

Please take a seat, your session starts soon.

Acknowledgement of Country

Best Practice Software acknowledges the Traditional Custodians of Country throughout Australia and recognise their unique cultural and spiritual relationships to the land, waters, and seas and their rich contribution to society. We pay our respects to ancestors and Elders, past, present, and emerging.

Best Practice Software respects Māori as the tangata whenua and Treaty of Waitangi partners in Aotearoa New Zealand.

Right: Ginmine design from corner, radiating outwards.

Designed for the Bp Bundaberg Operations Hub Mural Project, 2021

Artist: Nicole Wone

Addresses themes of: Evolution – Adaptation of Universe and traditional Indigenous beliefs across the globe.

Beginning of time, darkness. Movement in the cosmos. Rainbow Serpent – Creation being. Ancestral lineage without our DNA



SUMMIT 2025

Patient Engagement and Communication



Patient Engagement & Communication

Nicole Findlay

With a background in IT, business management, and education, Nicole specialises in helping medical professionals streamline workflows and optimize Bp Premier. As a Software Trainer, she provides practical, real-world solutions to improve efficiency in medical practices.

Passionate about making software work for users, Nicole breaks down complex features into actionable strategies that save time and enhance patient data management. Whether you're looking to refine your workflows or unlock hidden efficiencies, her insights will help you get the most out of your software.





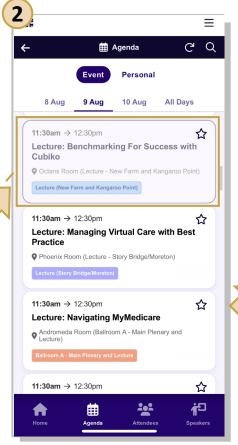
Ask any questions using The Event App

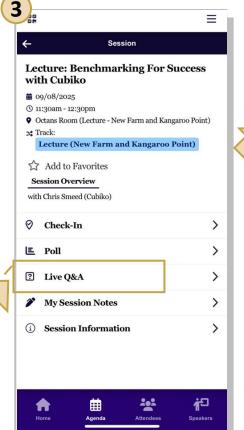


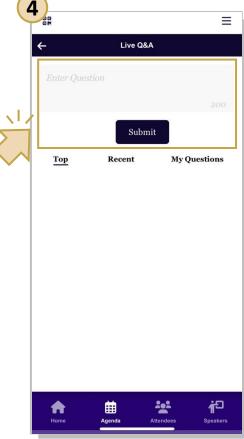
Download the app
By scanning the QR code













Login to Bp Premier



Site ID: 99989

Drug database: July 2025





SUMMIT 2025

Patient Engagement and Communication

Session Goals

- Best Health Booking (BHB)
- Contact Notes
- Bp Comms (SMS)
- Mail Merge
- Email



Bp Partner Network















....and many more!









What / Why

Best Health is the simple, seamless way to manage online appointments.

- Unmatched patients Preventing patients booking online when their details do not match
- Creating a multiple appointments in 'Bp Premier' that allows multiple patients to be booked in the same appointment slot
- Set up for provider to only see their regular patients
- Set up Provider and supporting nurse for particular appointment types
- Reconfirming the contact number for telehealth consult bookings







What / Where

A contact note represents any attempt by the practice to contact a patient.

You can create a contact note from the following functions of Bp Premier:

- Appointment book
- Follow up Reminders
- Follow up Inbox
- Patient demographics
- Patient list
- Patient clinical record.



ACTIVITY: Create a Contact Note

- 1: Create a new contact note from the patient demographics.
- 2: Create a new contact note from the appointment book.
- 3: Create a new contact note from the clinical record.

**Did you notice anything when you created a contact note from different areas in the software?







What / Where

Bp Comms allows your practice to send text messages from Bp Premier.

Setup:

- Enable Bp Comms
- Top up Bp Comms credit
- Enrol patients and record consent
- Setup Templates



Bp Comms

You can send a SMS from the following areas:

- Appointment Book > Utilities > Send Message
- Investigations Inbox
- Follow-up Inbox
- Reminders / Follow-up Reminders
- Clinical Record
- Search Utility



ACTIVITY: SMS

1: Enable Bp Comms for a patient (all types)

2: Send a SMS from the clinical record.

3: Send a SMS from the appointment book



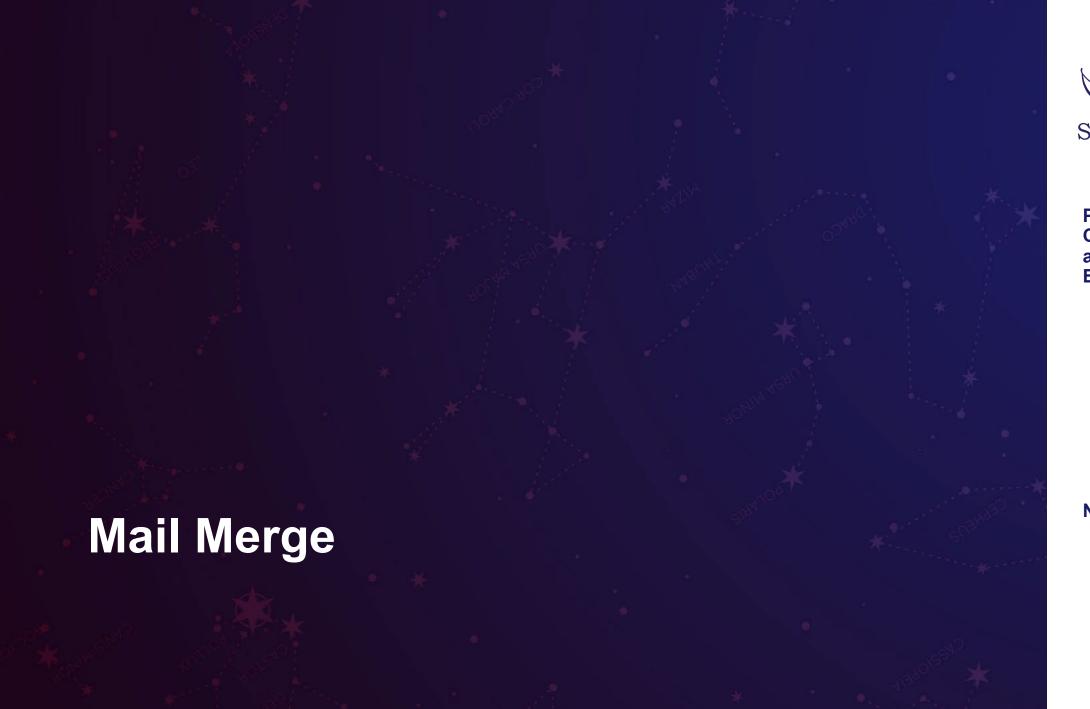
ACTIVITY: Templates

1: Setup an Appointment type Template

2: Send a SMS from the appointment book (using the new template)

**Where can you see the contents of the SMS after sending?







What / Where

The Mail Merge function is available in:

- Clinical Reminders
- Follow-up inbox
- Search utility



ACTIVITY: Email

1: Load a query (Billed 721,723), send a SMS

2: Create a basic query. Include active and inactive patients, send a SMS

3: Create a query for active patients >= 18 and have been diagnosed with Asthma, send a SMS

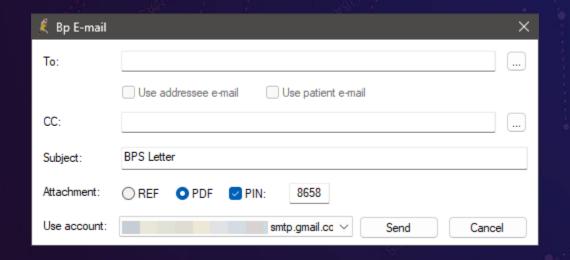






What / Where

Bp Premier can send emails from the Word Processor; invoices and receipts from the patient billing history; and investigation reports from the clinical record.





ACTIVITY: Email

- 1: Email a result from the clinical record.
- 2: Email an invoice from a patient's billing history.
- 3: Email a receipt from a patient's billing history.

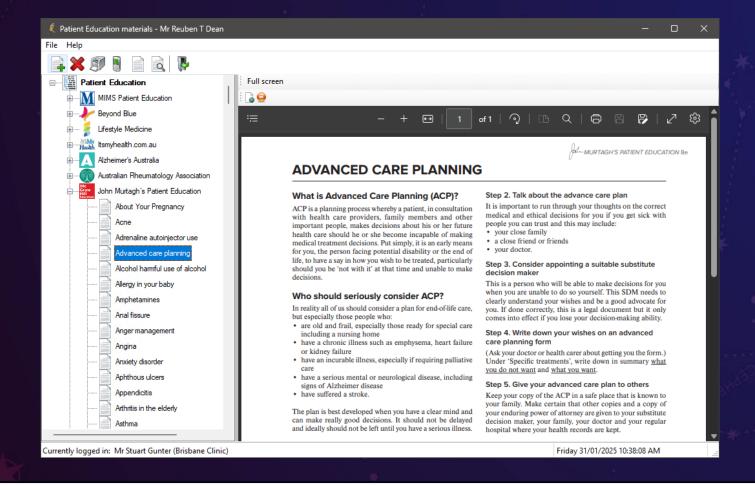
**How do we know that an email has been sent to a patient?







Patient Education Material





Recap

- Best Health Booking (BHB)
- Contact Notes
- Bp Comms (SMS)
- Mail Merge
- Email



Action Items

- Review consent options for Bp Comms
- Review templates and use cases for Bp Comms
- Follow up patients who have a high number of unsuccessful contacts
- Review permissions to creating/viewing clinical notes (Is this needed?)





Questions & Answers





Thank you for joining us!



Nicole Findlay

Patient

and

Communication

Engagement

Our Bp Summit
Presentations
and Resources are available
via our Knowledge Base