

Bp Premier SUMMIT 2025

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



A detailed background image of a celestial constellation map, likely a section of the Northern Hemisphere. It features various constellations such as Delphinus, Cygnus, Sagitta, Albireo, Vega, Cepheus, Cassiopeia, and Ursa Minor. The map includes star patterns, connecting lines, and labels for specific stars and constellations. A large, stylized 'N' is visible on the right side, indicating North. The overall color scheme is dark blue with white and light blue lines and text.

BpPremier SUMMIT 2025

Bec Bland

Optimising your Third-Party Ecosystem

Optimising your Third-party Ecosystem

Bec Bland

Bec joined Team Bp in 2019 and manages the team responsible for supporting our large ecosystem of integrated software Partners, and delivering government and industry changes across Bp's products.

Bec is well-versed in the primary healthcare sector, with a wealth of experience in understanding the needs of general practices, and in finding innovative solutions to assist with solving practical problems. Above all, Bec is a strong customer advocate, using her experience and expertise to ensure that a customer-first approach is adopted for all Partner, government, and industry projects delivered.

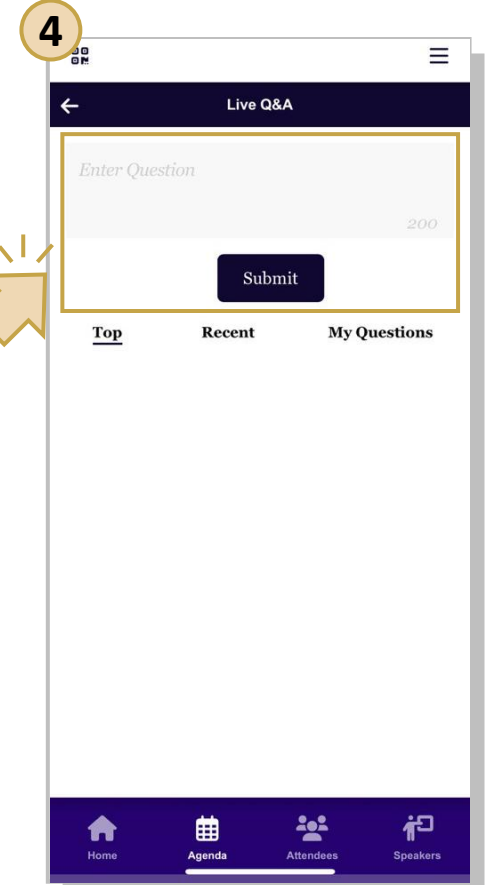
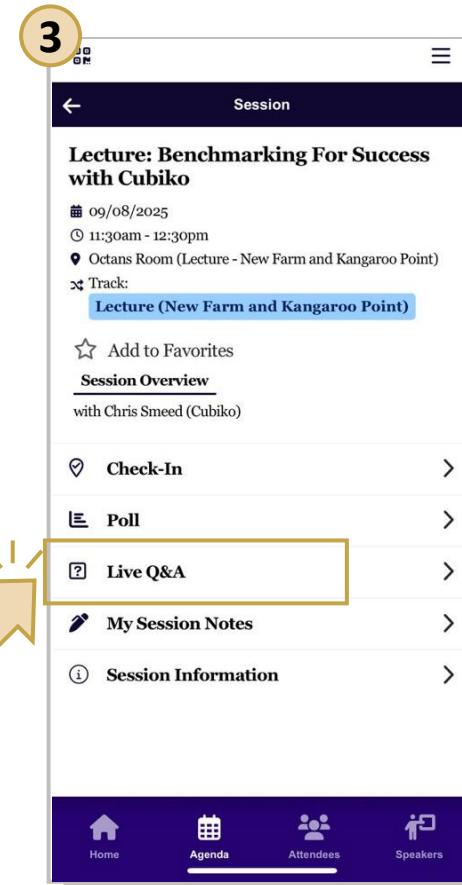
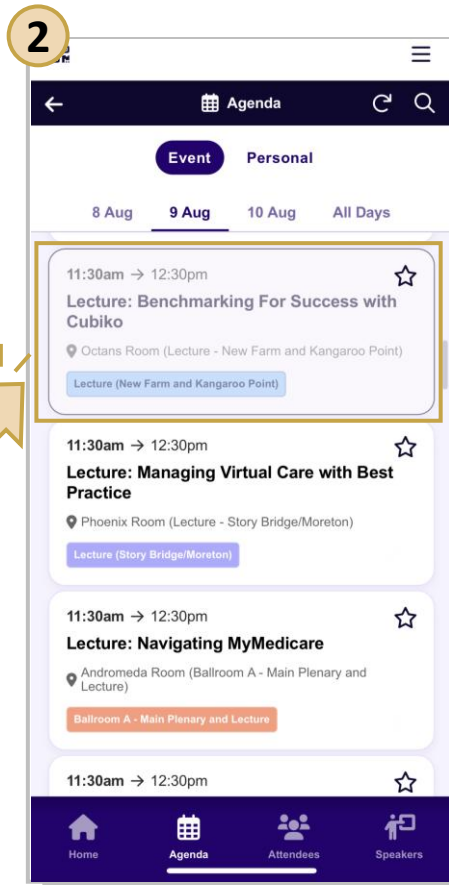
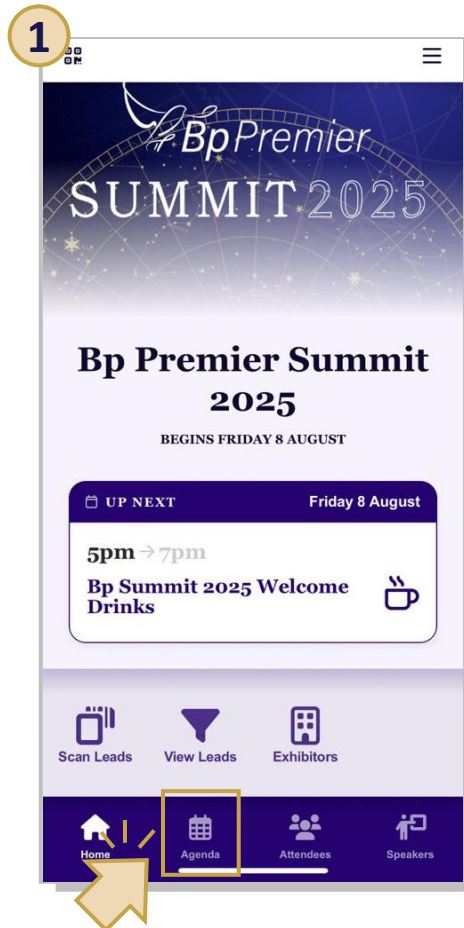


BpPremier SUMMIT 2025

Ask any questions
using The Event App



Download the app
By scanning the QR code



A detailed background image of a celestial constellation map, likely representing the Northern Hemisphere. It features various constellations such as Delphinus, Cygnus, Sagitta, Albireo, Vega, Cepheus, Cassiopeia, and Ursa Minor. The map includes star patterns, connecting lines, and celestial symbols like the zodiac signs. The background is a deep blue with white and light blue lines and stars.

Bp Premier SUMMIT 2025

Bec Bland

Optimising your Third-Party Ecosystem

What are we covering today?

- Getting the most out of Bp Premier
 - The role of third-parties in your practice.
 - What are successful clinics doing?
 - Where are some places to start?
- What else is out there?
 - How do I find what third-parties exist?
 - How do I keep my practice safe?
- What's hot right now?
- How do I make the right choice for my practice?
 - Building your vendor selection scorecard!
- How do I stay up to date?



Getting the Most out of Bp Premier

What's going on in General Practice?

General Practice is experiencing a high velocity of change and growth, including:

- Continuous launch of new government programs, and refinements of preexisting initiatives,
- Ongoing 'scope of practice' reviews introducing new practice-team opportunities,
- Economic times impacting the hip-pockets of both practices and patients,
- Exciting emergence of different models of patient care, such as:
 - Clinicians, or practices focussing on a GP 'specialty', such as women's health, or skin cancer for example,
 - Rise of online-only services influencing patient preferences,
 - Continuation of virtual care via telehealth video and/or phone,
 - Opportunities to practice away from the traditional 'computer at a desk in a room' consultation room setting.

Harnessing the power of the third-party ecosystem can be the key to thriving, and actualising the positive outcomes that can result from these changes!

Where do I get started?

Reflect and Evaluate

What's working well in our practice?

What could, should, or must be improved?

Are there different needs for clinical, admin, patient, or practice management views?

What's happening amongst our patients?

What are the needs of our staff?



Plan for Now and the Future

What sort of planning?

Strategic Planning: long-term, and forward-looking objectives for your practice.

Tactical Planning: goals to achieve the strategic plan. These are shorter-term, and more specific.

Operational Planning: plans to impact today, and the everyday practice processes.



Review your Practice Policy!

Is Information Technology in scope of your Practice Policy?

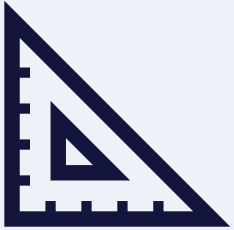
How regularly do you conduct 'data cleansing' of your actual software tools?

Do you define what tools can and can't be used by practice teams?

Are there different expectations for clinical vs administrative team members?



Beyond Installation



What is your problem statement?

What are you trying to achieve with a new tool?
Is this something new, or a replacement?
Are there issues or learnings from current tools?



What is the destination?

What improvements will this bring to users?
How will this benefit the patient/staff experience?
Is this a short term or long term solution?



Review the effectiveness of your tools.

What tools do we currently pay for?
When did we last review what's on the market?
Have our needs changed since purchasing?



What is your selection criteria?

How will we manage change for patients/staff?
Do we have data to migrate from another tool?
What are our security must-haves?

**Consider your Third-Party software solutions as part of a lifecycle,
rather than a 'one and done' activity to install something new!**



What else is out there?

What kinds of third-party tools are available?



Where do I get started?



Bp Premier's core functionality is only just the start!

Currently, there are over 150 trusted Bp Partners.

Each Partner offers innovative solutions to maximise your practice's capabilities.

How does somebody become a Partner?



Discuss Planned Product with Bp

Share information on what, when, why, and how, including what **Bp Premier data access** is sought to use within product.



Receive Approval from Bp

Every Partner's application is reviewed by Bp's internal Governance Committee before receiving approval to onboard.



Maintain Security Commitments

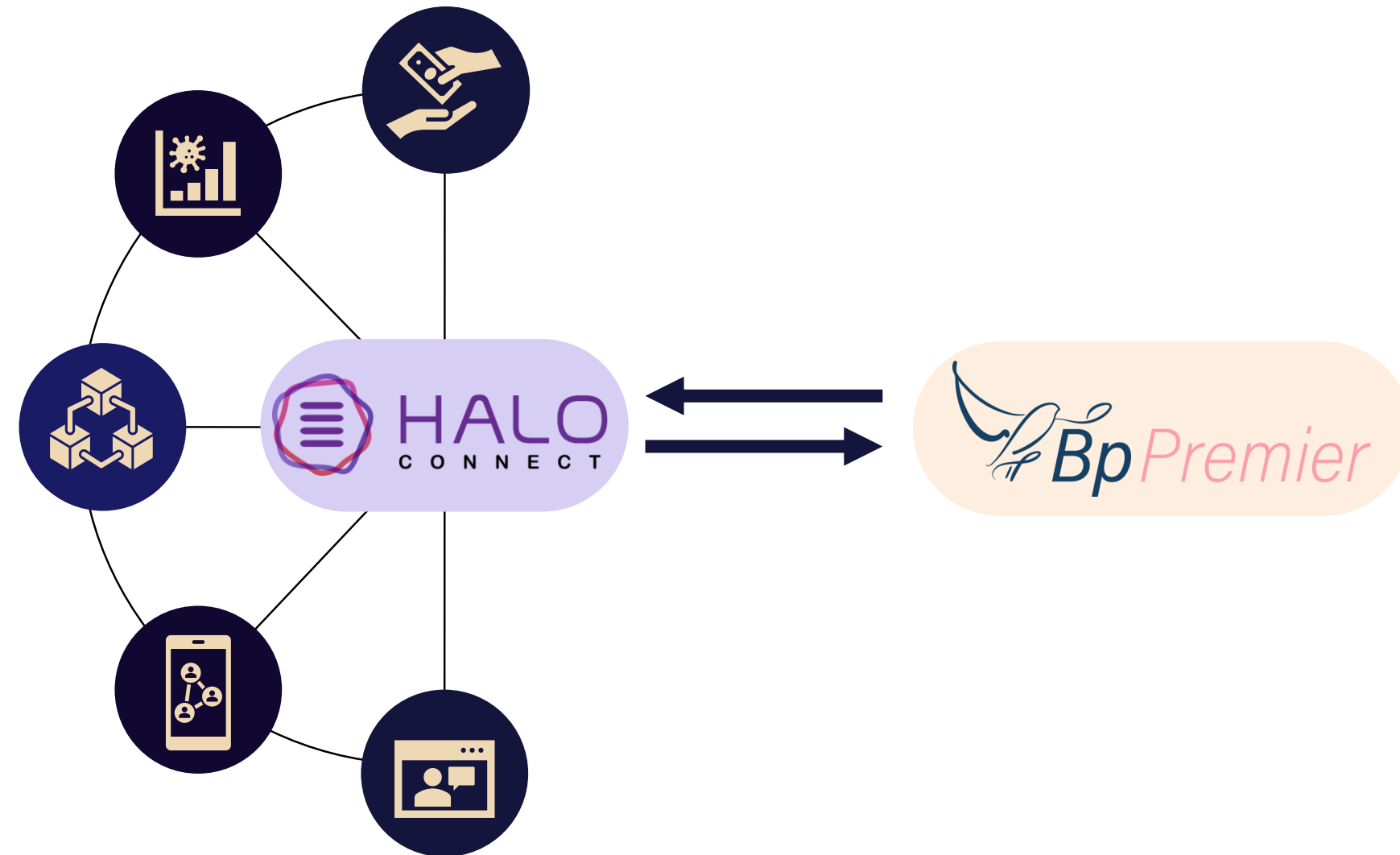
Once onboarded, all Partners must conduct regular **Penetration Testing**, and maintain a current **Cyber Security Certification**.



Remember - You Control Who Has Access!

Partners cannot connect to your Practice unless **you choose to allow them to** (via your Bp Premier configuration screen).

How do Bp Partners connect to your practice's data?



All Partners will use Halo Connect from **31st December 2024** to connect to Bp Premier.

Halo Connect is already installed on your practice's server, so no more individual apps for each software!

Check your Bp Premier configuration to ensure you've enabled your Partners the correct access.

How do I keep my practice safe?

Remember: You are the last line of defense for your data!

- Be guided by your practice policy about how to approach new tools,
 - Your MDO may also have some resources,
 - Consult the RACGP's 'Information and cyber security in general practice' resources!
- Be curious about what data is being accessed, and how it is being used.
 - If an AI clinical scribe tool is wanting to access past consult notes, do you understand why?
 - If an online appointments tool is wanting to access patient prescriptions, do you understand why?
- Plan for real-world scenarios with your staff. What steps should be taken if . . .
 - You're contacted by a company who ask for your IT team to install a printer driver to receive clinical results, or send electronic investigation requests?
 - You receive a script file that works with Bp Premier from an online forum?
 - You're asked to install an app on your server to connect to a tool that isn't on the Bp Partner Network site?

What's Hot Right Now?

What sort of solutions are out there?

And what is hot right now!

AI Productivity Tools 🔥 🔥	Business Intelligence	Chronic Condition Mgmt. 🔥 🔥	Clinical Research Support	Clinical Tools
Data Extraction	Education for Patients	Education for Providers	eOrdering	Financial Management 🔥 🔥
Healthcare Provider Directories 🔥 🔥	Industry Partners	Online Appointment Bookings	Patient Engagement 🔥 🔥	Payment Processing 🔥 🔥
Prescribing Tools 🔥 🔥	Professional Services	Referrals and Form Solutions	Secure Messaging Delivery	



What's Hot Right Now: Clinical Tools

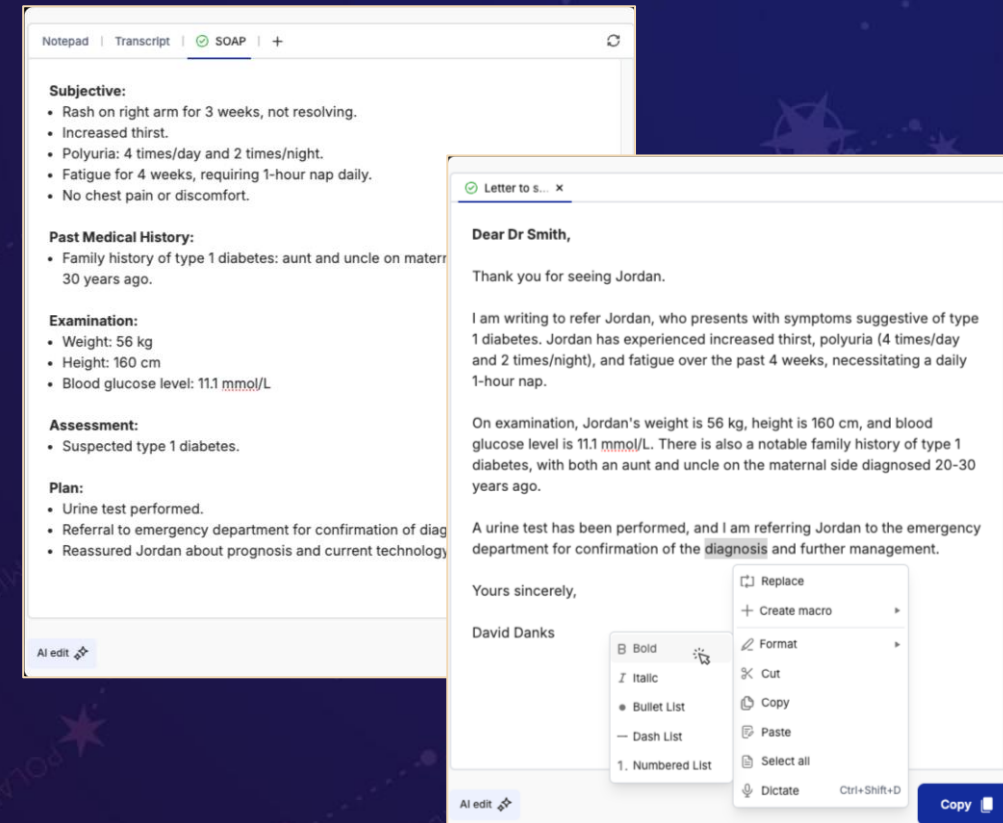
What's Hot: AI Clinical Scribes

Why are we excited about AI Clinical Scribes?

- ✓ Focus on the patient in front of you rather than your keyboard,
- ✓ Can offer features like automated Care Plan creation, and more,
- ✓ Many options, but some key players like **Lyrebird**, **Voicebox** (by Avant), **Toolii**, and more.

What to consider for your solution scorecard?

- Who will be purchasing the license, clinicians, or your practice?
- What level of integration with Bp Premier is available? Does this suit your needs and requirements?
- **Data Security** is key for **all AI tools**:
 - Have you reviewed the privacy policy on customer data?
 - What data is **stored** or **processed** by the AI? Is this on or offshore?
 - Are there access or security settings that you can configure?
 - Are you satisfied with the security (e.g. do the methods of email attachments being sent to patients match your practice policy)?



Visit these Partners in the Exhibition Hall!

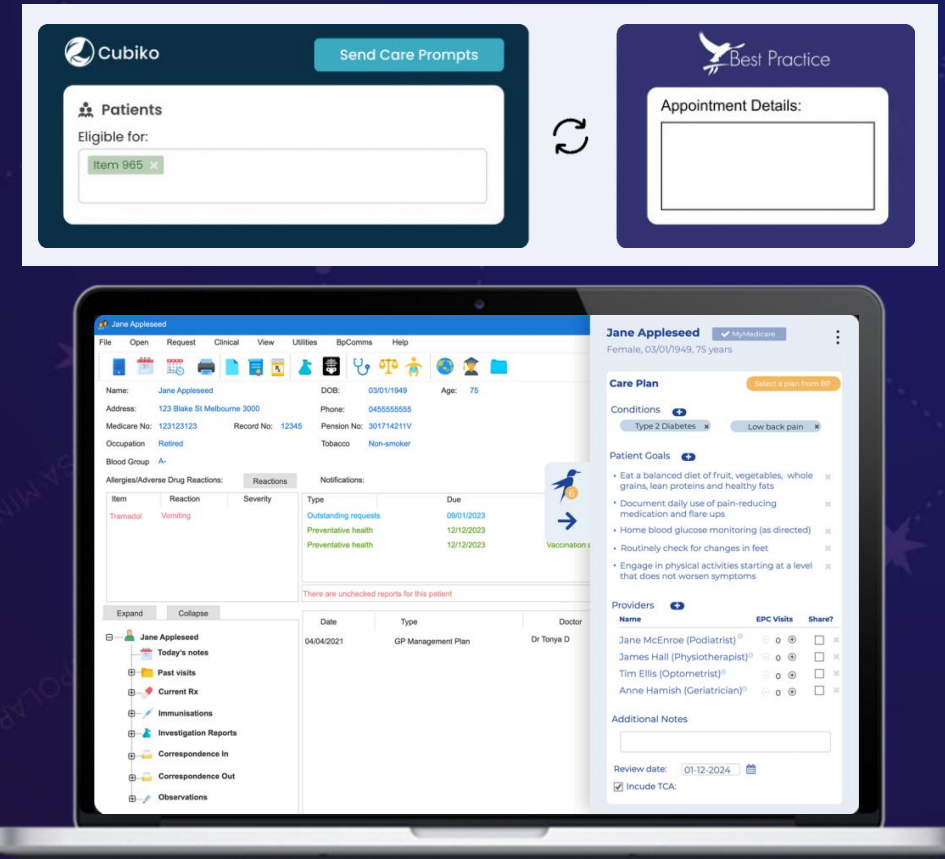
What's Hot: Chronic Condition Management

Why are we excited about CCM Tools?

- ✓ Generate Chronic Condition Management plans within minutes,
- ✓ Streamline the process and output across your clinical teams,
- ✓ Can assist in coordinating with multiple providers
- ✓ Can also include features to improve the patient's engagement in their care (e.g. via appointment reminders and tracking),
- ✓ **Business Intelligence** tools are also fantastic for CCM!

What to consider for your solution scorecard?

- What data is read from Bp Premier?
- How are completed Care Plans stored? Are they loaded into Bp Premier automatically?
- What metrics or dashboards are available to help us report? How about to proactively identify new opportunities?



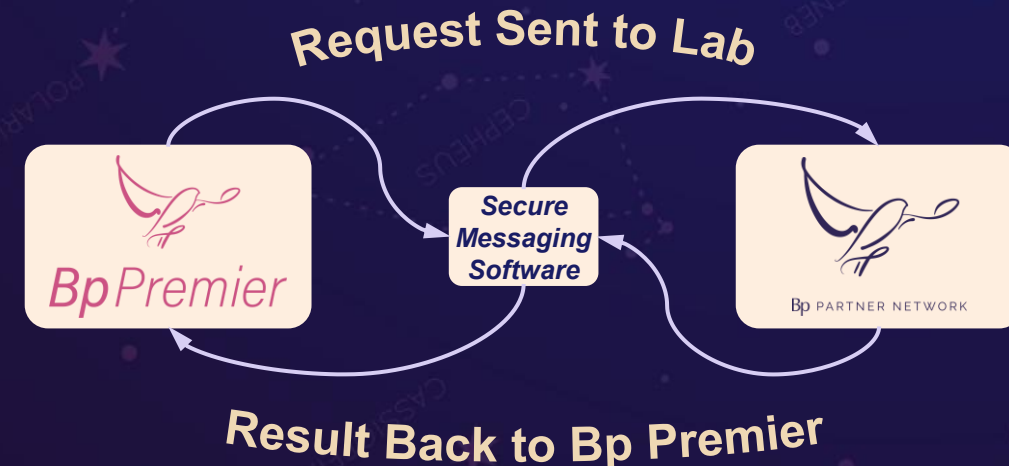
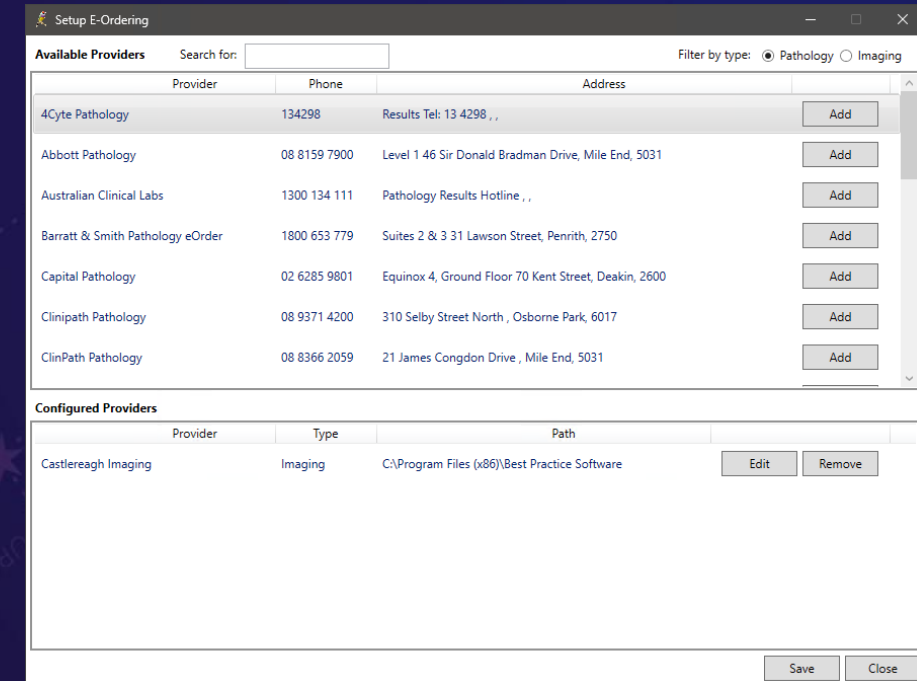
What's Hot: eOrdering

Why are we excited about eOrdering?

- ✓ Most Pathology and Diagnostic Imaging labs are now Partners,
- ✓ Ensures accurate and efficient handling of investigation requests, for the laboratories,
- ✓ Minimises errors in matching results once returned to Bp Premier,
- ✓ Many labs also offer proactive patient booking assistance – connect with the labs in your area for more information.

What to consider for your solution scorecard?

- Review available labs in your area – especially Diagnostic Imaging!
- Are you being asked to install extra software or utilities on your server for eOrdering? These are not required (outside of Secure Messaging provider's utilities like the HealthLink adapter for example). Examples to avoid:
 - Installation of a Printer Driver to send or receive results,
 - Installation of software to get eOrders direct from your software instead of using Secure Messaging software.
- *If in doubt, shout it out to the Bp Support team!*



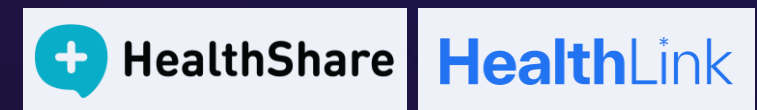
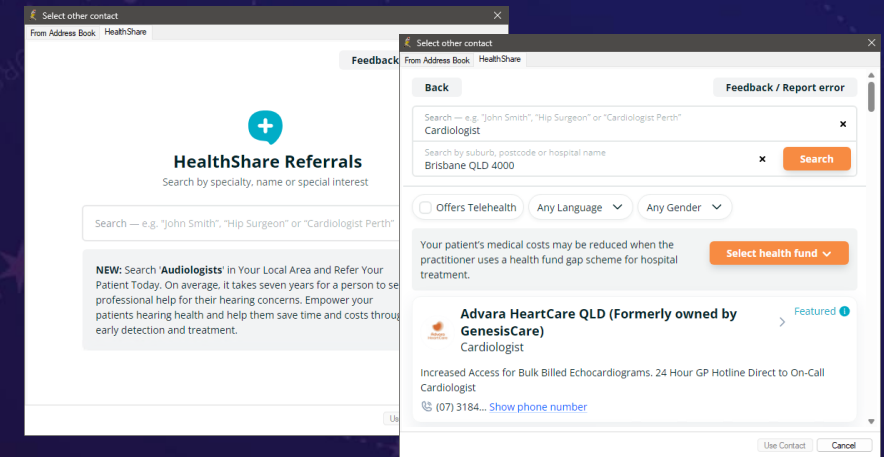
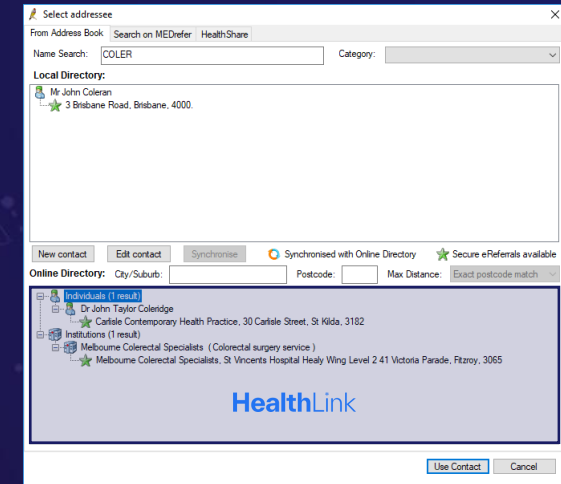
What's Hot: Provider Directories

Why are we excited about Provider Directories?

- ✓ **HealthLink** and **HealthShare** are available out of the box with Bp Premier – just need to be switched on!
- ✓ Improve accuracy of referrals create by accessing the most up to date contact details,
- ✓ HealthLink contacts can be synchronised with local directory,
- ✓ HealthShare also displays information like special interest areas, languages spoke, private health fund info, and more.

What to consider for your solution scorecard?

- These are pre-installed, and embedded in Bp Premier, they just need to be switched on for practice staff!
- What does training and education for staff involve?
- Are the AHPs and/or Specialists in our clinic visible in these directories?



Visit these Partners in the Exhibition Hall!

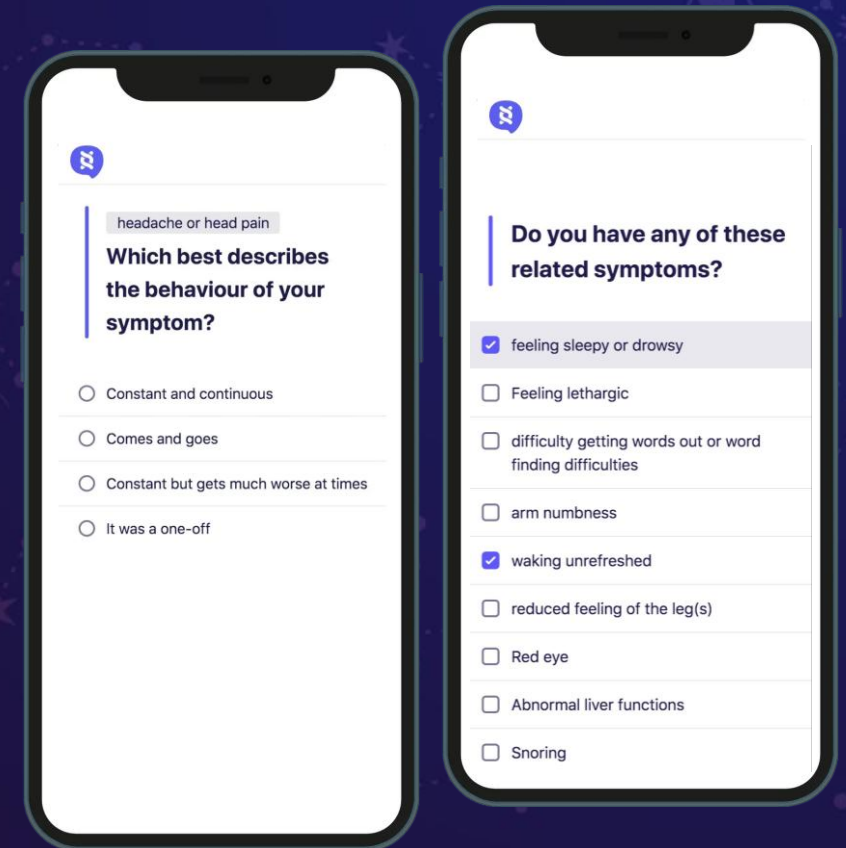
What's Hot: Pre-Consultation Engagement

Why are we excited about Pre-Consultation Engagement?

- ✓ Can be included as part of a patient engagement suite – let's look at HealthShare's **BetterConsult** as an example;
 - ✓ Pre-consult surveys can be sent to patients to
 - ✓ Capture patient's presenting symptoms, current meds, and other relevant clinical information before consultation starts,
 - ✓ Translates this data into concise medical notes, available for clinician to review when starting patient's consult.
 - ✓ Can also capture **AI Scribe Consent** (e.g. BetterConsult can record consent for Lyrebird's scribe).

What to consider for your solution scorecard?

- Does our booking volume reflect time patients are spending?
- How efficiently are we managing appointment book utilisation?
- How would this benefit our patient cohort?




Visit them in the Exhibition Hall!

What's Hot: Digital Consult Tools

Why are we excited about Digital Consultation tools? Virtual Care!

✓ **ePrescribing;**

- ✓ eRx fully integrated with Bp Premier, including **Active Script List!**
- ✓  integration for RACH med management coming soon!

✓ **Inbuilt email functionality;**

- ✓ Pin-protected PDF docs can be sent to patients from clinical record,
- ✓ Patient Invoices and Receipts can be emailed from Billing History,

✓ **Patient Education;**

- ✓ **HealthShare Fact Sheets** available right from clinical record!
- ✓ Integrations like **GoShare HealthCare** available too.

What to consider for your solution scorecard?

- Are inbuilt tools being used as much as they should?
- Do these tools align with Practice Policy, or does this need to be reviewed and contemporised (example – emailing patients)?





What's Hot Right Now: Admin Tools

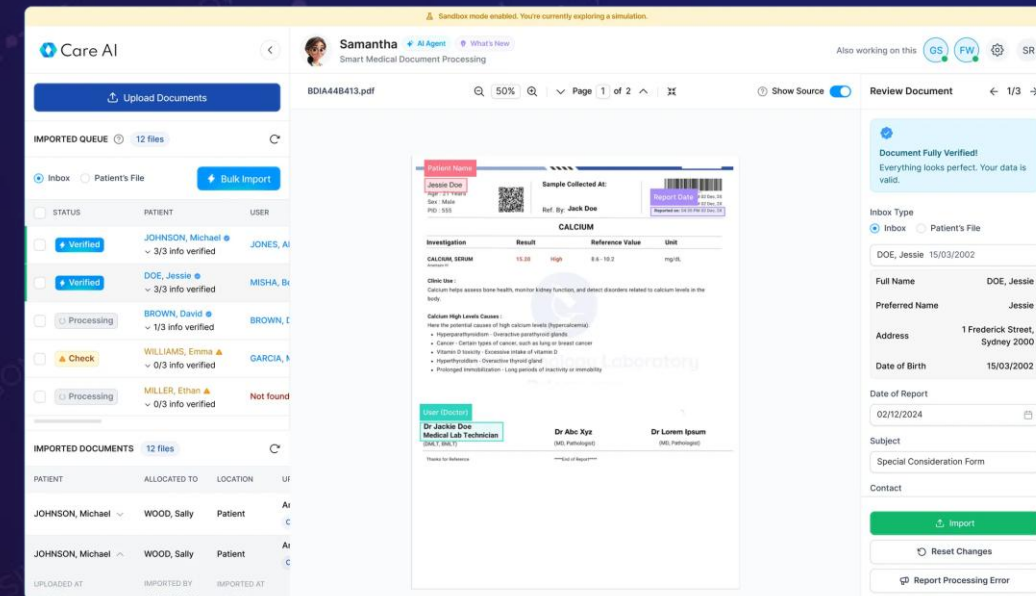
What's Hot: AI Admin Tools

Why are we excited about AI Admin Tools?

- ✓ Integrate with patient touchpoints, like phone and inbound email,
- ✓ Phone solutions can manage appointments, and patient queries,
- ✓ Email solutions can assist with filing documents into Bp,
- ✓ Many options in this space! Chat to **Xaida** (by Avant), **24/7 AI Healthcare Receptionist**, **CareGP**, **Medaflo AI** and **Toolii** today!

What to consider for your solution scorecard?

- How will our patients feel about this? Does it suit our demography and community?
- What features would most suit your practice and business goals?
- What level of integration with Bp Premier is available? Does this suit your needs and requirements?
- **Data Security** is key for all AI tools!



Visit these Partners in the Exhibition Hall!

What's Hot: Financial Management

Why are we excited about Financial Management?


- ✓ Can assist with all aspects of managing **service fee calculation**;
 - ✓ Configure practitioner-specific needs,
 - ✓ Some platforms can manage other custom config, like MBS items, service time, service location, and more,
- ✓ Improve accuracy, and efficiency of practitioner statements,
- ✓ Can integrate with other financial sources, like Tyro or HICAPS, or accounting software, to manage all financial operations.

What to consider for your solution scorecard?

- Is this **compliant** with standards like state-based payroll tax?
- What does the **transition** process look like to move from current?
- Does the current process meet our needs, or could this be improved?

Billed for
Dr Julia Price
JM Price Medical Pty Ltd

Calendar - Fortnightly QLD Independent Practitioner Reached End of Period

All match PMS report 

Billed
Excl GST \$16,762.25
GST \$0.00

Final Service Fee
Excl GST \$5,604.72
GST \$560.47

Practitioner Amount
\$10,597.06

Outcome Summary Daily Summary Transaction Detail Adjustments Practice Revenue


Rule Application Summary

Matching Rules	Service Fee %	Billed (Excl. GST)	GST	Unadjusted Service Fee (Incl. GST)
General Consults	35%	\$14,999.10	\$524.07	\$5,774.65
After-hours Billings	20%	\$1,505.45	\$30.11	\$331.20
Weekend Billings	35%	\$145.70	\$2.91	\$32.05
Medical Reports Billings	20%	\$100.00	\$2.00	\$22.00
1099I Billings	40%	\$12.00	\$0.48	\$5.28
Total	-	\$16,761.25	\$560.47	\$6,165.19

Net billed amount
Excl. GST \$65,015.10
GST \$6,501.51

Final service fee
Excl. GST \$19,504.53
GST \$1,950.45

Practitioner name	Net billed Amount	Final service fee
Dr Steph Adams	\$15,749.68	\$4,724.90
Dr Christina Allen	\$21,696.48	\$6,508.94
Dr James Anderson	\$27,568.94	\$8,270.68

 All practitioners reviewed! [Execute Run](#)

Categories

MBS Items DVA Items Custom Items Dates

[Add new custom item category](#)

Name	Custom Items		
Consumables & Procedures	Iron infusion	Edit	Delete
Admin & Documentation	Medical Report	Edit	Delete

What's Hot: Patient Engagement

Why are we excited about Patient Engagement?

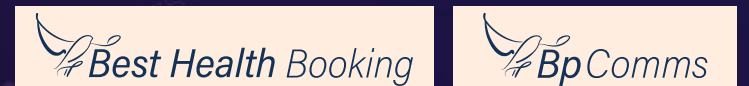
- ✓ Beyond just online bookings – there are many vendors to choose from with excellent solutions and features!
- ✓ Bp's **Best Health Bookings** and **Bp Comms** are also available,
- ✓ Some examples of proactive patient engagement:
 - ✓ Automation of appointment and clinical reminder SMS,
 - ✓ Use of digital comms to assist with debtor management,
 - ✓ Request feedback from patients on their experience post-consult,
 - ✓ Send targeted Health Awareness or education to patient cohorts.

What to consider for your solution scorecard?

- How are you currently communicating with patients? Does this meet patients' needs?
- Are there options in your current software not being utilised?
- Would you like a solution with everything available in one tool, or prefer the ability to choose individual components?



Visit these Partners in the Exhibition Hall!



What's Hot: Payments Processing

Why are we excited about Payments Processing?

- ✓ Three options for vendors integrated with Bp Premier,
- ✓ Bp Premier can be configured with **multiple** vendors,
- ✓ Integrated solutions minimise manual data entry errors,
- ✓ Payments processing vendors also have additional features outside of Bp Premier,
- ✓ More functionality is coming in 2026 and beyond!

What to consider for your solution scorecard?

- Are all the claiming and transaction options we need supported?
- Do we want a single solution, or a mix for different providers?
- Do we need support for a multi-merchant configuration?
- Understand the process for switching to a new provider,
- Compare the costs, and functionality available for each vendor.



Visit these Partners in the Exhibition Hall!



How do I make the right choice for my practice?

What elements could be on your Solution Scorecard?



Patient Experience

*Does it improve access to care or communication? Is it compliant?
Does it suit our goals?*



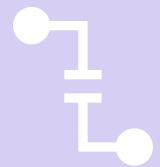
Admin Efficiency

Does it reduce manual tasks or reception phone time? Does it automate? Does it provide insight to help improve outcomes?



Clinical Needs

Does it meet standards and guidelines? Does it fit within clinical workflows? Does it improve the clinician's experience?



Integration

Compatible with Bp and existing tools? Meet Medicare requirements (e.g. MyMedicare)? Cloud-based? Future-proofed with FHIR?



Usability & Support

Easy for your team and patients? Clear help centre? Knowledgeable support team? Onboarding training? Data migration paths?



Cost & Value

Transparent pricing? Free trial or demo available? Does the value it's expected to bring match the cost?



Reputation

Reviews from other practices? Recommended by peak body? Case studies or testimonials?



Safety!

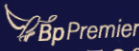
Is data stored in AU? What are their data breach protocols? Do I own my data if I leave? What data do they access? Privacy Policy!

Quick Reference Guide: Solution Checklist

Solutions Checklist

Access from the KB now!



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SOLUTIONS CHECKLIST

Choosing the right software for your practice is a big decision that impacts clinical workflows, patient outcomes, compliance, and staff satisfaction. Follow our comprehensive guide below to assist with your selection process.

Before starting your product selection process, ensure you have prepared a list of business requirements to map against the suggested selection criteria below. Some examples may include:

Business Requirement Considerations

- ★ What problem are you trying to solve?
- ★ What is your budget?
- ★ Have you reviewed existing products within your Practice to ensure that it cannot be resolved without purchasing another product?
- ★ Does it need to integrate with your Practice Management Software?
- ★ Have you consulted internal stakeholders to understand their requirements? Is introducing another product going to complement or complicate your current workflows?
- ★ What clinical and administrative workflows must the product support? (e.g. chronic disease, care plans, telehealth, phone time)
- ★ Do you have a good understanding of the current workflow problem and your desired workflow outcome? For example:

Define Your Problem Statement:
What are we trying to achieve? Is this a new tool or a replacement? What are the issues with the current tool?


Understand Your Destination:
Is it long or short-term solution? Do we have data to migrate?

Define Your Selection Criteria:
What level of integration with PMS? How will we manage change? For staff, and for patients? What security do we need?

Review The Effectiveness of Tools:
What tools are we currently paying for? Are these still fit for purpose? Have our needs changed? When did we last review

Choosing the right solution

What? Where? Review! How?

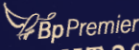
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SOLUTIONS CHECKLIST

Choosing the Right Technology For Your Practice

Checklist

- Do they store my data in Australia?
- Is the software developed in Australia?
- Do all employees undergo background checks?
- Can I store my data if I decide to leave the platform?
- Is the platform approved by the PMS and other systems?
- Do I undertake third party penetration testing?
- What cloud-based hosting platform do they use?
- How do they handle my data?
- What are their data breach protocols?

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SOLUTIONS CHECKLIST

Choosing the Right Technology For Your Practice

Experience


- Is it easier for patients to access care or communicate with the clinic?
- Does it support appointment availability, reminders, or recall compliance?
- Does it align with your goals around MyMedicare, continuity of care, or equity?

Administrative Efficiency

- Does it reduce manual tasks or phone time for reception?
- Does it automate reminders, follow-ups, or check-ins?
- Does it provide your team with the ability to analyse critical practice data and improve practice and patient outcomes?

Clinical Needs

- Does it support clinical workflows (e.g., chronic disease, care plans, telehealth)?
- Does it align with RACGP standards and clinical best practices?
- Does it support documentation or follow-up?

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SOLUTIONS CHECKLIST

Choosing the Right Technology For Your Practice

Ability & Support

- Does it align with your Business Requirements?
- Is it simple for patients of all ages to use?
- Is it easy for reception/admin team to manage?
- Is there a local or knowledgeable support team?
- Is onboarding and staff training included?
- Is there documentation or help centre?
- What is the Migration Path?

Value

- What is the pricing (e.g., per patient, per appointment, or flat fee)?



Staying Up to Date

Quick Reference Guide: Staying Informed

Involve your practice team!

- ✓ Every member of your practice can contribute,
- ✓ Consider assigning a person to be responsible for an area.

Maximise your monthly meetings.

- ✓ Are you discussing general industry updates?
- ✓ Are there new resources that can be shared amongst the team?
- ✓ Are there any software questions or issues that can be collated?
- ✓ Is there an opportunity for a 'lunch and learn'?

Stay engaged with your software vendors.

- ✓ Bp provide newsletters, webinars, and so much more,
- ✓ Your third-party software vendors offer you the same – use us!



**Your Guide to
Staying Informed**

*Access from the KB
now!*



Recap – What have we covered today?

- Getting the most out of Bp Premier
 - The role of third-parties in your practice.
 - What are successful clinics doing?
 - Where are some places to start?
- What else is out there?
 - How do I find what third-parties exist?
 - How do I keep my practice safe?
- What's hot right now?
- How do I make the right choice for my practice?
 - Building your vendor selection scorecard!
- How do I stay up to date?

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Questions & Answers



Thank you for joining us!



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

Bec Bland

Optimising your
Third-Party
Ecosystem