Bp Learning

Stay on course with Saffron!

LAVA SP3 TO SAFFRON

UPGRADE GUIDE

Bp Premier Saffron

Best Practice
An evolution in medical software

Contents

Abbreviations

Abbreviation	Meaning
ABN	Australian Business Number
ACT	Australian Capital Territory
ADHA	Australian Digital Health Agency
AIP	Active ingredient prescribing
API	Application Programming Interface
App	Application
ASL	Active Script List
BHA	Best Health App
BMI	Body Mass Index
Bp	Best Practice
CST	Cervical Screening Test
DVA	Department of Veteran Affairs
eScript	Electronic Prescription
FHIR R4	Fast Healthcare Interoperability Resources (Release 4)
GBR	Guidance-based requests

Abbreviation	Meaning
HL7	Health Level Seven
HPV	Human papillomavirus
ID	Identification
IT	Information Technology
KB	Knowledge Base
LBC	Liquid Based Cytology
MBS	Medicare Benefits Schedule
MC	Masterclass
NASH	National Authentication Service for Health
NCSR	National Cancer Screening Register
NDE	National Data Exchange
NIP	National Immunisation Program
ORU	Observation Result
PBS	Pharmaceutical Benefits Scheme
PDF	Portable Document Format
QLD	Queensland
QRG	Quick Reference Guide
R_x	Medical prescription
S8	Schedule 8 drugs - Drugs of addiction
SMS	Short Message Service
SP	Service Pack (i.e., SP1 – Service Pack 1)
XML	Extensible Markup Language (file)

Before you start

About this Guide

So, you're looking to upgrade your version of Bp Premier from LAVA SP3 to the latest SAFFRON release? This Guide has been developed to help make the transition as smooth and as seamless as possible. We've put this together as a useful summary of the key information you need to know about what has changed between your current version of the software and SAFFRON.

Legend

For ease of use, release information has been categorised under the following groupings to help you to identify the nature of the content. We've also included links to various resources throughout the Guide that will provide you with more information about the feature, function or workflow described.

Using the legend below, you can tell at a glance the nature of the release information and what type of resources are available on a particular topic.

Icon	Description
Release Information	
	• **Workflows changes** Major workflow changes that, in many cases, must be incorporated or at least considered once using new version.
	• **Watch-outs for staff** Not necessarily a change of workflow but things that might throw staff off, such as warnings or new prompts that should be addressed in staff education.
	• **Quick wins** New features or updates that require little change management to incorporate - some nice added bonuses
	• **Long term benefits** New features or updates that offer significant strategic and/or procedural benefit but would likely require planned changed process
Resource Type	
	This icon represents a **Quick Reference Guide** (QRG) which is developed as a summary of key points and instructions (where appliable) relating to a new feature, function or workflow.
	This icon represents **Masterclass** (MC) videos which are hosted on our Bp Learning Vimeo channel. Delivered by our training specialists, Masterclasses accompany each new release and introduce the main features of that release, and may include an overview of what's new, enhancements, bug fixes and system requirements.
	This icon represents the **Knowledge Base** (KB). The Knowledge Base is our most comprehensive repository of informational and instructional material relating to a particular release of Bp Premier.
	This icon represents a link to a **website** where you can find more information to the related feature.

What you've missed

At Best Practice we are continuously working to improve our products and bring you the latest features and functionality that technology has to offer. While we go into the details of each release in the next section, here's a summary of the releases you missed since your purchase/install of the **Lava SP3** release of Bp Premier:

Release Version	Release Date	Release Resources
INDIGO	June 2018	• Release Notes (PDF) • Indigo - What's new in Clinical [32:41] • Indigo - What's new in Management [39:47] • Risk Minimisation (QRG PDF)
INDIGO SP1	Jan 2019	• Indigo SP1 Release Notes • Indigo SP1 Masterclass FAQ • Indigo SP1 - What's New - General [25:10]
INDIGO SP2	April 2019	• Release Notes (PDF)
JADE	June 2019	• Release Notes (PDF) • Jade - What's New - General [36:00]
JADE SP1	September 2019	• Release Notes (PDF) • Jade SP1 - Navigating Best Health, an introduction to Bp's new Patient App [39:17] • Jade SP1 - Patient Communication using Bp Comms [54:56]
JADE SP2	December 2019	• Release Notes (PDF)
JADE SP3	July 2020	• Release Notes (PDF) • Jade SP3 - Introducing Electronic Prescribing [54:25]
JADE SP4	October 2020	• Release Notes (PDF)

Release Version	Release Date	Release Resources
SAFFRON	January 2021	• Release Notes (PDF) • Saffron Series - Secure Messaging [11:25] • Saffron Series - Management Reports [02:13] • Saffron Series - Bp Comms for Clinical Only [04:22] • Saffron Series - Next Phase ePrescribing [16:49] • Saffron Series - NCSR [11:21] • Saffron Series - Medicare Refunds [11:25] • Saffron Series - Active Ingredient Prescribing [04:42]

Important:
The good news is that by upgrading to **SAFFRON**, you will have access to ALL the new features, functions and workflows included in the each of these release versions.

Features

Indigo

Indigo features a number of enhancements to management and clinical functions in Bp Premier.

Cat.	Feature	Who it affects / Resources…			
🏆	• The **Subpoena Tool** can be used to export all, or selected sections of a patient record for legal or insurance purposes.	☒ Practice Managers ☐ Clinicians		☒ Admin/Reception ☐ IT	
		⚙️ • [Subpoena Tool](#)			
		📎 • [Subpoena Tool](#) (QRG PDF)			
	• Improved indications of whether a patient record contains **confidential information**.	☒ Practice Managers ☒ Clinicians		☐ Admin/Reception ☐ IT	
	• Enhanced integration with **My Health Record** to reflect the ADHA's Clinical Usability Program.	☐ Practice Managers ☒ Clinicians		☐ Admin/Reception ☐ IT	
	• Ability to export selected components of a patient's record added.	☒ Practice Managers ☒ Clinicians		☒ Admin/Reception ☐ IT	
		⚙️ • [Export patient records](#)			
	• Deleted clinical data can be viewed and recovered from Bp Utilities.	☒ Practice Managers ☒ Clinicians		☐ Admin/Reception ☐ IT	
👍	• **Paid and Invoiced** statuses added to the appointment book. To add the statuses, select Setup > Configuration > **Appointments** from the main screen and tick the *'Show invoiced and paid statuses'* checkbox.	☒ Practice Managers ☐ Clinicians		☒ Admin/Reception ☐ IT	
		📎 • [Appointment book](#) (QRG PDF)			
	• Ability to process direct bill accounts through a Tyro terminal added.	☒ Practice Managers ☐ Clinicians		☒ Admin/Reception ☐ IT	
		⚙️ • [Direct bill with Tyro](#)			
		📎 • [Bulk Bill Easyclaim](#) (QRG PDF)			

Legend:

⋮→ Workflow	⚠️ Watch-outs	🏆 Quick wins	👍 Benefits	🖥️ IT requirements

Cat.	Feature	Who it affects / Resources…		
👍	• Ability to **group clinical reminders into types**, and flag reminders as 'Clinically Significant' added.	☒ Practice Managers	☐ Admin/Reception	
		☒ Clinicians	☐ IT	
		• [Working with reminders](#)		
		• [Reminders](#) (QRG PDF)		

Indigo SP1

Indigo SP1 features major enhancements to practice-patient communications and other enhancements to management and clinical functions.

Cat.	Feature	Who it affects / Resources…		
(workflow icon)	• **Bp Comms** introduced: send follow up and general practice messages to patients using **SMS**.	☒ Practice Managers	☒ Admin/Reception	
		☒ Clinicians	☒ IT	
		• [Send Bp Comms to patients](#)		
		• [Understanding Bp Comms Consent](#)		
		• [Indigo SP1 - Bp Comms Consents and SMS Configuration](#) (Masterclass)		
		• [Indigo SP1 - Bp Comms SMS Workflow](#) (Masterclass)		
		• [Making the switch to Bp Comms](#) (QRG PDF)		
		• [Rolling out Bp Comms](#) (QRG PDF)		
		• [Bp Comms Patient Consent - SMS Only](#) (QRG PDF)		
		• [Bp Comms (Pathology) Inbox and Follow up Inbox](#) (QRG PDF)		
	• Contact notes now provide an **audit trail of contact attempts** throughout clinical workflows.	☒ Practice Managers	☒ Admin/Reception	
		☒ Clinicians	☐ IT	
		• [Understanding contact notes](#)		
		• [Contact Notes](#) (QRG PDF)		

Legend:

⋮⋯	Workflow	⚠	Watch-outs	🏆	Quick wins	👍	Benefits

Cat.	Feature	Who it affects / Resources…			
■	• **Support for SafeScript** (Victoria only) introduced.	☒ Practice Managers		☐ Admin/Reception	
		☒ Clinicians		☐ IT	
		• health.vic > SafeScript			
⚠	• Improved communications when a Bp Premier software license limitation has been exceeded.	☒ Practice Managers		☐ Admin/Reception	
		☒ Clinicians		☐ IT	
🏆	• Backing up and restoring the drug database added to the BPS Backup utility.	☒ Practice Managers		☐ Admin/Reception	
		☐ Clinicians		☒ IT	
		• Back up and restore the drug database			
	• '**Prescribe on behalf of**' ability added.	☐ Practice Managers		☐ Admin/Reception	
		☒ Clinicians		☐ IT	
👍	• HealthShare online directory is available in the word processor when searching for a referral contact.	☐ Practice Managers		☐ Admin/Reception	
		☒ Clinicians		☐ IT	
		• HealthShare Referrals Directory			
	• HealthShare digital fact sheets are available in the patient record.	☐ Practice Managers		☐ Admin/Reception	
		☒ Clinicians		☐ IT	

Indigo SP2

Indigo SP2 updates the licence checks that were introduced in Indigo SP1 to match practice expectations of a normal business week.

Cat.	Feature	Who it affects / Resources…			
👍	• Updates to license checks introduced in Indigo SP1: – Removed the check to see if a provider has over 25 hours booked in the last 7 days. – The checks to see if a provider has an average of more than 25 hours booked over the previous 28 days now uses the next Sunday as the end of the current weekly period.	☒ Practice Managers		☐ Admin/Reception	
		☐ Clinicians		☐ IT	
		• Update or check your Bp Premier licence			

Legend:

■	Workflow	⚠	Watch-outs	🏆	Quick wins	👍	Benefits

Jade

Jade features enhancements to practice-patient communications, security and other clinical functions.

Cat.	Feature	Who it affects / Resources…			
●→◆ ▪←●	• Bp Comms integration with the **Best Health App**.	☒ Practice Managers		☒ Admin/Reception	
		☒ Clinicians		☒ IT	
		🧠	• [Get started with Best Health App](#)		
			• [Understanding Bp Comms Consent](#)		
			• [Patient age and consent](#)		
			• [Bp Comms Consent](#)		
			• [Best Health App FAQ](#) (PDF)		
			• [Best Health App Setup Guide](#) (PDF)		
			• [Bp Comms Guide](#) (PDF)		
			• [BHA Getting Started Guide](#) (PDF)		
			• [BHA Getting Started Checklist](#) (PDF)		
		▶	• [Jade - Bp Comms Consent and Configuration for SMS and App](#) (Masterclass)		
			• [Jade - Bp Comms Consents and Configuration for SMS only](#) (Masterclass)		
			• [Jade - Bp Comms Workflow for SMS and App](#) (Masterclass)		
			• [Jade - Bp Comms Workflow for SMS only](#) (Masterclass)		
		📎	• [Jade - Bp Comms Patient Consent - SMS and App](#) (QRG PDF)		
	• **Bp Premier Partner Network introduced,** formalising Bp's relationship with practices and technology vendors that develop integrated solutions with Bp's suite of software.	☒ Practice Managers		☒ Admin/Reception	
		☒ Clinicians		☒ IT	
		🖥	• Bp software > [Bp partner network](#)		
		🧠	• [Best Practice Software Partner Network](#)		
	• **Referral expiry** is now based of the date of the patient's first visit, not the referral date.	☐ Practice Managers		☒ Admin/Reception	
		☐ Clinicians		☐ IT	

Legend:

	Workflow	⚠	Watch-outs	🏆	Quick wins	👍	Benefits

Cat.	Feature	Who it affects / Resources…			
🏆	• **Locking on certain data records** introduced to allow only one user to change the data at a time, improving data integrity.	☒ Practice Managers		☒ Admin/Reception	
		☒ Clinicians		☐ IT	
		• [Record Locking](#)			
	• **BMI calculator updated** to include values for children and teenagers aged between 0 and 20 years.	☐ Practice Managers		☐ Admin/Reception	
		☒ Clinicians		☐ IT	
		• Available clinical functions > [BMI](#)			
	• Ability to **inherit appointment book sessions** from an existing provider.	☒ Practice Managers		☒ Admin/Reception	
		☐ Clinicians		☐ IT	
		• [Set up appointment book sessions and holidays](#)			
	• Ability to **view future appointments** for patients from the Follow-Up Actions from Inbox screen.	☒ Practice Managers		☒ Admin/Reception	
		☒ Clinicians		☐ IT	
👍	• Improvements for multi-location practices, including the ability to record multiple ABNs, create individual letterheads, as well as template fields.	☒ Practice Managers		☐ Admin/Reception	
		☐ Clinicians		☒ IT	
		• [Setting up a multiple-location practice](#)			
	• Pilot of **CommBank Health Claim** solution in partnership with **Whitecoat** introduced.	☒ Practice Managers		☒ Admin/Reception	
		☐ Clinicians		☒ IT	
		• [Configure WhiteCoat](#)			

Legend:

	Workflow	⚠	Watch-outs	🏆	Quick wins	👍	Benefits

Jade SP1

New Jade SP1 features are comprised of updates to Clinical Reminders, Follow Up Reminders and Inbox and Follow Up Inbox functionality.

Cat.	Feature	Who it affects / Resources…			
	• Activation of the **Best Health App**.	☒ Practice Managers		☒ Admin/Reception	
		☒ Clinicians		☒ IT	
		• [Best Health App Masterclass FAQ](#)			
		• [Jade SP1 - Patient Communication using Bp Comms](#) (Masterclass)			
		• [Jade SP1 - Navigating Best Health, an introduction to Bp's new Patient App](#) (Masterclass)			
	• **Improved filtering options** in the Contact Notes list and Follow up reminders screens, as well as the Follow Up Inbox.	☐ Practice Managers		☒ Admin/Reception	
		☒ Clinicians		☐ IT	
	• Time taken to download the Bp Premier database to a laptop for remote use greatly decreased (now takes minutes rather than hours).	☒ Practice Managers		☐ Admin/Reception	
		☒ Clinicians		☐ IT	
		• [Download the Bp Premier database for remote use](#)			
	• Enhanced links between Clinical Reminders and Contact Notes. All contact attempts for a reminder can be viewed in one list.	☐ Practice Managers		☒ Admin/Reception	
		☒ Clinicians		☐ IT	
		• [Follow up sent reminders](#)			

Legend:

	Workflow		Watch-outs		Quick wins		Benefits

Jade SP2

Jade SP2 includes changes to memory handling, the Online Claiming Workflow and Gender Identity fields.

Cat.	Feature	Who it affects / Resources…			
●→◆ ↓ ■←●	• Third party software integrators that are not part of the Bp Partner Network will cease to function.	☒ Practice Managers		☒ Admin/Reception	
		☒ Clinicians		☒ IT	
		• Bp software > Bp partner network			
		• Best Practice Software Partner Network			
	• New **help menu option to connect to remote assistance** for software support added.	☒ Practice Managers		☒ Admin/Reception	
		☐ Clinicians		☒ IT	
⚠	• **Data lock added to the Online Claiming** module. Only one user at a practice can check for payments at a time, improving data integrity.	☒ Practice Managers		☒ Admin/Reception	
		☐ Clinicians		☐ IT	
	• Some functions re-engineered to improve memory usage and performance. This means that **additional logins are required** for some system tasks, such as the Subpoena Tool.	☒ Practice Managers		☒ Admin/Reception	
		☒ Clinicians		☒ IT	
🏆	• **Nutrition Plus education factsheets** added to Patient Education materials.	☐ Practice Managers		☐ Admin/Reception	
		☒ Clinicians		☐ IT	
👍	• More options available in the patient demographic to help identify **patients of varying gender identities**.	☒ Practice Managers		☒ Admin/Reception	
		☒ Clinicians		☐ IT	
		• Jade SP2 Birth Sex, Gender Identity and Pronoun FAQ			
		• Recording Birth Sex, Gender Identity, and Pronouns (QRG PDF)			
	• Ability to specify that a **patient has opted out of de-identified data extraction** added.	☐ Practice Managers		☒ Admin/Reception	
		☐ Clinicians		☐ IT	
	• Better memory handling in the Follow up Inbox, Appointment Book, and Clinical Reminders **improving overall system performance**.	☒ Practice Managers		☒ Admin/Reception	
		☒ Clinicians		☐ IT	

Legend:

	Workflow	⚠	Watch-outs	🏆	Quick wins	👍	Benefits

Jade SP3

Electronic Prescribing is introduced in Jade SP3. Electronic Prescription tokens can now be sent to patients via email or SMS, or in paper form. User password and permission changes will also be logged from in the Auditing function, and viewable to users with the user permission **View security audit**.

Cat.	Feature	Who it affects / Resources…	
	• **Electronic Prescribing:** – new 'eScripts' functionality allows your practice to use token method to **send electronic scripts** to patients. – Clinicians will be prompted for **password** for each separate instance of prescribing an S8 R$_x$.	☒ Practice Managers ☐ Admin/Reception ☒ Clinicians ☒ IT • [JADE SP3 - Introducing Electronic Prescribing](#) (Masterclass) • [Set up electronic prescribing](#) (KB article) • [Electronic Prescribing](#) (KB article) • [Frequently asked questions about electronic prescribing](#) (KB article) • [Frequently Asked Questions from our eScripts Masterclasses](#) (KB article) • [Electronic Prescribing](#) (QRG PDF)	
	• **Prescribing**: – the **Repeat interval** field now defaults to blank, so a value must be entered when prescribing S8 drugs – for **Tasmanian** based practices, the dose window in the New R$_x$ wizard will include a checkbox for **Unusual Dose**.	☒ Practice Managers ☐ Admin/Reception ☒ Clinicians ☐ IT	
	• **Security auditing** – the User Logins screen has been renamed to **Security Audit**. This will be the central location for future enhancements to security auditing.	☒ Practice Managers ☐ Admin/Reception ☐ Clinicians ☒ IT • [Audit record changes and user activity](#)(KB article)	
	• **Electronic Prescribing** – PBS code for extemporaneous compounding medicines is now supplied with the eScript for prescriptions of this type.	☒ Practice Managers ☐ Admin/Reception ☒ Clinicians ☐ IT	
	• **Patient record** – Fields for *Loss of taste* and *Loss of smell* have been added to the **General** page of the History & Examination window.	☐ Practice Managers ☐ Admin/Reception ☒ Clinicians ☐ IT	

Legend:

	Workflow		Watch-outs		Quick wins		Benefits

Cat.	Feature	Who it affects / Resources…			
🏆	• **eRx** – To help reduce dispenser error, the '**ItemTradeName**' XML field now includes product name and description when sending via eRx.	☐ Practice Managers ☒ Clinicians		☐ Admin/Reception ☒ IT	
	• **MBS updates** – From this release, MBS Referral and Attendance Groups will be updated in Data Updates and no longer require a Program Update to be updated.	☒ Practice Managers ☐ Clinicians		☐ Admin/Reception ☒ IT	
	• **GBR** – For practices with GBR enabled and requesting from a GBR lab, the **CST Details** window will open prepopulated with information from the clinical record, if the 'Cervical/Vaginal screening' context and a relevant additional test is ticked.	☐ Practice Managers ☒ Clinicians		☐ Admin/Reception ☐ IT	
	• **Results imports** – When importing an ORU file, the **OBR-13 segment** is now displayed in new imported results as 'Clinical notes'.	☒ Practice Managers ☒ Clinicians		☐ Admin/Reception ☐ IT	
	• **Immunisation** – Schedule changes to the **National Immunisation Program** (NIP) included, effective from 1 July 2020.	☒ Practice Managers ☒ Clinicians		☐ Admin/Reception ☐ IT	
	• **Online claiming** – Items **99** and **104** paid correctly when claimed together. Processing Item **288** with other psychiatrist items (e.g., 296, 306, 302, 291, 348, 352) also fixed.	☒ Practice Managers ☒ Clinicians		☐ Admin/Reception ☐ IT	
👍	• **Security auditing** – User permission changes, including a provider's prescribing permission, are logged and viewable from the **Security Audit** screen.	☒ Practice Managers ☐ Clinicians		☐ Admin/Reception ☒ IT	
	• **End of Extended Support** – Microsoft ended extended support for Windows 7, Windows Server 2008, and SQL Server 2008 in Jan'20. These components should be upgraded before upgrading to Jade SP3, otherwise your operating system and database will no longer receive security patches or general updates from Microsoft.	☒ Practice Managers ☐ Clinicians		☐ Admin/Reception ☒ IT	

Legend:

	Workflow	⚠	Watch-outs	🏆	Quick wins	👍	Benefits

Jade SP4

Jade SP4 was a minor release containing COVID-19 billing adjustments.

Cat.	Feature	Who it affects / Resources...			
	• **Medicare billing** – COVID-19 incentives are no longer populated after running the October 2020 Data Update and the service date is before 20/04/2020, or on or after 01/10/2020.	☒	Practice Managers	☒	Admin/Reception
		☒	Clinicians	☐	IT
	• **Medicare billing** – In accordance with telehealth billing, changes effective 1 October 2020 include: – 'At risk of COVID-19' checkbox no longer appears in the Finalise billing screen at end of consult. – A custom schedule for billing patient can be selected and the COVID prompt no longer appears when Store/Print is selected. – **10981**/**10982** can be backdated prior to 1 October 2020 and can be billed separately. – **10990**/**10991** appears if bulk billing incentive applies to the patient.	☒	Practice Managers	☒	Admin/Reception
		☒	Clinicians	☒	IT
⚠️	• **Telehealth DVA** – **MT88**/**MT89** continues to be applied to the patient invoice when claiming telehealth items on the DVA schedule.	☒	Practice Managers	☒	Admin/Reception
		☒	Clinicians	☐	IT
🏆	• **Prescribing** – Ritalin LA capsules now show correct dose description in the Authority item.	☐	Practice Managers	☐	Admin/Reception
		☒	Clinicians	☐	IT
	• **GBR** – When ordering GBR pathology, the '**Use again**' function puts the correct test name into the eOrder message.	☐	Practice Managers	☐	Admin/Reception
		☒	Clinicians	☐	IT

Legend:

	Workflow	⚠️	Watch-outs	🏆	Quick wins	👍	Benefits

Saffron

The Saffron release comprises a raft of new initiatives and features, including the next phase of Electronic Prescribing, Secure Messaging, National Cancer Screening Register integration, Medicare refunds and more.

Cat.	Feature	Who it affects / Resources…			
	• **Medicare Refunds > Online claiming** – A new **Refund/Adjust Payment** screen is available to handle whole refunds of Medicare payments.	☒ Practice Managers		☒ Admin/Reception	
		☐ Clinicians		☐ IT	
		• [Medicare Refunds](#) (KB article)			
		• [Medicare Refunds](#) (Saffron Series MC)			
	• **Medicare Refunds > Online claiming** – A new **Refund** column has been added to top half of Online Claiming screens, while the bottom half includes new **Refund**, **Invoice No**, and **Comment** columns.	☒ Practice Managers		☒ Admin/Reception	
		☐ Clinicians		☐ IT	
	• **Medicare Refunds > User permissions** – A new user permission now controls access to the Medicare refunds function.	☒ Practice Managers		☐ Admin/Reception	
		☐ Clinicians		☒ IT	
	• **Prescribing > Remote download** – Only the password security settings **password lockout period**, **number of login attempts**, and **password complexity** remain in effect when in remote download mode.	☒ Practice Managers		☒ Admin/Reception	
		☐ Clinicians		☒ IT	
	• **Other > Bp Comms and Licencing** – Sending messages to SMS and Best Health App (BHA) are now available for sites with a Clinical-only licence. Clinical-only sites will be able to use all electronic prescribing sending methods after upgrading to Saffron.	☒ Practice Managers		☒ Admin/Reception	
		☐ Clinicians		☒ IT	
		• [Bp Comms for clinical in Saffron](#) (KB article)			
		• [Bp Comms for Clinical Only](#) (Saffron Series MC)			
	• **Security** – New Security tab in *Setup > Configuration controls password security options*.	☒ Practice Managers		☐ Admin/Reception	
		☐ Clinicians		☒ IT	
		• [Manage Password and access security](#) (KB article)			
	• **Security** – Security tab contains a link to the KB article for guidance on password security settings.	☒ Practice Managers		☒ Admin/Reception	
		☒ Clinicians		☒ IT	

Legend:

	Workflow		Watch-outs		Quick wins		Benefits

Cat.	Feature	Who it affects / Resources…		
⚠️	• **Security** – New password security settings: – minimum password length – enforced lockout timeout from failed login attempts – enforced inactivity timeout and account lock when using eScript functionality – enforced creation of a new password after a set time – enforced password reuse time limit – passwords checked for compliance with password security settings – maximum password length increased to 20 characters – enforced password complexity, while case sensitivity enforced when logging in if 'Strong' enabled.	☒ Practice Managers ☒ Clinicians	☐ Admin/Reception ☒ IT	📎 • [Password security QRG](#) (QRG PDF)
	• **Secure Messaging** – Alert if intended recipient for a FHIR R4 directory cannot accept that HL7 version and suggests sending as an alternate version.	☒ Practice Managers ☒ Clinicians	☒ Admin/Reception ☒ IT	▶️ • [Secure messaging](#) (Saffron Series MC)
	• **Prescribing > eScripts** – Maximum quantity authorised to dispense included when prescribing controlled drugs via eScript.	☐ Practice Managers ☒ Clinicians	☐ Admin/Reception ☐ IT	▶️ • [Next Phase electronic prescribing](#) (Saffron Series MC)
	• **Prescribing > eScripts** – Authorisation reference number included when prescribing controlled drugs via eScript. Label corresponds to the state of issue (e.g., "Approval number" in QLD and ACT).	☐ Practice Managers ☒ Clinicians	☐ Admin/Reception ☐ IT	
	• **Prescribing > eScripts** – Revalidation prompt checks for password security compliance when prescribing controlled drugs via eScript.	☐ Practice Managers ☒ Clinicians	☐ Admin/Reception ☐ IT	

Legend:

	Workflow	⚠️	Watch-outs	🏆	Quick wins	👍	Benefits

Cat.	Feature	Who it affects / Resources…			
🏆	• **AIP** – Notification of generic substitution a particular brand is no longer valid when re-prescribing and the Active Ingredient is prescribed on the script.	☐ Practice Managers	☐ Admin/Reception	☒ Clinicians	☐ IT
		🧠 • [Active Ingredient Prescribing](#) (KB article)			
		▶️ • [Active ingredient prescribing](#) (Saffron Series MC)			
	• **AIP** – No NDE precheck is performed when prescribing a custom preparation, regardless of whether a monitored drug has been added as an ingredient.	☐ Practice Managers	☐ Admin/Reception	☒ Clinicians	☐ IT
	• **Secure Messaging > Certificate Validation** – Impending NASH certificate expiry alerted to Principal Doctor and Practice Manager on login.	☒ Practice Managers	☐ Admin/Reception	☐ Clinicians	☒ IT
		🌐 • [Applying for a NASH PKI certificate](#)			
	• **Secure Messaging > Messaging Configuration** – New dropdown list added to Online Directory Messaging Provider to record the messaging provider used for when a FHIR R4 compliant online directory is chosen.	☒ Practice Managers	☐ Admin/Reception	☐ Clinicians	☒ IT
	• **Secure Messaging > Messaging Configuration** – New button and popup screen (Configure Sending Facility) added to configure your practice as an endpoint in the secure messaging chain.	☒ Practice Managers	☐ Admin/Reception	☐ Clinicians	☒ IT
	• **Secure Messaging > Online directories** – Search by suburb and postcode enabled in online directories.	☒ Practice Managers	☒ Admin/Reception	☒ Clinicians	☒ IT
	• **Secure Messaging > Online directories** – Specialty Code mappings updated to support Institutions.	☒ Practice Managers	☐ Admin/Reception	☐ Clinicians	☒ IT
	• **Secure Messaging > Online directories** – Local contacts access the most up-to-date details from the online directory when addressing a synchronised contact.	☒ Practice Managers	☐ Admin/Reception	☐ Clinicians	☒ IT

Legend:

⠿ Workflow	⚠ Watch-outs	🏆 Quick wins	👍 Benefits

Cat.	Feature	Who it affects / Resources…			
🏆	• **Secure Messaging > Results acknowledgment** – HL7 acknowledgements updated to support conformant HL7 2.4 standard.	☐ Practice Managers		☐ Admin/Reception	
		☐ Clinicians		☒ IT	
		🧠 • [Send and follow up eReferrals](#) (KB article)			
	• **Secure Messaging > Results acknowledgment** – Scheduled tasks run daily to identify sent messages not acknowledged or have received a negative acknowledgement.	☒ Practice Managers		☐ Admin/Reception	
		☐ Clinicians		☒ IT	
		🧠 • [Set up results acknowledgement and notifications](#) (KB article)			
	• **Secure Messaging** – Letters now sent via HL7 2.4 with a PDF display segment when a compatible online directory and recipient chosen.	☒ Practice Managers		☐ Admin/Reception	
		☐ Clinicians		☒ IT	
	• **Secure Messaging > Medicare certificates** – Dual NASH SHA-1 certificate detected if a site imports a certificate with a policy number of 1.10.1.1, disabling the Medicare radio button in the import certificate utility.	☒ Practice Managers		☐ Admin/Reception	
		☐ Clinicians		☒ IT	
	• **Medicare Refunds > Online claiming** – *Apply filters* button added to the Online Claiming screen to stop refresh slowness.	☒ Practice Managers		☐ Admin/Reception	
		☐ Clinicians		☐ IT	
	• **Medicare Refunds > Report** – Management Reports show service adjustments as '*Written off*' and payment adjustments with a status of '*Medicare or DVA refund*'.	☒ Practice Managers		☐ Admin/Reception	
		☐ Clinicians		☐ IT	
		▶ • [Management reports](#) (Saffron Series MC)			
	• **Prescribing > Contact notes** – New contact note reason 'e*Script Token*' added and will automatically be created when an eScript is prescribed.	☒ Practice Managers		☒ Admin/Reception	
		☒ Clinicians		☐ IT	
	• **Prescribing > eScripts** – tokens can be sent via BHA or SMS, Bp Comms credits required. – eScripts can be resent via BHA or SMS – eScripts sent via Bp Comms to patients instead of eRx.	☒ Practice Managers		☐ Admin/Reception	
		☒ Clinicians		☒ IT	

Legend:

⋮⋯	Workflow	⚠	Watch-outs	🏆	Quick wins	👍	Benefits

Cat.	Feature	Who it affects / Resources…			
🏆	• **Prescribing** – Both quantity (no. of units) and unit size (e.g., 30 grams) sent to eRx when prescribing a cream or similar type of drug.	☐ Practice Managers ☒ Clinicians		☐ Admin/Reception ☐ IT	
	• **Prescribing > RTPM** – Medications prescribed by eScript checked against NDE when sent.	☐ Practice Managers ☒ Clinicians		☐ Admin/Reception ☐ IT	
		🧠 • [Real Time prescription monitoring](#) (KB article)			
	• **Prescribing > Utilities** – Bp Utilities updated to handle new password security parameters.	☐ Practice Managers ☐ Clinicians		☐ Admin/Reception ☒ IT	
	• **NCSR > Patient record** – Reason column fills full width of notifications table when screen expanded.	☐ Practice Managers ☒ Clinicians		☐ Admin/Reception ☐ IT	
		▶ • [NCSR](#) (Saffron Series MC)			
	• **NCSR > Patient record** – NCSR data automatically updated when patient's record opened.	☐ Practice Managers ☒ Clinicians		☐ Admin/Reception ☐ IT	
	• **Other > Appointment Book** – Loads and refreshes significantly faster.	☐ Practice Managers ☐ Clinicians		☒ Admin/Reception ☐ IT	
	• **Other > Auditing** – *Bp Utilities > Security audit* can be exported as CSV document containing data on screen according to selected filters.	☐ Practice Managers ☐ Clinicians		☒ Admin/Reception ☐ IT	
	• **Other > Database viewer account** – BPSRawData and other views in the Database Browser utility will not have access to SCID (eRx) and Barcode (MediSecure) columns in any table.	☐ Practice Managers ☐ Clinicians		☐ Admin/Reception ☒ IT	
	• **Other > eRx** – Blank Medicare expiry fields transmitted as 'NULL' to eRx.	☐ Practice Managers ☒ Clinicians		☐ Admin/Reception ☐ IT	
	• **Other > Installation** – SQL Server 2019 an option for new installations of Bp Premier Saffron.	☐ Practice Managers ☐ Clinicians		☐ Admin/Reception ☒ IT	
	• **Other > Patient Demographics** – 'Practice nurse' users can be selected as a patient's **Usual Doctor** in demographics.	☐ Practice Managers ☒ Clinicians		☒ Admin/Reception ☐ IT	

Legend:

	Workflow	⚠	Watch-outs	🏆	Quick wins	👍	Benefits

Cat.	Feature	Who it affects / Resources…			
👍 (Benefits)	• **Prescribing > eScripts** – Additional information (e.g., 'for ocular treatment only') included in eScript depending on practice location and user category of the prescriber.	☐ Practice Managers ☐ Clinicians		☐ Admin/Reception ☐ IT	
	• **Prescribing** – 'Consent to Upload to ASL' checkbox added to **Add/Edit Rx** workflow to indicate that Rx will be uploaded to the patient's ASL.	☐ Practice Managers ☒ Clinicians		☐ Admin/Reception ☐ IT	
	• **Prescribing > RTPM** – 'Enable real-time prescription monitoring' checkbox available in user preferences for all Australian states. NB: RTPM is currently available in Victoria only.	☒ Practice Managers ☐ Clinicians		☐ Admin/Reception ☐ IT	
	• **NCSR > FHIR** – New 'FHIR' tab added to *Setup > Configuration* for setting FHIR permissions for FHIR-enabled vendors.	☒ Practice Managers ☐ Clinicians		☐ Admin/Reception ☒ IT	
		• [Set up a FHIR online directory](#) (KB article)			
	• **NCSR > FHIR** – Install FHIR API on server and run ports utility run before configuring FHIR-enabled vendors.	☒ Practice Managers ☐ Clinicians		☐ Admin/Reception ☒ IT	
		• [Set up a FHIR connection](#) (KB article)			
		• [Setting up FHIR for NCSR](#) (QRG PDF)			
	• **NCSR > FHIR** – User alert if FHIR API not installed when setting permissions in *Setup > Configuration > FHIR*.	☒ Practice Managers ☐ Clinicians		☐ Admin/Reception ☒ IT	
	• **NCSR > FHIR** – New **Port** setting in the 'FHIR' tab to choose port used by FHIR service.	☒ Practice Managers ☐ Clinicians		☐ Admin/Reception ☒ IT	
	• **NCSR** – NCSR integration enabled for **practice** in *Configuration*.	☒ Practice Managers ☒ Clinicians		☐ Admin/Reception ☒ IT	
		• [Set up NCSR Integration](#) (KB article)			
	• **NCSR** – NCSR integration enabled for **provider** in *User preferences*.	☒ Practice Managers ☐ Clinicians		☐ Admin/Reception ☒ IT	

Legend:

Workflow	⚠ Watch-outs	🏆 Quick wins	👍 Benefits

Cat.	Feature	Who it affects / Resources…			
👍	• **NCSR** – Notifications written to the patient record by the NCSR utility, and then displayed in the notifications panel for actioning.	☐ Practice Managers		☐ Admin/Reception	
		☒ Clinicians		☐ IT	
	• **NCSR** – Open **NCSR Hub** from the patient clinical record.	☐ Practice Managers		☐ Admin/Reception	
		☒ Clinicians		☐ IT	
		🧠 • [Using the NCSR Hub](#)			
	• **NCSR** – Open **NCSR Forms screen** from the patient clinical record.	☐ Practice Managers		☐ Admin/Reception	
		☒ Clinicians		☐ IT	
	• **NCSR > Patient Record** – NCSR Hub or Appropriate form opens when NSCR notification ticked.	☐ Practice Managers		☐ Admin/Reception	
		☒ Clinicians		☐ IT	

Legend:

	Workflow	⚠	Watch-outs	🏆	Quick wins	👍	Benefits