bp Comms Warning Prompt

This prompt can be set up to remind you to contact Best Practice Software Sales to purchase additional credit. If the available Bp Comms message credit falls below the configured limit a single **warning prompt** is displayed whenever you enter a screen that can send a Bp Comms message. To configure the Bp Comms warning prompt:

1. Navigate to **Setup > Configuration** and select the **Bp Comms** tab.
2. Check the **Display a warning prompt when remaining messages fall below** checkbox.

**Bp Comms credits**  
**Credits Remaining: \$2990.76(excl GST)** Unused messages: 24923 SMS/ 49846 App

Display a warning prompt when remaining messages fall below: 1000 App

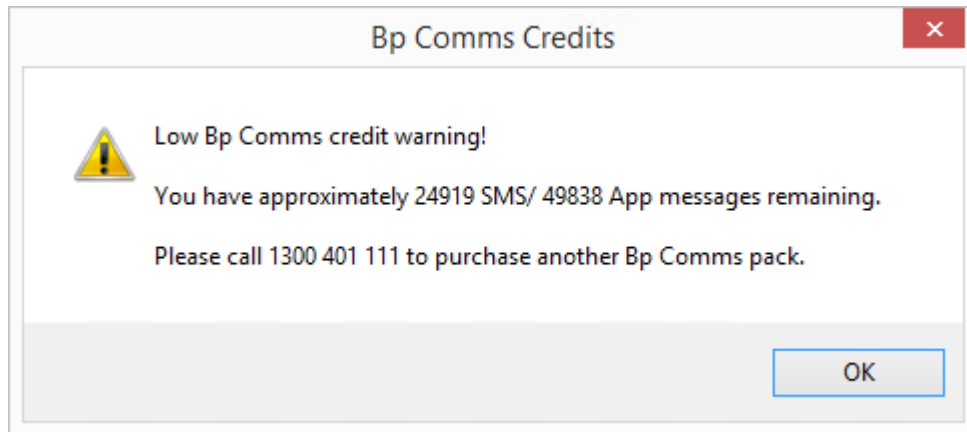
Send a message to a user when remaining messages fall below: 1000 App

Low credit warning message recipient: Dr Craig Aram

Enter code to top up credit:  
 101

3. Enter how many messages you want remaining before you start receiving the warning prompt.
4. Select either **App** or **SMS** from the drop down list. Best Practice Software recommends selecting the BpComms method you use the most.
5. Click **Save**.

A prompt similar to below will display when your Bp Comms credit falls below the configured limit.



## Bp Comms Warning Message

The Bp Comms warning message will send an internal Bp Premier message to the selected user when the available message credit falls below the configured limit. This warning method is useful when automated Bp Comms are configured as there is no window or screen to display a warning prompt. To configure the Bp Comms warning message:

1. Navigate to **Setup > Configuration** and select the **Bp Comms** tab.
2. Check the **Send a message to a user when remaining messages fall below** checkbox.

**Bp Comms credits**

**Credits Remaining: \$2990.76(excl GST)** Unused messages: 24923 SMS/ 49846 App

Display a warning prompt when remaining messages fall below: 1000 App

Send a message to a user when remaining messages fall below: 1000 App

Low credit warning message recipient: Dr Craig Aram

Enter code to top up credit:

101

3. Enter how many messages you want remaining before you start receiving the warning message. Best Practice Software recommend that this value be set *higher* than the warning prompt, so that the nominated user has time to order a new credit key before other users are warned about low credit.
4. Select either **App** or **SMS** from the drop down list. Best Practice Software recommends selecting the BpComms method you use the most.
5. Select the user who you want to receive the message in the **Low credit warning message recipient** drop down list.
6. Click **Save**.

A message similar to below will be received when your Bp Comms credit falls below the configured limit.

The screenshot shows a 'Messages' window with the following components:

Read	Date	From	Subject	Patient
▶ No	13/03/2019 3:33 pm		Low Bp Comms credit warning	

The selected message content is: "Low Bp Comms credit warning. There are only '49836' messages remaining. Please call 1300 401 111 to purchase more credit."

Available action buttons:

- Mark as read
- New
- Reply
- Forward
- Print
- Delete
- Add to To do list
- Refresh
- Open patient
- Close

At the bottom, there are checkboxes for "Show sent messages" and "Include read messages since" followed by a date selector set to "13/12/2018".

## Bp Comms Consent

You must enrol a patient's mobile phone number and record their consent before they can receive Bp Comms messages from your practice. If you have previously obtained Bp Comms consent for SMS, the same consent can be used for Best Health App enrolment.

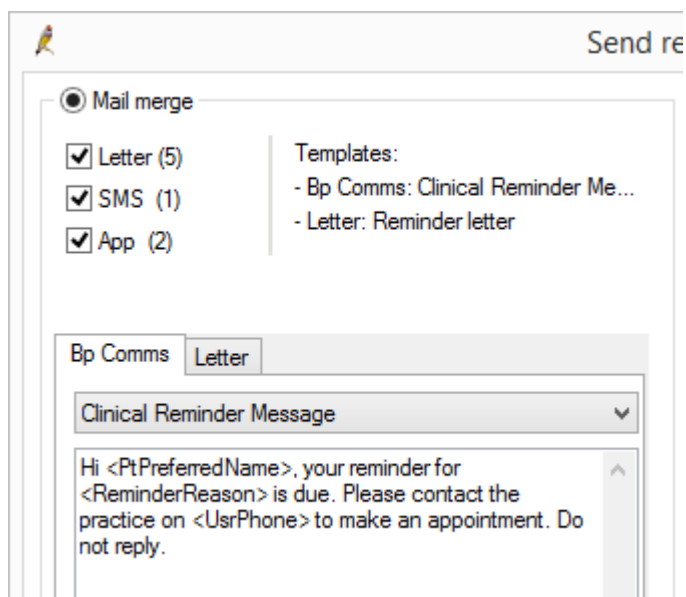
Because Bp Comms allows you to send more than just appointment reminders, Best Practice Software recommend that your practice review its consent process and determine any changes that may be required.

### How does Bp Premier handle consent when I run a mail merge?

When you run a bulk message sendout like clinical or appointment reminders, Bp Comms will default the message method for each patient based on:

- what the patient has consented to receive (set in demographics)
- the practice's preferred method (set in Configuration > Bp Comms).


After you select your schedule criteria, Bp Comms will show the breakdown of how many patients will receive messages of each type (for example 5 letters, 1 SMS and 2 App messages).



## Record patient consent and enrol in Bp Comms

1. Search for the patient using any of the patient search methods: **File > Open Patient**, **View > Patient**, or press **F2**.
2. Click **View details** to open the **Patient details** screen.

- If the patient does not have a **Mobile Phone** number recorded, you must record a valid number before you can click **Bp Comms Consent**. Mobile numbers should start with a 0 and **not** include the country code prefix.

 Edit patient

Title: Mrs

Family name: Aalbrecht

Given name: Kathleen

Middle name:

Preferred name: Kathleen

Date of Birth:  7/07/1965 Age: 53 yrs

Sex: Female

Ethnicity:

Address Line 1: 707 Menner Cl

Address Line 2:

City/Suburb: Darwin Postcode: 0800

Postal Address:

City/Suburb: Postcode:

Home phone: Work phone:

Mobile phone: 0452404111 Contact via:

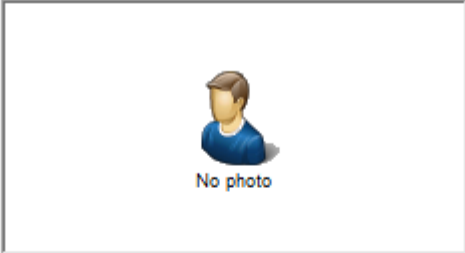
Consents to:

E-mail:

- Click **Bp Comms Consent** on the right-hand side of the screen.



✕



No photo

General notes:

Appointment notes:

Contact Notes
Bp Comms Consent

SMS: Not Enabled

Registered for CTG PBS Co-payment relief

Inactive       Deceased

5. The **Bp Comms Consent** window will appear.

### Set consent

Bp Comms Consent - Janelle Allen
✕

**Consent Options**

This patient has chosen to opt out of receiving electronic messages.

This patient consents to receive the following electronic reminders/messages (consent settings selected on the Bp Comms configuration screen are enabled)

Appointments       Clinical Communication (Results & Clinical messages)

Clinical Reminders       Health Awareness (Leaflets & Database search)

Select All
Deselect All

**Signed consent status:** Not Linked

Import and link the signed patient consent form using the buttons below

Open Bulk Document Import
Link to signed consent

**Consent Status**

Mobile Phone:

**SMS:** Not Enabled

This patient cannot receive reminders/messages via SMS.

Verify
Disable

**Best Health App:** Not Enrolled (patients need to enrol at each location)

(Active) Brown Park ▼

The patient cannot receive reminders/messages via the App from this location.

Enrol
Cancel

OK

6. Under **Consent Options**, tick the Bp Comms message types that the patient consents to receive. Ticking a message type will enable other buttons in this window.
7. If you need to store a signed consent form for the patient, click **Open Bulk Document Import** to scan and import the signed consent form into Bp Premier.

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**NOTE** A user will need permission to access the Bulk Document Import tool.

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8. Click **Link to signed consent**. The **Select signed consent** window will appear.

Date	From	Category	Subject
<input checked="" type="checkbox"/> 03/10/2018		Patient Consent	
<input type="checkbox"/> 03/10/2018		Letter	

9. Tick the form you want to link to as the most recent and correct consent and click **Select** to return to the **Bp Comms Consent** window.

## Enrol in SMS

1. Under **Consent Status**, you can change the Mobile Phone number.

The number must be in the Australian format of '0400 000 000' (with or without spaces). The number must not have a '+' or '61' prefix. Incorrectly formatted numbers will be rejected by the message provider service and will not be delivered.

2. Click **Enable** to verify the patient's mobile number. The action required by the patient will depend on your Consent/Enrolment settings in **Setup > Configuration**:

- If **Send patient SMS when enabling** and **Mobile number verification is required** are both unticked, the patient receives no enrolment message, no patient action is required, and SMS enrolment is complete.
- If **Send patient SMS when enabling** is ticked, the patient will receive an enrolment SMS message but no further action is required. SMS enrolment is complete.
- If **Mobile number verification is required** is ticked, the **Verification Required** window will appear, summarising the patient's Bp Comms consent. Click **Send** to send a validation code to the patient's mobile phone, and enter the code into the box that appears. Bp Premier will validate the code and SMS enrolment is complete.

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**NOTE** Best Practice Software recommend mobile number verification to ensure that the intended patient receives messages from your practice.

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**Consent Status**

Mobile Phone:

**SMS:** Awaiting Verification

Enter the verification code received by the patient:

3. Click **Save**.

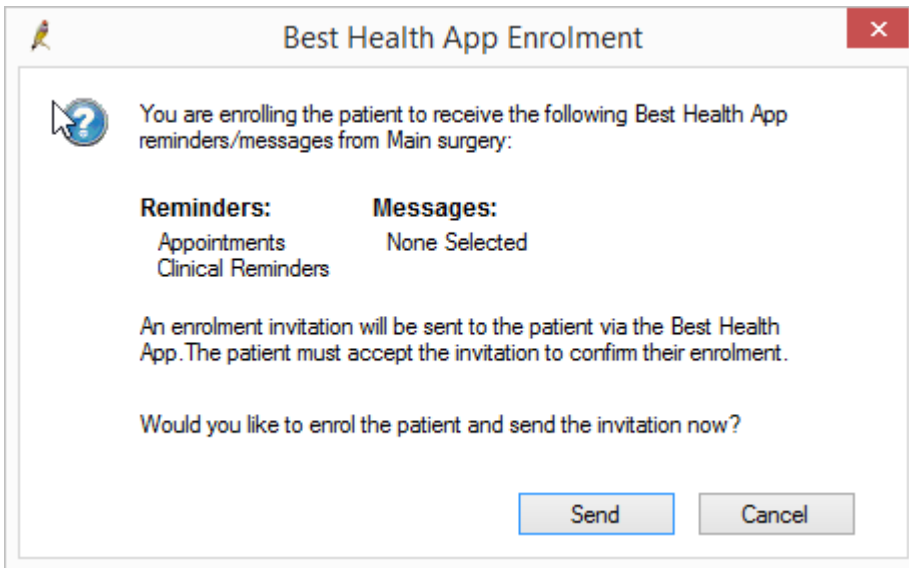
## Enrol in Best Health App

1. Open the Bp Comms Consent window via patient demographics > **Bp Comms Consent**
2. In the **Best Health App** drop-down list, select the location where the patient is enrolling. Click the **Enrol** button. The **Enrol** button becomes active when at least one **Consent Option** is chosen.

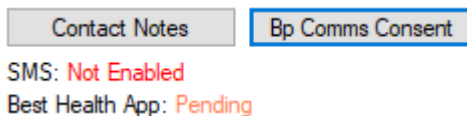
If the patient attends more than one of your locations and you want to enable them to use the Best Health App at those locations, you must enrol them using the above procedure but change the location selected in the **Best Health App** drop-down list.

Inside the Best Health App, the patient can filter messages, health summaries and other information by the location it was received.

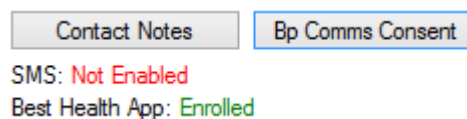
3. A confirmation message displaying the chosen consent options is shown. Ensure the correct options are selected and click **Send**.



- The **Best Health App** status in the patient demographics window displays 'Pending' after the invitation is sent.



- The patient will receive an invitation to use the app including a link to download it from the appropriate store. Once downloaded they create their account, using the same mobile number as is recorded in Bp Premier. There will be a new Invitation to enrol message in their App Inbox which needs to be accepted.
- When the patient has accepted the invitation to enrol, the status will change to 'Enrolled'. The change of state from 'Pending' to 'Enrolled' may take a few minutes to appear after the patient has accepted the invitation.



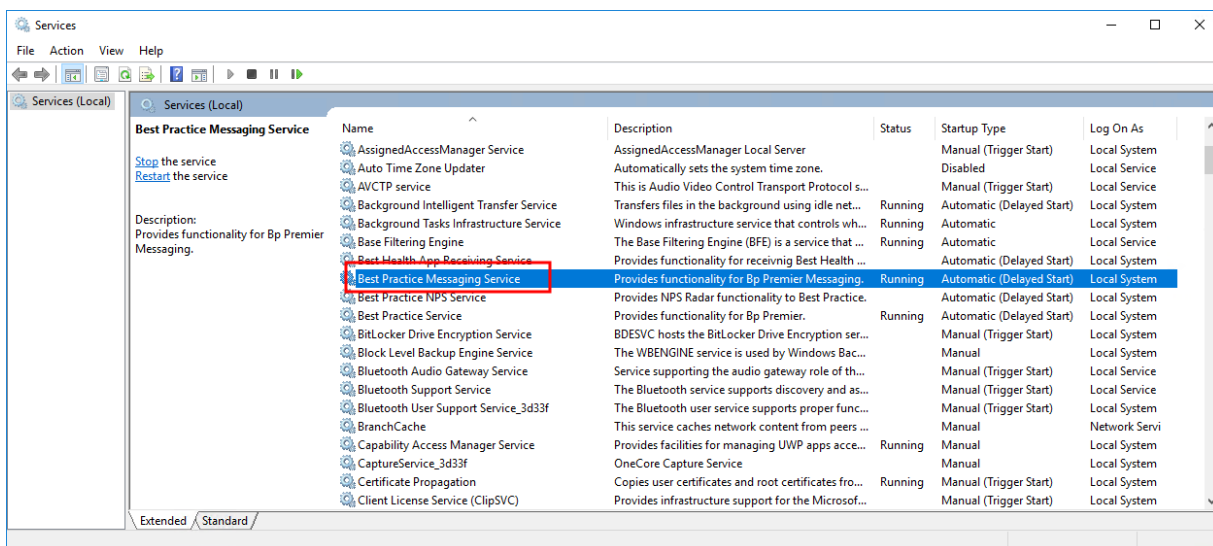
## Set up Bp Messaging Service

The Best Practice Messaging Service is used to manage Bp Comms communications between Bp Premier and external gateways. In the Jade release, its sole use is to used to facilitate communication between Bp Premier and the Best Health App.

Most of the configuration for this service is automatically set up when you install the upgrade. However, you may need to engage your practice's IT support to ensure that any network firewalls allow incoming and outgoing connections to and from the Best Practice Messaging Service. You can also nominate one or more users to receive an internal Bp Premier message on login if the service is stopped.

### Enable firewall access

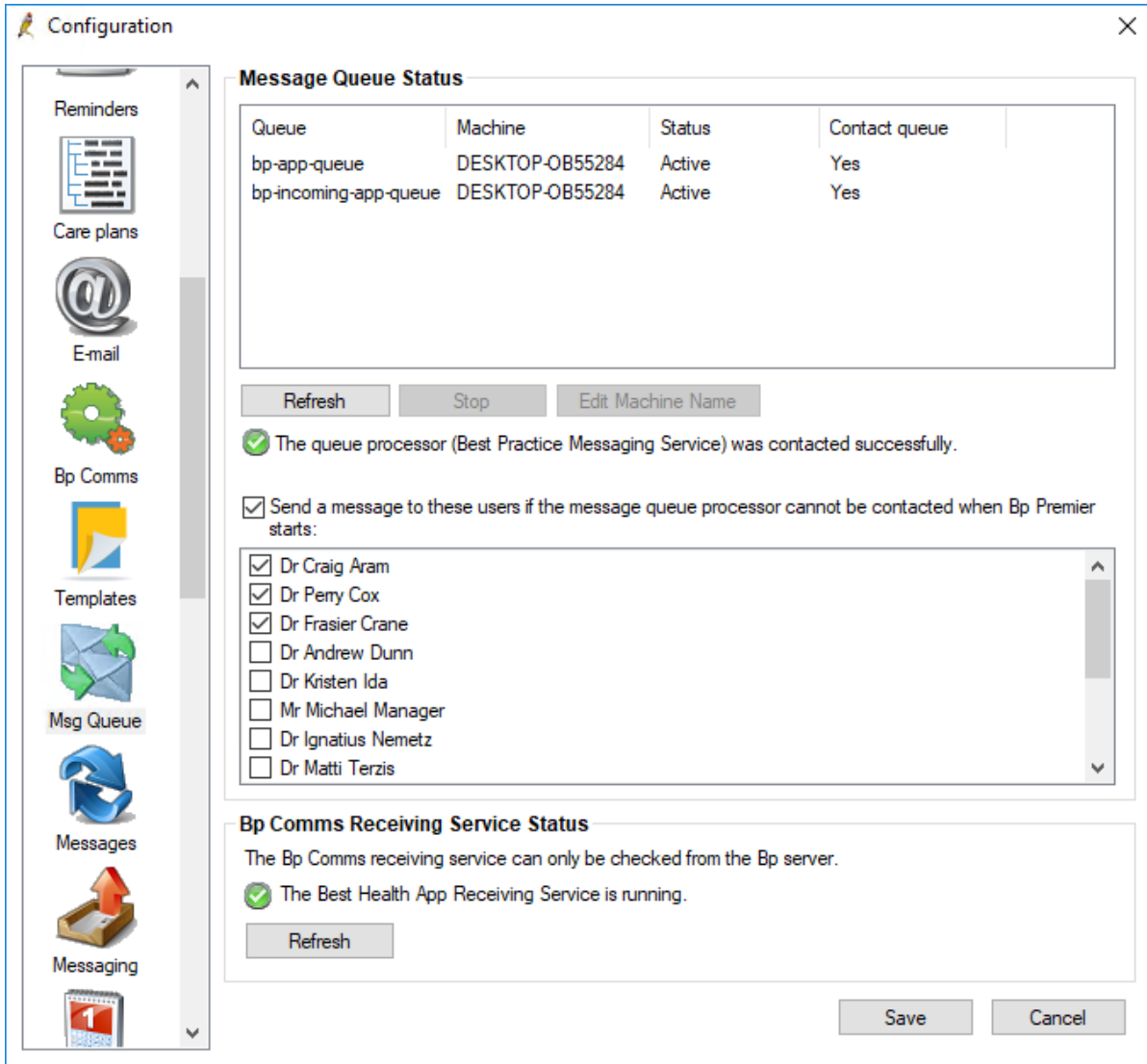
The **Best Practice Messaging Service** is visible in the Windows **Services** screen.



If this service appears in the list, and you have enabled Bp Comms in Bp Premier Configuration, but messages are not being forwarded, you may need to check that your network firewall is allowing the Best Practice Message Service to communicate through TCP/IP ports.

## Warn a user when the Messaging Service stops

1. From the main screen of Bp Premier, select **Setup > Configuration > Msg Queue** tab.



2. Tick **Send a message to these users...**
3. Tick the users that you want to receive an internal Bp Premier message if the message service cannot be contacted.
4. Click **Save** to save your configuration.

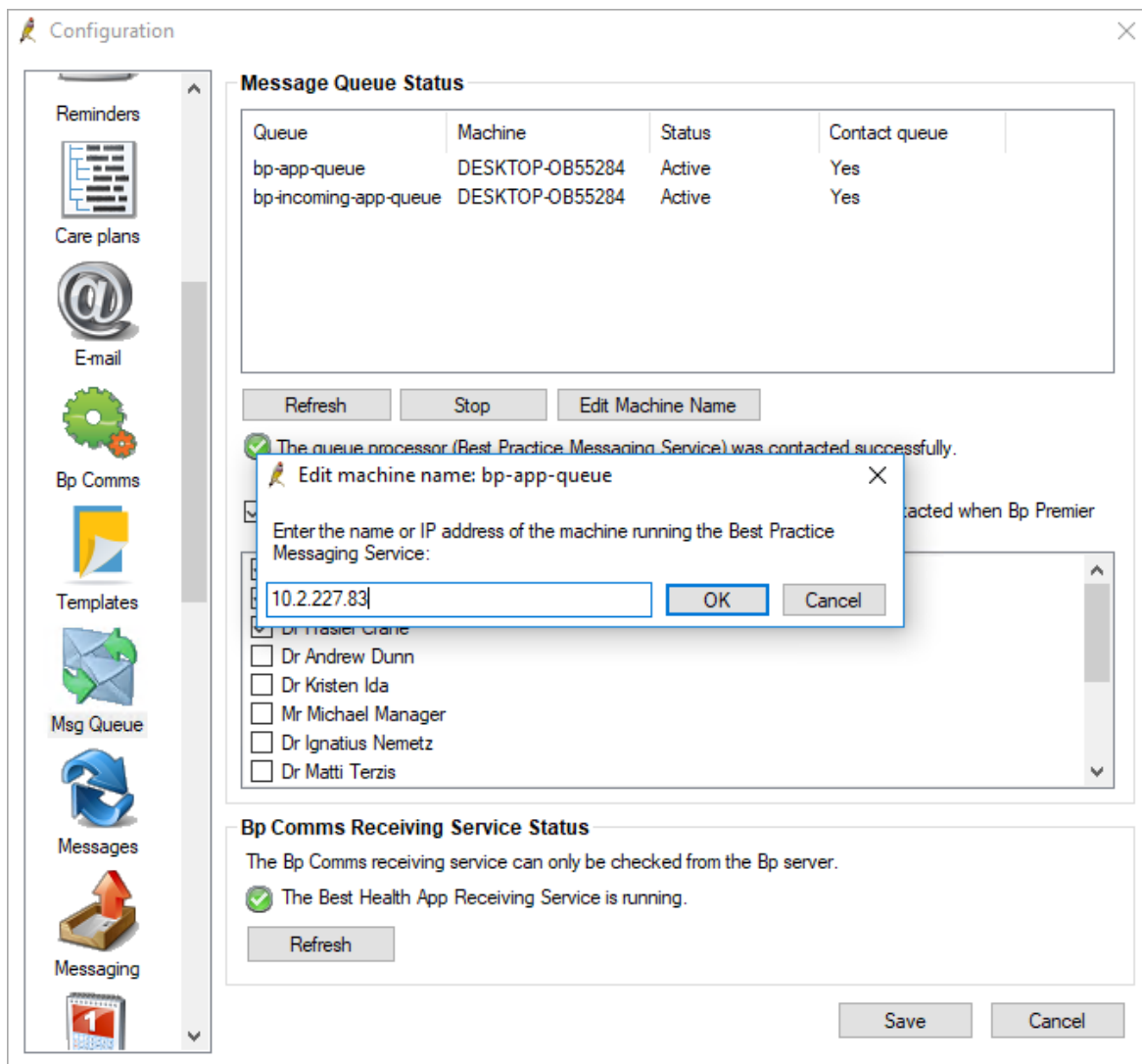
## Configure the Message Service Machine Name

The Best Practice Messaging Service is deployed by default on your Bp Premier database server machine. When the Messaging Service starts for the first time, the configuration setting that stores the location of the Messaging Service is updated to your server machine name; this allows client installs of Bp Premier know where to send messages.

If for some reason Bp Premier can not connect to your database server via machine name (for example, DNS issues on your network), you can configure the messaging service to connect via IP address.

To configure the Message Service Machine Name:

1. From the main screen of Bp Premier, select **Setup > Configuration > Msg Queue** tab.
2. From the top list, select a queue.
3. Click the **Edit Machine Name** button.



4. Enter the IP Address or machine name of your server.

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**NOTE** If you are unsure how to obtain the IP Address of your server, contact your IT technician.

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5. Click **OK**.
6. Repeat step 2 to 5 for each queue in the list.
7. Click **Save**.

## From where can I send Best Health App messages?

The following is a summary of Bp Premier functions where you can send SMS and/or Best Health App messages.

Bp Premier area	Menu	Description	Consent Required
Patient Window	Bp Comms > Send Patient Message	Send a single message to a patient.	As any text can be sent from this area, it is up to the user to discern if the communication they are sending has been consented to by the patient.
Patient Window	Bp Comms > Send Health Summary	Send a summary of the patient's health details stored in Bp Premier.	Clinical Communications.
MIMS CMI	File > Send Leaflet	Send MIMS Consumer Medicine Information to the patient.	Health Awareness
Patient Education	File > Send Leaflet	Send leaflets or brochures stored in Bp Premier to the patient.	Health Awareness
Reminders	Clinical > Reminders.	Send clinical reminders to a list of patients.	Clinical Reminders
Search	Utilities > Search.	Send a message to a list of patients produced by performing a database search.	Health Awareness
Inbox	View > Inbox.	Send a single message to a patient regarding an item in your Inbox.	Clinical Communications
Follow up inbox	Clinical > Follow up inbox.	Send a single message to a patient regarding an item in your Follow Up Inbox.	Clinical Communications
Appointment Book	Utilities > Send Appointment Reminders	Send a list of appointment reminders.	Appointments

Bp Premier area	Menu	Description	Consent Required
Appointment Book	Utilities > Send Message	Send a single message to a patient regarding an appointment.	Appointments