

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 chart, likely a star map or ephemeris. It features a dark blue background with numerous white stars of varying sizes and patterns. Overlaid on the stars are white lines representing celestial boundaries, including a large circle and several intersecting arcs. Constellation names are written in small, white, serif capital letters throughout the chart, such as DELPHINUS, CYGNUS, SAGITTA, ALBIREO, VEGA, CORONA-BORÉALIS, and URSA MINOR. A large, stylized white 'N' is positioned near the center, and a large 'S' is at the bottom right. The overall aesthetic is that of a vintage astronomical chart.

BpPremier SUMMIT 2025

Bec Bland

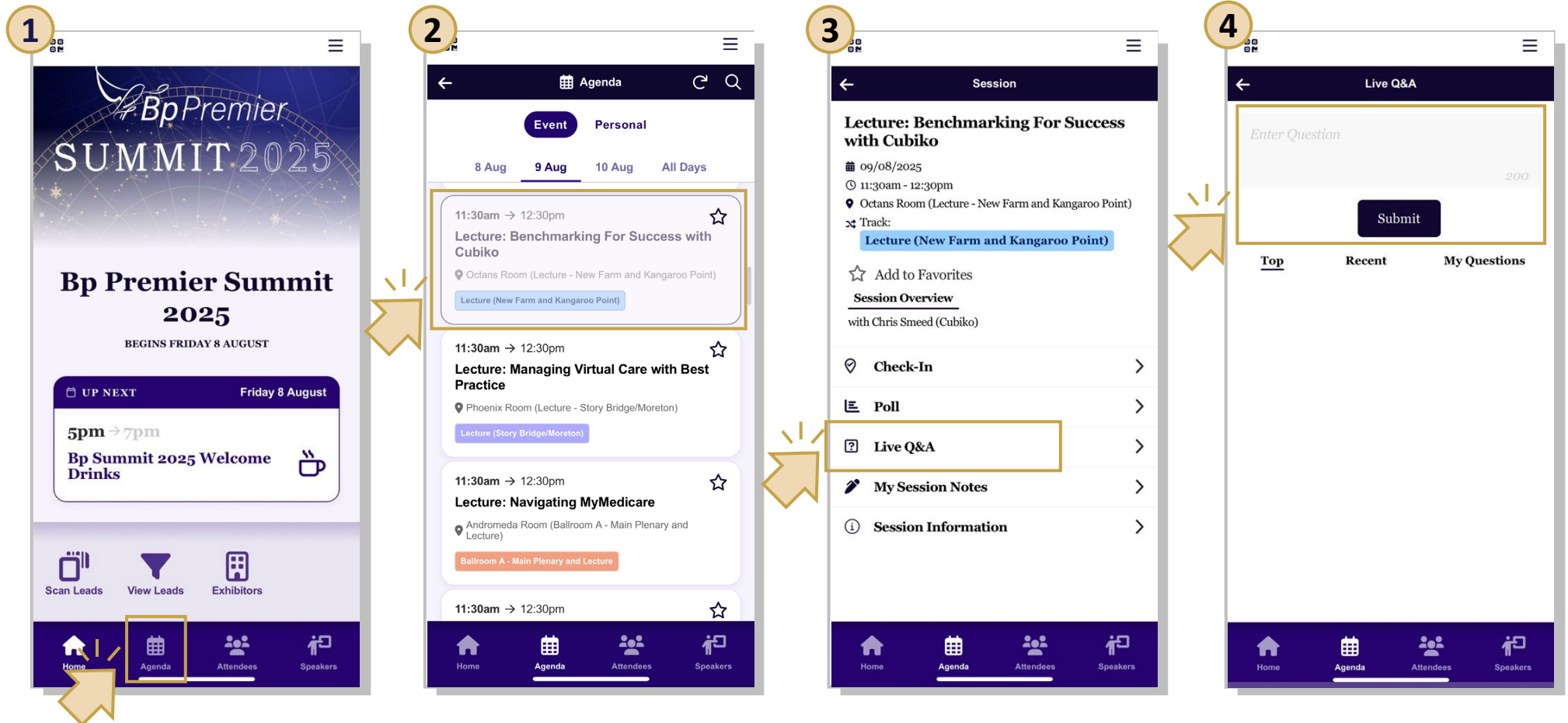
The A to Z of Pathology (and Diagnostic Imaging!)

BpPremier SUMMIT 2025

Ask any questions
using The Event App



Download the app
By scanning the QR code



Login to Bp Premier

1



Best Practice



2

Login

Bp

Product: Bp Premier
Version: Spectra SP1 Revision
Edition
Build No: 1.13.1.1078
Site ID: 99989
Drug database: July 2025

User: Dr Frederick Findacure

Password:

Location: Bundaberg Clinic

Start in: Main screen

Login Cancel

Presenter to select
relevant user and
location

3

Password : samples

4



5

Bp Premier

File Clinical Management Utilities View Setup Help

Currently logged in: Dr Frederick Findacure

The A-Z of Pathology (and Diagnostic Imaging)

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.



A detailed background image of a celestial constellation chart, likely a planisphere, showing various constellations and stars. The chart is overlaid on a dark blue background with a subtle pattern of stars. The constellations shown include Delphinus, Cygnus, Sagitta, Albireo, Vega, Cepheus, Cassiopeia, Corona Borealis, and others. The chart is marked with lines of right ascension and declination, and includes a large 'N' for North and a large 'S' for South.

BpPremier SUMMIT 2025

Bec Bland

The A to Z of Pathology (and Diagnostic Imaging!)

What are we covering today?

- Managing Pathology and Imaging configuration settings,
- Creating Requests
- Configuring Favourites and Custom Tests
- Reviewing Returned Results
- Monitoring Unallocated Results
- How Results Become Recalls
- Marking Results as Given
- Practice Policy considerations

Configuring Bp Premier



What needs to be configured?

1 **Setup > Configuration > Results Import**

To receive returned results:
Configure **Results Import** with the information provided to you by your local labs.

2 **Setup > Configuration > Messaging**

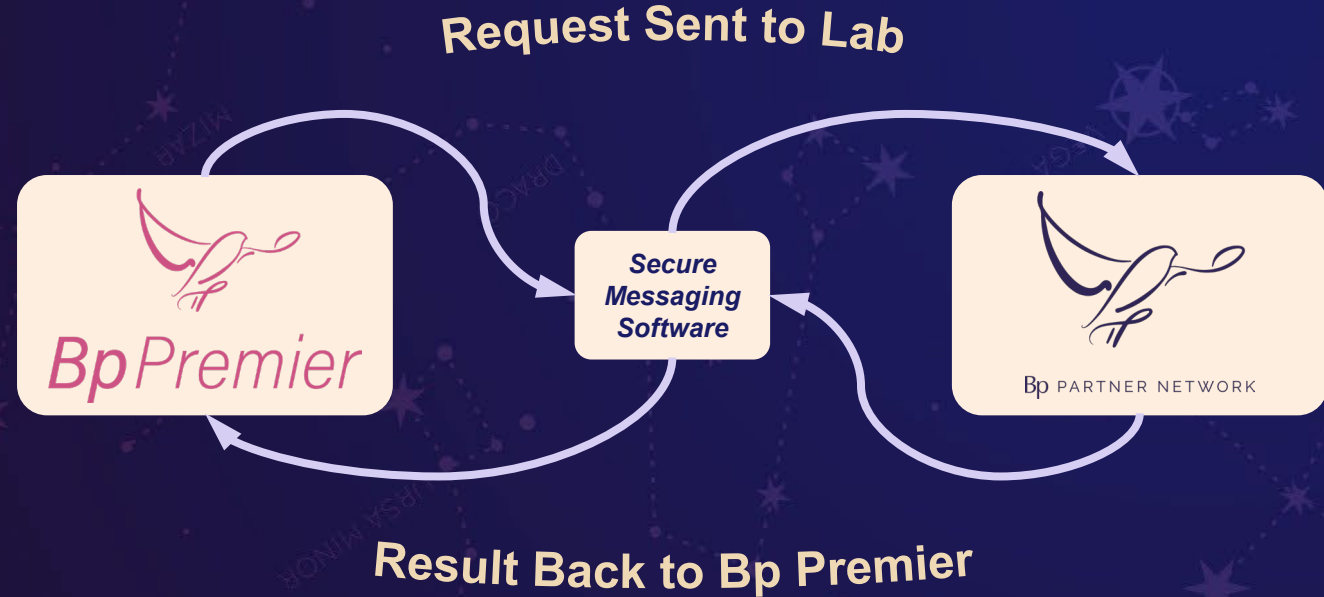
To send requests via eOrdering:
Configure your **Messaging Providers** (e.g. HealthLink) that will be sending requests.

These steps are most likely to be already be completed in your practice!
You may require support from your IT provider to manage these settings.

How does eOrdering work?

What is eOrdering?

- ✓ Supported by most Path and DI labs,
- ✓ 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.



Anything I should look out for?

- eOrdering is only available for labs that are a member of the Bp Partner Network.
- 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!*

Configure an eOrdering Partner

Pathology Service

Can nominate as **Preferred Lab**,
Can import any **Favourites** if published by the lab,
Can **Apply these settings to all Users**.

Open **Contacts**, then select **Setup > eOrdering**.

1

Setup E-Ordering

Laboratory Details

User name: Dr Frederick Findacure

Laboratory code: Edit Code

☒ Preferred laboratory
☐ Use plain paper
☐ Paper has specimen labels

Move duplicate section down (mm): 0

Move labels down (mm): 0

NATA Code: 1964

Apply to all users

Favourite tests:

Generic Favourites

Favourite details

Add Edit Delete

E-Order Details

Enter the path where the exported orders are to be created:
C:\ProgramData\Best Practice\Export

Import test list Import recommended tests

Save Cancel

3



Setup E-Ordering

Available Providers

Provider	Phone	Address	Add
Alto Imaging	02 4929 7222	710 Hunter St, Newcastle West, 2302	Add
Altus Medical Imaging	02 8358 4460	233 Victoria Road, Gladesville, 2111	Add
APEX Radiology	1300209975	South West Health Campus Cnr Bussell Highway and Robertson Dr, Bunbury, 6230	Add
Aspect Radiology	07 3568 4788	Suite 26 37 Corsair Avenue, Inala, 4077	Add
Auburn Medical Imaging	02 9207 4300	66-70 Auburn Road, Auburn, 2144	Add
Bankstown Lidcombe Medical Imaging	02 9790 0600	68 Eldridge Rd, Banks	Add
Baw Baw Radiology	03 5625 4888	202 Princes Way, Dromedary	Add

Configured Providers

Provider	Type	Path	Edit	Remove
Barratt & Smith Pathology eOrder	Pathology	C:\HLINK\OUT		
Belmont Medical Imaging	Imaging	C:\hlink\other_out\BookML_csi	Edit	Remove
Blacktown Medical Imaging	Imaging	C:\hlink\other_out\BookML_csi	Edit	Remove
CareScan Medical Imaging	Imaging	C:\hlink\other_out\BookML_csi	Edit	Remove
Carlingford Medical Imaging	Imaging	C:\hlink\other_out\BookML_RAG	Edit	Remove
Castlereagh Imaging	Imaging	C:\HLINK\OUT	Edit	Remove
Dorevitch Pathology	Pathology	C:\healio\order\out\	Edit	Remove

Save Close

Choose between **Pathology** and **Imaging** providers.

Click **Add** to begin config of a new lab.

Edit or Remove labs as needed.

2

Imaging Service

Can nominate as **Preferred Lab**,
Can select **Available layouts** for paper stationery.
Can **Apply these settings to all Users**.

Setup E-Ordering

Laboratory Details

User name: Dr Frederick Findacure

Preferred laboratory: ☐

Request layout:

Available layouts

☒ Plain paper
☐ Test
☐ Default
☐ Default - Medicare Criteria

Add Edit Delete

Apply to all users

E-Order Details

Enter the path where the exported orders are to be created:

Save Cancel

Creating Requests



Creating Requests

Pathology Request

Request date: 4/08/2025 Laboratory: Sullivan Nicolaides Pathology eOrder

eOrdering path providers include a supplied test list. Enter search into search field.

Record Clinical Details.

☐ Add an entry to the actions database
☐ Do not send to My Health Record

Due on: 4/08/2025

Print & Send Cancel

Add to Actions Database

Creates a clinical **Action** which can be managed by all clinicians.

Do Not Send to MHR

Can be ticked **per request**. Sent/printed for lab staff to action.

Diagnostic Imaging Request

Request date: 4/08/2025 Laboratory: QLD X-Ray

Select Laterality then double-click test.

Select test Modality.

Record Clinical Details.

☐ Add an entry to the actions database
☐ Do not send to My Health Record

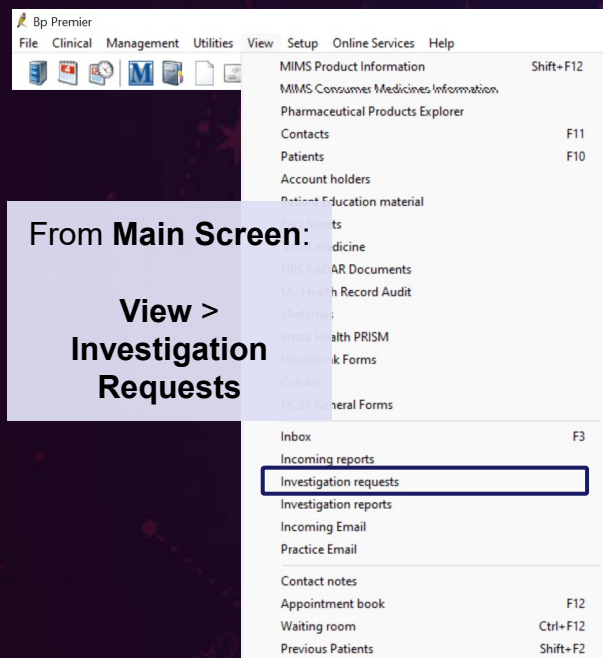
Due on: 4/08/2025

Print & Send Cancel

eOrder or PrintOrder?

Print & Send = eOrder.
Print = traditional paper request.

Manage Investigation Requests



Investigation requests

File Edit View Help

Requested on or after: 4/08/2024 Requested on or before: 4/08/2025 By doctor: All Include already returned ☐ Only show eOrders ☐ Only show failed eOrders

Date	Patient	Requested tests	Ordered by	Status	Provider	eOrder	eOrder created on	Barcode
06/08/2024	Anastasia Abbott	NIPT, Tryptase, RAST latex	Dr F. Findacure	Outstanding	Baratt & Smith Pathology eOrder	Yes	Failed	
04/12/2024	Test John	Plain X-ray - Ankle	Dr F. Findacure	Outstanding	CRT Imaging	No		
04/12/2024	Test John	Plain X-ray - Ankle	Dr F. Findacure	Outstanding	CRT Imaging	No		
27/02/2025	Alan Abbott	Calcium & Phosphate serum	Dr F. Findacure	Outstanding	Southern IML Pathology	Yes	Failed	EB3B3521BE
15/07/2025	Reuben DEAN	21 Hydroxylase Antibodies; Alpha 1 Antitrypsin; Testir	Dr F. Findacure	Outstanding	Sullivan Nicolaides Pathology eOrder	Yes	Failed	CC6A78447B
15/07/2025	Reuben DEAN	21 Hydroxylase Antibodies (21-OHAA); 5HIAA Urine ; Dr F. Findacure	Dr F. Findacure	Outstanding	Baratt & Smith Pathology eOrder	Yes	15/07/2025 14:39:57	8021735901
15/07/2025	Reuben DEAN	21 Hydroxylase Antibodies (21-OHAA); 5HIAA Urine ; Dr F. Findacure	Dr F. Findacure	Outstanding	Baratt & Smith Pathology eOrder	Yes	15/07/2025 14:41:30	315201C9DE
15/07/2025	Reuben DEAN	21 Hydroxylase Antibodies (21-OHAA); 5HIAA Urine ; Dr F. Findacure	Dr F. Findacure	Outstanding	Sullivan Nicolaides Pathology eOrder	Yes	15/07/2025 14:43:10	2CAEA2CA66
15/07/2025	Reuben DEAN	21 Hydroxylase Antibodies; Alpha 1 Antitrypsin; Testir	Dr F. Findacure	Outstanding	Southern IML Pathology	Yes	15/07/2025 14:46:06	ED340753F2
15/07/2025	Reuben DEAN	EUC; LFT; Chol, Trig, HDLC, LDL; HbA1c (monitoring)	Dr F. Findacure	Outstanding	Southern IML Pathology	Yes	15/07/2025 14:46:11	2AC68780CC
15/07/2025	Reuben DEAN	EUC; LFT; Chol, Trig, HDLC, LDL; HbA1c (monitoring)	Dr F. Findacure	Outstanding	Southern IML Pathology	Yes	15/07/2025 14:48:32	EBE32B4A5C
15/07/2025	Reuben DEAN	Plain X-ray - Abdomen, Plain X-ray - Head, Mammogr	Dr F. Findacure	Outstanding	Belmont Medical Imaging	Yes	15/07/2025 14:54:16	A2E6F25F6F
18/07/2025	Reuben DEAN	Plain X-ray - Abdomen, Plain X-ray - Head, Mammogr	Dr F. Findacure	Outstanding	John Street Radiology	No		
18/07/2025	Reuben DEAN	Plain X-ray - Abdomen, Plain X-ray - Head, Mammogr	Dr F. Findacure	Outstanding	John Street Radiology	No		
18/07/2025	Reuben DEAN	Plain X-ray - Abdomen, Plain X-ray - Head, Mammogr	Dr F. Findacure	Outstanding	Belmont Medical Imaging	Yes	18/07/2025	

No component of result yet received At least part of result has been received

Currently logged in: Dr Frederick Findacure (Main surgery) Monday 04/08/2025 03:00:48 PM

Use Relevant Filters to display only eOrders.

Right-click a Failed eOrder, and select Resend eOrder.

What can I use the Investigation Requests screen for?

- Review all Investigation Requests created in your practice – and monitor the **Unreturned Reports** highlighted in Red.
- Review **eOrders**, and **Resend Failed eOrders**.
 - Regularly identifying, and resending Failed eOrders should form part of your Practice Policy!



Customisations for Clinicians

Preferences - Pathology

Pathology Preferences

User preferences

User name: Dr Frederick Findacure Clone

Custom tests:

Tests

Add Delete

☒ Include default tests in list

Favourite tests:

Generic

Barratt & Smith Pathology eOrder
Dorevitch Pathology
Mater Pathology
Southern IML Pathology
Sullivan Nicolaides Pathology eOrder

Add Edit Delete

Custom reasons:

Comments

. Aboriginal but not Torres Strait Islander
. Australian, non indigenous
. Both Aboriginal and Torres Strait Islander
. Torres Strait Islander but not Aboriginal

Add Delete

☒ Include default reasons in list

Laboratory Details:

Laboratory	Code	Prefer...	Paper	La
Barratt & Smith Patholo...		No	Pre-pr...	Ni
Best Pathology Service		No	Pre-pr...	Ni
Dorevitch Pathology		No	Pre-pr...	Ni
Mater Pathology		No	Pre-pr...	Ni
Southern IML Pathology		No	Pre-pr...	Ni
Sullivan Nicolaides Pat...		Yes	Pre-pr...	Ni

Edit

Default billing: ☐ Private ☐ Concession ☒ Direct Bill ☐ No default

Save Save & Close Close

Pathology Request Screen

Pathology request

Request date: 4/08/2025 Laboratory: Sullivan Nicolaides Pathology eOrder

Favourites: Favourite tests

Free text:

Clinical details: ☐ Fasting ☐ Non Fasting

LMP: 4/08/2025 ☐ Pregnant EDC: 4/08/2025

Cervical screening:

Site: ☐ Cervix ☐ Vaginal vault ☐ Vagina

Appearance: ☐ Benign ☐ Suspicious ☐ Ectropion

Symptomatic: ☐ Postmenopausal Bleeding ☐ Intermenstrual Bleeding ☐ Postcoital Bleeding ☐ Vaginal discharge ☐ Dyspareunia

Past history: ☐ Hysterectomy ☐ Adenocarcinoma in situ ☐ HSIL (Test of cure) ☐ Immunodeficient ☐ DES Exposure ☐ Radiotherapy

Other: ☐ Post-Menopausal ☐ Post-Natal ☐ HRT ☐ OCP ☐ IUCD

Flags: ☐ Previous result unsatisfactory ☐ Self collected ☐ Follow up of previous abnormal result ☐ Early sexual debut

Billing: ☐ Private ☐ Concession ☒ Direct Bill ☐ Not set

☐ Add an entry to the actions database ☐ Do not send to My Health Record

Due on: 4/08/2025

Print & Send Cancel

Preferences - Imaging

Imaging Preferences

User preferences

User name: Dr Frederick Findacure Clone

Custom tests:

Tests 1

Custom modality

Add Delete

Custom reasons:

Comments 2

Add Delete

☒ Include default reasons in list

Preferred imaging provider:

Laboratory	Preferred
Belmont Medical Imaging	No
Blacktown Medical Imaging	No
CareScan Medical Imaging	No
Carlingford Medical Imaging	No
Castlereagh Imaging	No
CRT Imaging	No

Edit

Request layout:

Provider	Format
Belmont Medical Imaging	Test
Blacktown Medical Imaging	Plain paper
CareScan Medical Imaging	Plain paper
Carlingford Medical Imaging	Plain paper
Castlereagh Imaging	Plain paper
CRT Imaging	Test

Change

Save Save & Close Close

Imaging Request Screen

Imaging request

Request date: 4/08/2025 ▼ Laboratory: QLD X-Ray ▼ QueenslandXRay

☒ Plain X-Ray ☐ Special X-Ray ☐ Ultrasound ☐ Duplex ultrasound ☐ CT ☐ MRI ☐ Mammography ☐ Bone densitometry ☐ Nuclear medicine ☐ User defined

☐ Left ☐ Right

Region

Abdomen
Ankle
Cervical spine
Chest
Clavicle
Coccyx
Elbow
Eye
Facial Bones
Femur
Finger, 2nd
Finger, 3rd

Other region: ▼ Add

Requests to be printed on form: 1

Other test: ▼

Clinical details: 2

Clinical details

? Avascular necrosis
? Bowel obstruction
? Cholelithiasis
? Crush fracture
? Discolitis
? Dislocation
? Fracture
? Greater trochanteric bursitis
? Impingement syndrome

Details to be printed on form: ▼

☐ Add an entry to the actions database ☐ Do not send to My Health Record

Due on: 4/08/2025 ▼

Print & Send Cancel

Doctor's Inbox: Layout 1

User preferences

User name: Dr Frederick Findacure Clone

☒ Generate progress notes as actions are taken

Open patient in: ☐ Today's notes ☒ Current Rx ☐ Last visit ☐ Past visits ☐ Past history

Open New Rx in: ☒ Product name ☐ Favourites

Open Appointments in: ☒ Day view ☐ Week view

☒ Prompt for paper when printing requests ☐ Add 'Bp Premier' to patient window caption

☐ Close investigation requests after printing ☐ Preload the last patient's surname when jumping to another patient

☐ Allow editing of imported RTF documents ☐ Run the background spell check in the word processor

☒ Show gridlines on observations page ☒ Prompt on closing application

☒ Adjust the Inbox layout on wide screen displays ☐ Prompt when item number is replaced on Finalise Visit window

☐ Open windows at the size they were when last closed. ☒ Inbox selection buttons at the left of the document

☐ Play a sound when a new patient is added to the waiting

☒ Display appointment notes when opening a patient from the Appointment book or Waiting room

☐ Use the default MBS item in the Finalise window ☒ Calculate the MBS item in the Finalise window

Show 'To Do' list: ☐ On log on ☐ On log off ☐ On closing BP

Check for messages every 30 seconds

☒ Display popup window when messages arrive ☐ Include 'read' messages when window opens

☒ Remove self from recipient list when sending message to a group ☒ Enable NCSR Functionality

☒ Enable HealthShare Factsheets ☒ Receive product update messages via internal messages

☒ Resize Patient Photo if larger than: 200 Width 200 Height

☒ Default to PIN protected patient Emails

Save Save & Close Close

Inbox

File Edit Utilities View Help

Adams, Felix
05/10/2006 ED-GLYCOSYLATED HB A1C

Allen, David
27/10/2008 SE_PSA
27/10/2008 _THYROID FUNCT. TEST
20/11/2009 SE_ROUTINE CHEMISTRY

Allen, Fay
20/10/2003 MODIFIED RAST

Allen, Janelle
02/12/2009 CI-COAG
15/10/2009 CI-COAG

Barrett, Frances
08/06/2023 AFB MCS Swab
08/06/2023 free text

DEAN, Reuben
05/08/2021 MedEbridge Information Requ
05/08/2021 MedEbridge Information Requ
05/08/2021 MedEbridge Information Requ

Outstanding requests - tick if returned:
☐ 29/03/2004 BIOCHEMICAL PROFILE

Comment:

This result is:
☐ Normal
☐ Abnormal
☐ Stable
☐ Acceptable
☐ Unacceptable
☐ Being treated
☐ Under specialist care

Action to be taken:
☐ No action
☐ Reception to advise
☐ Nurse to advise
☐ Doctor to advise
☐ Send routine reminder
☐ Non-urgent appointment
☐ Urgent appointment

Store result in:
☒ Investigations
☐ Correspondence in
☐ Clinical Images

Store for location: Main surgery
☒ Include header

Send Message
Add Reminder Add Past History Add INR Graph
Add Action Add CST result
< Previous Next > Skip Finish

ADAMS, FELIX
2-4 KIRKSWAY PLC, PATHLAND. 4000
Phone: 0362371245
Birthdate: 30/12/1928 Sex: M Medicare Number:
Your Reference: Lab Reference: 10906612-C-E410
Laboratory: SONIC PATHOLOGY
Addressee: DR FREDERICK FINDACURE Referred by: HEALTH AND HUMAN SERVICES
Name of Test: ED-GLYCOSYLATED HB A1C
Requested: 05/10/2006 Collected: 05/10/2006 Reported: 26/08/2011 16:24
Clinical Notes: Fasting:
Clinical Notes : Fasting:
Hb A1c 5.7 % (4.0 - 6.0)
Comments on Lab Id: 10906612
American Diabetes Association recommends a target of <7.0% HbA1c and if >=8.0% HbA1c re-evaluation of therapy. HbA1c values may not accurately reflect the mean glucose level in patients with some Hb variants or shortened red cell survival.
CM
Tests Completed: HbA1c
Tests Pending :
Sample Pending :

Currently logged in: Dr Frederick Findacure (Main surgery) Monday 04/08/2025 09:39:38 AM

General Preferences determine the physical layout of the Doctor's Inbox – this is the **default**.

Doctor's Inbox: Layout 2

User preferences

User name: Dr Frederick Findacure Clone

☒ Generate progress notes as actions are taken

Open patient in: ☐ Today's notes ☒ Current Rx ☐ Last visit ☐ Past visits ☐ Past history

Open New Rx in: ☒ Product name ☐ Favourites

Open Appointments in: ☒ Day view ☐ Week view

☒ Prompt for paper when printing requests ☐ Add 'Bp Premier' to patient window caption

☐ Close investigation requests after printing ☐ Preload the last patient's surname when jumping to another patient

☐ Allow editing of imported RTF documents ☐ Run the background spell check in the word processor

☒ Show gridlines on observations page ☒ Prompt on closing application

☒ Adjust the Inbox layout on wide screen displays ☐ Prompt when item number is replaced on Finalise Visit window

☐ Open windows at the size they were when last closed. ☐ Inbox selection buttons at the left of the document

☐ Play a sound when a new patient is added to the waiting

☒ Display appointment notes when opening a patient from the Appointment book or Waiting room

☐ Use the default MBS item in the Finalise window ☒ Calculate the MBS item in the Finalise window

Show 'To Do' list: ☐ On log on ☐ On log off ☐ On closing BP

Check for messages every 30 seconds

☒ Display popup window when messages arrive ☐ Include 'read' messages when window opens

☒ Remove self from recipient list when sending message to a group ☒ Enable NCSR Functionality

☒ Enable HealthShare Factsheets ☒ Receive product update messages via internal messages

☒ Resize Patient Photo if larger than: 200 Width 200 Height

☒ Default to PIN protected patient Emails

Save Save & Close Close

Inbox

File Edit Utilities View Help

Adams, Felix
05/10/2006 ED-GLYCOSYLATED HB

Allen, David
27/10/2008 SE_PSA
27/10/2008 _THYROID FUNCT. TES
20/11/2009 SE_ROUTINE CHEMIST

Allen, Fay
20/10/2003 MODIFIED RAST

Allen, Janelle
02/12/2009 CI-COAG
15/10/2009 CI-COAG

Barrett, Frances
08/06/2023 AFB MCS Swab

Outstanding requests - tick if returned:
☐ 29/03/2004 BIOCHEMICAL PROFILE

Comment:

Add to list
Delete

ADAMS, FELIX
2-4 KIRKSWAY PLC, PATHLAND. 4000
Phone: 0362371245
Birthdate: 30/12/1928 Sex: M Medicare Number:
Your Reference: Lab Reference: 10906612-C-E410
Laboratory: SONIC PATHOLOGY
Addressee: DR FREDERICK FINDACURE Referred by: HEALTH AND HUMAN SERVICES

Name of Test: ED-GLYCOSYLATED HB A1C
Requested: 05/10/2006 Collected: 05/10/2006 Reported: 26/08/2011 16:24

Clinical Notes: Fasting:
Clinical Notes : Fasting:
Hb A1c 5.7 % (4.0 - 6.0)
Comments on Lab Id: 10906612

American Diabetes Association recommends a target of <7.0% HbA1c and if >=8.0% HbA1c re-evaluation of therapy. HbA1c values may not accurately reflect the mean glucose level in patients with some Hb variants or shortened red cell survival.

CM

Tests Completed: HbA1c
Tests Pending :
Sample Pending :

This result is:
☐ Normal
☐ Abnormal
☐ Stable
☐ Acceptable
☐ Unacceptable
☐ Being treated
☐ Under specialist care

Action to be taken:
☐ No action
☐ Reception to advise
☐ Nurse to advise
☐ Doctor to advise
☐ Send routine reminder
☐ Non-urgent appointment
☐ Urgent appointment

Store result in:
☒ Investigations ☒ Include header
☐ Correspondence in Details
☐ Clinical Images

Store for location:
Main surgery

Add Reminder Send Message
Add Action Graph
Add CST result Add Past History
Add INR

< Previous Next >
Skip Finish

Currently logged in: Dr Frederick Findacure (Main surgery) Monday 04/08/2025 09:40:36 AM

General Preferences determine the physical layout of the Doctor's Inbox – this is **adjusted for widescreen displays**.

Doctor's Inbox: Layout 3

User preferences

User name: Dr Frederick Findacure Clone

General

☒ Generate progress notes as actions are taken

Open patient in: ☐ Today's notes ☒ Current Rx ☐ Last visit ☐ Past visits ☐ Past history

Open New Rx in: ☒ Product name ☐ Favourites

Open Appointments in: ☒ Day view ☐ Week view

☒ Prompt for paper when printing requests ☐ Add 'Bp Premier' to patient window caption

☐ Close investigation requests after printing ☐ Preload the last patient's surname when jumping to another patient

☐ Allow editing of imported RTF documents ☐ Run the background spell check in the word processor

☒ Show gridlines on observations page ☒ Prompt on closing application

☒ Adjust the Inbox layout on wide screen displays ☐ Prompt when item number is replaced on Finalise Visit window

☐ Open windows at the size they were when last closed. ☒ Inbox selection buttons at the left of the document

☐ Play a sound when a new patient is added to the waiting

☒ Display appointment notes when opening a patient from the Appointment book or Waiting room

☐ Use the default MBS item in the Finalise window ☒ Calculate the MBS item in the Finalise window

Show 'To Do' list: ☐ On log on ☐ On log off ☐ On closing BP

Check for messages every 30 seconds

☒ Display popup window when messages arrive ☐ Include 'read' messages when window opens

☒ Remove self from recipient list when sending message to a group ☒ Enable NCSR Functionality

☒ Enable HealthShare Factsheets ☒ Receive product update messages via internal messages

☒ Resize Patient Photo if larger than: 200 Width 200 Height

☒ Default to PIN protected patient Emails

Save Save & Close Close

Inbox

File Edit Utilities View Help

Adams, Felix
05/10/2006 ED-GLYCOSYLATED HB

Allen, David
27/10/2008 SE_PSA
27/10/2008 _THYROID FUNCT. TES
20/11/2009 SE_ROUTINE CHEMIST

Allen, Fay
20/10/2003 MODIFIED RAST

Allen, Janelle
02/12/2009 CI-COAG
15/10/2009 CI-COAG

Barrett, Frances
08/06/2022 AFR MCS Swah

This result is:

☐ Normal
☐ Abnormal
☐ Stable
☐ Acceptable
☐ Unacceptable
☐ Being treated
☐ Under specialist care

Action to be taken:

☐ No action
☐ Reception to advise
☐ Nurse to advise
☐ Doctor to advise
☐ Send routine reminder
☐ Non-urgent appointment
☐ Urgent appointment

Store result in:

☒ Investigations ☒ Include header
☐ Correspondence in Details
☐ Clinical Images

Store for location:

Main surgery Send Message
Add Reminder Graph
Add Action Add Past History
Add CST result Add INR
< Previous Next >
Skip Finish

Comment:

Add to list Delete

Outstanding requests - tick if returned:
☐ 29/03/2004 BIOCHEMICAL PROFILE

ADAMS, FELIX
2-4 KIRKSWAY PLC, PATHLAND. 4000
Phone: 0362371245
Birthdate: 30/12/1928 Sex: M Medicare Number:
Your Reference: Lab Reference: 10906612-C-E410
Laboratory: SONIC PATHOLOGY
Addressee: DR FREDERICK FINDACURE Referred by: HEALTH AND HUMAN SERVICE

Name of Test: ED-GLYCOSYLATED HB A1C
Requested: 05/10/2006 Collected: 05/10/2006 Reported: 26/08/2011 16

Clinical Notes: Fasting:

Clinical Notes : Fasting:

Hb A1c 5.7 % (4.0 - 6.0)
Comments on Lab Id: 10906612

American Diabetes Association recommends a target of <7.0% HbA1c and if >=8.0% HbA1c re-evaluation of therapy. HbA1c values may not accurately reflect the mean glucose level in patients with some Hb variants or shortened red cell survival.

CM

Tests Completed: HbA1c
Tests Pending :
Sample Pending :

Currently logged in: Dr Frederick Findacure (Main surgery)

Monday 04/08/2025 09:41:10 AM

General Preferences determine the physical layout of the Doctor's Inbox – this is **adjusted for widescreen displays**, with **selection buttons at left of document**.



Incoming Results

Reviewing Results

File > Change User

Can change to another clinician's Inbox to view results returned to them.

Traffic Light Indicators

Red: Abnormal
Green: Normal
Yellow: Undetermined

Outstanding Requests

Important! Often missed, but displays other requests not yet returned for this patient.

Comment

Text entered into this field is visible in the **Follow Up Inbox**, and **Clinical Record**.

Inbox

File Edit Utilities View Help

Adams, Felix
05/10/2006 ED-GLYCOSYLATED HB

Allen, David
27/10/2008 SE_PSA
27/10/2008 _THYROID FUNCT. TES
20/11/2009 SE_ROUTINE CHEMIST

Allen, Fay
20/10/2003 MODIFIED RAST

Allen, Janelle
02/12/2009 CI-COAG
15/10/2009 CI-COAG

Barrett, Frances
08/06/2023 AFB MCS Swab

Outstanding requests - tick if returned:
☐ 29/03/2004 BIOCHEMICAL PROFILE

Comment:

Add to list
Delete

ADAMS, FELIX
2-4 KIRKSWAY PLC, PATHLAND. 4000
Phone: 0362371245
Birthdate: 30/12/1928 Sex: M Medicare Number:
Your Reference: Lab Reference: 10906612-C-E410
Laboratory: SONIC PATHOLOGY
Addressee: DR FREDERICK FINDACURE Referred by: HEALTH AND HUMAN SERVICES

Name of Test: ED-GLYCOSYLATED HB A1C
Requested: 05/10/2006 Collected: 05/10/2006 Reported: 26/08/2011 16:24

Clinical Notes: Fasting;
Clinical Notes : Fasting;
Hb A1c 5.7 % (4.0 - 6.0)
Comments on Lab Id: 10906612

American Diabetes Association recommends a target of <7.0% HbA1c and if >=8.0% HbA1c re-evaluation of therapy. HbA1c values may not accurately reflect the mean glucose level in patients with some Hb variants or shortened red cell survival.

CM
Tests Completed: HbA1c
Tests Pending :
Sample Pending :

This result is:
☐ Normal
☐ Abnormal
☐ Stable
☐ Acceptable
☐ Unacceptable
☐ Being treated
☐ Under specialist care

Action to be taken:
☐ No action
☐ Reception to advise
☐ Nurse to advise
☐ Doctor to advise
☐ Send routine reminder
☐ Non-urgent appointment
☐ Urgent appointment

Store result in:
☒ Investigations
☐ Correspondence in
☐ Clinical Images
☒ Include header

Store for location:
Main surgery

Send Message
Add Reminder Graph
Add Action Add Past History
Add CST result Add INR

< Previous Next >
Skip Finish

Currently logged in: Dr Frederick Findacure (Main surgery) Monday 04/08/2025 09:40:36 AM

This Result is:

Must be selected to move to Follow Up Inbox for Recalls.
Align with Practice Policy!

Action to be Taken:

Links to your Practice Policy, and your third-party comms tools to progress actions.

Store Result In:

Toggle between locations in the Clinical Record for reviewed result to be stored.

Navigation

Able to quickly switch between results in the list without returning to the list.

Reviewing Results – More Functions

The screenshot displays the BpPremier software interface. On the left, a sidebar lists patients: Adams, Felix; Allen, David; Allen, Fay; Allen, Janelle; and Barrett, Frances. The main window shows the lab results for Felix Adams, including patient details, test results (HbA1c 5.7%), and clinical notes. The right sidebar contains a 'This result is:' section with radio buttons for Normal, Abnormal, Stable, Acceptable, Unacceptable, Being treated, and Under specialist care. Below this is an 'Action to be taken:' section with radio buttons for No action, Reception to advise, Nurse to advise, Doctor to advise, Send routine reminder, Non-urgent appointment, and Urgent appointment. The 'Store result in:' section has radio buttons for Investigations (selected), Correspondence in, and Clinical Images, with an 'Include header' checkbox. The 'Store for location:' section has a dropdown menu set to 'Main surgery'. At the bottom, there are buttons for '< Previous', 'Skip', 'Next >', and 'Finish'. A status bar at the bottom indicates 'Currently logged in: Dr Frederick Findacure (Main surgery)' and 'Monday 04/08/2025 09:40:36 AM'.

ADAMS, FELIX
2-4 KIRKSWAY PLC, PATHLAND. 4000
Phone: 0362371245
Birthdate: 30/12/1928 Sex: M Medicare Number:
Your Reference: Lab Reference: 10906612-C-E410
Laboratory: SONIC PATHOLOGY
Addressee: DR FREDERICK FINDACURE Referred by: HEALTH AND HUMAN SERVICES

Name of Test: ED-GLYCOSYLATED HB A1C
Requested: 05/10/2006 Collected: 05/10/2006 Reported: 26/08/2011 16:24

Clinical Notes: Fasting:
Clinical Notes : Fasting:
Hb A1c 5.7 % (4.0 - 6.0)
Comments on Lab Id: 10906612

American Diabetes Association recommends a target of <7.0% HbA1c and if >=8.0% HbA1c re-evaluation of therapy. HbA1c values may not accurately reflect the mean glucose level in patients with some Hb variants or shortened red cell survival.

CM

Tests Completed: HbA1c
Tests Pending :
Sample Pending :

Outstanding requests - tick if returned:
☐ 29/03/2004 BIOCHEMICAL PROFILE

Comment:
Add to list
Delete

This result is:
☐ Normal
☐ Abnormal
☐ Stable
☐ Acceptable
☐ Unacceptable
☐ Being treated
☐ Under specialist care

Action to be taken:
☐ No action
☐ Reception to advise
☐ Nurse to advise
☐ Doctor to advise
☐ Send routine reminder
☐ Non-urgent appointment
☐ Urgent appointment

Store result in:
☒ Investigations ☒ Include header
☐ Correspondence in
☐ Clinical Images

Store for location:
Main surgery

Send Message
Add Reminder Graph
Add Action Add Past History
Add CST result Add INR

< Previous Next >
Skip Finish

Currently logged in: Dr Frederick Findacure (Main surgery) Monday 04/08/2025 09:40:36 AM

Send a Bp
Comms SMS

Add a Clinical
Reminder

Compare
past results
on a Graph

Add an Action
for clinician
action

Add a
diagnosis to
Past History

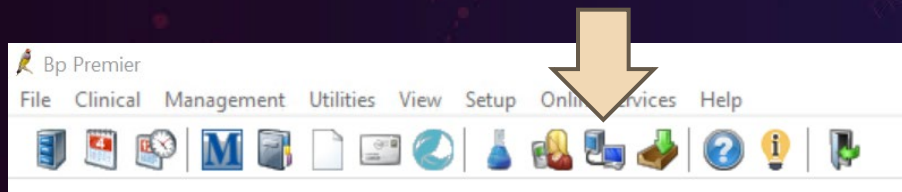
Record a
CST result

Add INR
results



Unallocated and Unreturned Results

Manage Unallocated Reports



What to know about the Incoming Reports screen:

- ✓ Displays **all results** returned to your practice
- ✓ Results are **Unallocated** when:
 - ✓ The **Patient** on the returned result can't be automatically matched with a Bp patient record,
 - ✓ The **Requesting Provider** on the returned result can't be automatically matched to a Bp user.
- ✓ This screen **should be regularly checked** so that critical returned results cannot be missed.

Incoming reports

File Edit View Help

Find patient:

Reported date from: 9/11/2003 to: 4/08/2025

Filter by addressee: All Filter by location: All

☐ Show unallocated only

Date	Patient name on report	Test	Addressed to	Allocated to patient	Allocated to user	Location	Complete	Laboratory/Provider
17/06/2025	Alan Abbott	Referral letter		Alan Abbott			No	DR Frederick Findacure
17/01/2012	ANASTASIA ABBOTT	U-Microbiology PCR	DR IVOR CURE	Anastasia Abbott	Dr Ivor Cure	Main surgery	Yes	PATHOLOGY REPORT
17/01/2012	ANASTASIA ABBOTT	SE- SEROLOGY	DR IVOR CURE	Anastasia Abbott	Dr Ivor Cure	Main surgery	Yes	PATHOLOGY REPORT
17/01/2012	ANASTASIA ABBOTT	SE- HIV SEROLOGY ARC	DR IVOR CURE	Anastasia Abbott	Dr Ivor Cure	Main surgery	Yes	PATHOLOGY REPORT
17/01/2012	ANASTASIA ABBOTT	GENERAL M.C&S 1	DR IVOR CURE	Anastasia Abbott	Dr Ivor Cure	Main surgery	Yes	PATHOLOGY REPORT
17/01/2012	ANASTASIA ABBOTT	U-URINE M.C&S	DR IVOR CURE	Anastasia Abbott	Dr Ivor Cure	Main surgery	Yes	PATHOLOGY REPORT
17/01/2012	ANASTASIA ABBOTT	GENERAL M.C&S 1	DR IVOR CURE	Anastasia Abbott	Dr Ivor Cure	Main surgery	Yes	PATHOLOGY REPORT
17/01/2012	ANASTASIA ABBOTT	U-URINE M.C&S	DR IVOR CURE	Anastasia Abbott	Dr Ivor Cure	Main surgery	Yes	PATHOLOGY REPORT
17/01/2012	ANASTASIA ABBOTT	U-URINE M.C&S2	DR IVOR CURE	Anastasia Abbott	Dr Ivor Cure	Main surgery	Yes	PATHOLOGY REPORT
17/01/2012	ANASTASIA ABBOTT	SALMONELLA ID	DR IVOR CURE	Anastasia Abbott	Dr Ivor Cure	Main surgery	Yes	PATHOLOGY REPORT
17/01/2012	ANASTASIA ABBOTT	HE-TROPONIN T.	DR IVOR CURE	Anastasia Abbott	Mrs. Diabetes Educator	Main surgery	Yes	PATHOLOGY REPORT
17/01/2012	MAREE ACKERMANN	SE- ROUTINE CHEMISTRY	DR IVOR CURE	Maree Ackermann	Dr Ivor Cure	Main surgery	No	PATHOLOGY REPORT
17/01/2012	MAREE ACKERMANN	CI-COAG	DR IVOR CURE	Maree Ackermann	Dr Ivor Cure	Main surgery	Yes	PATHOLOGY REPORT
17/01/2012	MAREE ACKERMANN	ED- FBE	DR IVOR CURE	Maree Ackermann	Dr Ivor Cure	Main surgery	Yes	PATHOLOGY REPORT
17/01/2012	MAREE ACKERMANN	_ROUTINE CHEMISTRY	DR IVOR CURE	Maree Ackermann	Dr Ivor Cure	Main surgery	Yes	PATHOLOGY REPORT
17/01/2012	MAREE ACKERMANN	SE- ROUTINE CHEMISTRY	DR IVOR CURE	Maree Ackermann	Dr Ivor Cure	Main surgery	No	PATHOLOGY REPORT
26/08/2011	FELIX ADAMS	ED-GLYCOSYLATED HB A1C	DR FREDERICK FINDACURE	Felix Adams	Dr Frederick Findacure	Main surgery	Yes	PATHOLOGY REPORT
26/08/2011	JASON AHERN	SE- ROUTINE CHEMISTRY	DR FREDERICK FINDACURE	Jason Ahern	Dr Ivor Cure	Main surgery	Yes	PATHOLOGY REPORT
26/08/2011	DAVID ALLEN	SE- ROUTINE CHEMISTRY	DR FREDERICK FINDACURE	David Allen	Dr Frederick Findacure	Main surgery	Yes	PATHOLOGY REPORT
26/08/2011	DAVID ALLEN	SE- PSA	DR FREDERICK FINDACURE	David Allen	Dr Frederick Findacure	Main surgery	Yes	PATHOLOGY REPORT
26/08/2011	DAVID ALLEN	_THYROID FUNCT. TEST	DR FREDERICK FINDACURE	David Allen	Dr Frederick Findacure	Main surgery	Yes	PATHOLOGY REPORT
09/11/2003	FAY ALLEN	MODIFIED RAST	DR FINDACURE	Fay Allen	Dr Frederick Findacure	Main surgery	No	PATHOLOGY REPORT
26/08/2011	JANELLE ALLEN	CI-COAG	DR FREDERICK FINDACURE	Janelle Allen	Dr Frederick Findacure	Main surgery	Yes	PATHOLOGY REPORT
26/08/2011	JANELLE ALLEN	CI-COAG	DR FREDERICK FINDACURE	Janelle Allen	Dr Frederick Findacure	Main surgery	Yes	PATHOLOGY REPORT
08/06/2023	Frances Ann Barrett	AFB MCS Swab	Dr Frederick Findacure	Frances Barrett	Dr Frederick Findacure	Main surgery	No	BP099999
08/06/2023	Frances Ann Barrett	free text	Dr Frederick Findacure	Frances Barrett	Dr Frederick Findacure	Main surgery	No	BP099999
24/05/2023	TIKKA MASALA	GLUCOSE	DR ALEXANDER COE				Yes	Capital Pathology
24/05/2023	TIKKA MASALA	SE-VANCOMYCIN	DR ALEXANDER COE				Yes	Capital Pathology
05/08/2021	test Participant	MedEbridge Information Request (Medical File Copy)		Reuben DEAN	Dr Frederick Findacure	Main surgery	No	MedEbridge
05/08/2021	test Participant	MedEbridge Information Request (Treating Doctor Report)		Reuben DEAN	Dr Frederick Findacure	Main surgery	No	MedEbridge
05/08/2021	test Participant	MedEbridge Information Request (Additional Medical Rep		Reuben DEAN	Dr Frederick Findacure	Main surgery	No	MedEbridge
20/11/2024	LESLIE TEST	CI-COAG	DOUG MCKINLAY				Yes	Launceston Pathology

Allocated to user:

Patient details: Mr. Alan Abbott
Date of birth: 30/06/1945
12 John St, Woodlane, 4035.

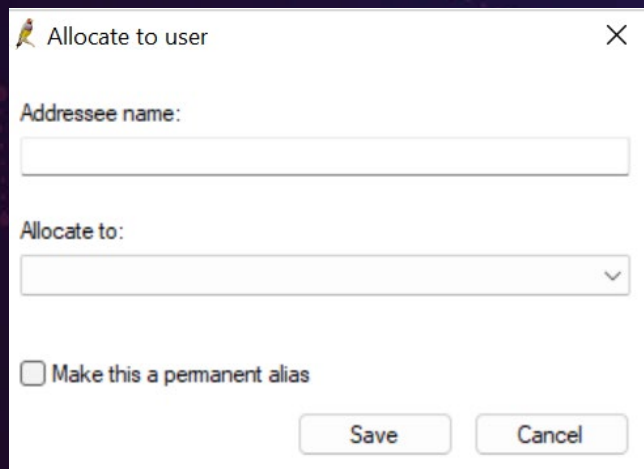
Currently logged in: Dr Frederick Findacure (Main surgery)

Allocate Unallocated Reports

Allocate to a User

Match the **Addressee Name** (from the report) to a **Bp Premier User**.

Aliases make this matching permanent. Great for departures!



Allocate to user

Addressee name:

Allocate to:

☐ Make this a permanent alias

Save Cancel

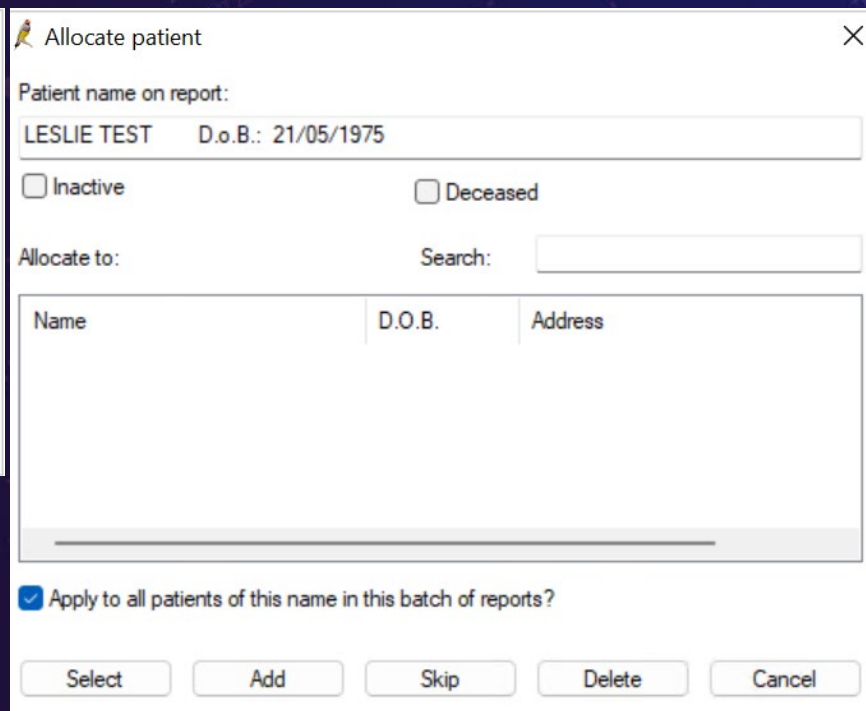
Allocate to a Patient

Search for a Bp Premier patient record, and view matches.

Click **Select** to confirm a match, and allocate the report.

IMPORTANT: Beware the **Add** button!

Clicking **Add** creates a **New Patient Record** with the name and DOB found in the returned report.



Allocate patient

Patient name on report: D.O.B.:

☐ Inactive ☐ Deceased

Allocate to: Search:

Name	D.O.B.	Address

☒ Apply to all patients of this name in this batch of reports?

Select Add Skip Delete Cancel

This process is best governed by a robust Practice Policy.
Who monitors this in your clinic? How often do they complete this? Who steps in when they are on leave or away?

From Result to Recall



Checked Result to Recall Journey

Result viewed from the Follow Up Inbox – what is the data source?

Follow up inbox

File Utilities View Help

Reports checked from: 4/08/2021 to: 4/08/2025 Filter by action: All Filter by status: All Checked by: All

Mark as contacted Mark result as given Record note Send Message View appointments Make appointment Reminder Sort by: Date Checked Filter by location: All

Attempts	Date checked	Patient	Phone	Report name	Date performed	Action	Comment	Status	Complete	Checked by	Location	Addressed to	Date ordered	Laboratory/Provider
0	25/05/2023	Abbott, Alan	07 50505050(H), 0468927	Liver Function Test	24/03/2023	Reception to advise	Abnormal		No	Dr F. Findacure	Main surgery	Dr F. Findacure	24/03/2023	actpatho
0	08/06/2023	Barrett, Frances Ann	4567 8966(H), 097123131	CT CHEST	24/11/2022	No action	Abnormal		Yes	Dr F. Findacure	Main surgery	Dr F. Findacure	17/09/2022	Peth Rad Clinic
0	19/05/2025	Abbott, Madeline Jane	07 50505050(H), 0978975	scan	19/05/2025	Doctor to advise		Given	Yes	Dr F. Findacure	Main surgery	Dr F. Findacure	/ /	CRT Imaging

Contact Method: Phone Letter Email SMS APP Message Status: Not Contacted Unsuccessful/Failed Sent Read/Delivered Unused messages: 5992 SMS

Currently logged in: Dr Frederick Findacure Main surgery Monday 04/08/2025 09:42:50 AM

Adams, Felix	05/10/2006 ED-GLYCOSYLATED HB
Allen, David	27/10/2008 SE_PSA
	27/10/2008 _THYROID FUNCT. TES
	20/11/2009 SE_ROUTINE CHEMIST
Allen, Fay	20/10/2003 MODIFIED RAST
Allen, Janelle	02/12/2009 CI-COAG
	15/10/2009 CI-COAG
Barrett, Frances	08/06/2023 AFR MCS Swah

- Action to be taken:**
- ☐ No action
 - ☐ Reception to advise
 - ☐ Nurse to advise
 - ☐ Doctor to advise
 - ☐ Send routine reminder
 - ☐ Non-urgent appointment
 - ☐ Urgent appointment

- This result is:**
- ☐ Normal
 - ☐ Abnormal
 - ☐ Stable
 - ☐ Acceptable
 - ☐ Unacceptable
 - ☐ Being treated
 - ☐ Under specialist care

Comment:

Add to list

Delete

Tip! Practice Policy!

The Recall journey and workflow in your practice is best managed by a robust, and clear policy.

What do each of the 'Action to be Taken' options indicate as a next step?
What SMS or comm channels to use?
How many contact attempts?
What Communication mix?



Marking Results as Given

Marking Results as Given

1. Multiple Results from the Patient Record

Expand Collapse

Mr. Alan Abbott

Today's notes

Past visits

Current Rx

Past history

Immunisations

Investigation reports

Correspondence In

Correspondence Out

Past prescriptions

Observations

Family/Social history

Clinical images

Enhanced Primary Care

Add View Delete Print Record Note Values

Filter:

Mark result as given Atomised values Email copy to patient

Date	Test name	Checked by	Date checked	Action	Status	Comment
<input type="checkbox"/> 01/09/2006	ED-GLYCOSYLATED HB A1C	Dr Frederick Findacure	27/10/2011	Doctor to advise	//	Abnormal
<input type="checkbox"/> 24/03/2023	Liver Function Test	Dr Frederick Findacure	25/05/2023	Reception to advise	//	Abnormal

Tick the relevant results, and click **Mark result as given**.

2. Single Result from the Patient Record

Expand Collapse

Mr. Alan Abbott

Today's notes

Past visits

Current Rx

Past history

Immunisations

Investigation reports

Correspondence In

Correspondence Out

Past prescriptions

Observations

Family/Social history

Clinical images

Enhanced Primary Care

Add View Delete Print Record Note

Checked by Dr Frederick Findacure on 25/05/2023
Action: Reception to advise. Given to patient on 04/08/2025.

Abnormal

Mark result as given

Email copy to patient

NATA Accreditation Numbers
TCH #2508 Calvary #15024

Requesting Dr: Demo Doctor F: 02 6244 5577

Recipient: Address:

Surname: Beaker
Given: Routine Chemistry Adult Female
DOB: 4/4/1965, 57 yrs Sex: Female
Phone: 02 0000 0000
Address: 1 City ACT 2600

When viewing the report, click **Mark result as given**.

3. Directly from the Follow Up Inbox

Follow up inbox

File Utilities View Help

Reports checked from: 4/08/2021 to: 4/08/2025 Filter by action: All Filter by status: All Checked by: All

Mark as contacted Mark result as given Record note Send Message View appointments Make appointment Reminder Sort by: Date Checked Filter by location: All

Attempts	Date checked	Patient	Phone	Report name	Date performed	Action	Comment	Status	Complete	Checked by	Location	Addressed to	Date ordered	Laboratory/Provider
0	25/05/2023	Abbott, Alan	07 50505050(H), 0468927	Liver Function Test	24/03/2023	Reception to advise	Abnormal		No	Dr F. Findacure	Main surgery	Dr F. Findacure	24/03/2023	actpatho
0	08/06/2023	Barrett, Frances Ann	4567 8966(H), 097123131	CT CHEST	24/11/2022	No action	Abnormal		Yes	Dr F. Findacure	Main surgery	Dr F. Findacure	17/09/2022	Perth Rad Clinic
0	19/05/2025	Abbott, Mark	07 50505050(H), 0468927	Liver Function Test	19/05/2025	Doctor to advise	Abnormal	Given	Yes	Dr F. Findacure	Main surgery	Dr F. Findacure	//	CRT Imaging

Contact Method: Phone Letter @ Email

Currently logged in: Dr Frederick Findacure Main surgery

Monday 04/08/2025 09:42:50 AM

When contacting the patient, click **Mark result as given**.

Recall Appointment Type

Appointment type	Length	Deleted
★ Recall	15mins	No
⌚ Standard appt.	15mins	No

The **Recall** Appointment Type can assist in keeping close track of patients requiring a recall, and in marking results as given.

Tip – the Recall Appointment Type

Mrs. Frances Ann Barrett

File Open Request Clinical View Utilities My Health Record Bp Comms Help Online Services

Name: Frances Barrett D.O.B.: 16/09/1972 Age: 52 yrs Birth Sex: Female 0m 44s Finalise visit My Health Record

Address: 23 Gregory Street Wynnum 4178 Phone: (m) 0971231312 (h) 4567 8966 (w) 0957841354 Email: Fran_Barrett@bpsoftware.com.au Gender: Not Recorded Pronouns:

Medicare No: 2294247001 - 1 08/06 Record No.: 978461 Pension No.: Comment:

Occupation: Tobacco: Alcohol: Elite sports: Ethnicity:

Blood Group: BreastFeeding: Parity: G1P0 Advance Health Directive: Interpreter:

Pregnant: No

Allergies / Adverse Drug Reactions: Reactions Notifications: Fact Sheets Preventive Health Actions Reminders

Item	Reaction	Severity	Type	Due	Reason
Not recorded			Preventive health	04/08/2025	There is no record of any cervical screening for this patient!
			Preventive health	04/08/2025	A smoking history should be recorded!
			Preventive health	04/08/2025	There are no recorded bowel screenings for this patient.
			Follow up	04/08/2025	This appointment was booked as a recall.

Cancelled appointments

File Help

Start date: 15/02/2024 End date: 15/02/2024 Apply Filters

Location: All Provider: All Include Cut and Moved appointments Highlighted entries were Follow-up appointments

Patient	Provider	Location	Appointment date	Appointment time	Type	Cancelled by	Cancelled on	Reason
Mr Onlyname Devo	Mr S. Gunter	Main surgery	15/02/2024	10:15 am	Recall	Mrs Mary Manager	15/02/2024 10:06 am	Booked in error
Mr Reuben Dean	Mr S. Gunter	Main surgery	06/02/2024	9:14 am	Standard appt.	Mrs Mary Manager	15/02/2024 10:07 am	Booked in error



Pros

Creates a **Notification** in the clinical record, and is highlighted in yellow and red in the **Cancelled Appointments** screen.



Cons

Can only be **cancelled** by Principal Doctor, Practice Manager, Senior Receptionist, and Practice Nurse user types.



Practice Policy Considerations

What could you include?

Review **eOrdering labs** you have configured.

Uninstall unnecessary tools from your server (like printer drivers!).

Document your **Recall** workflow.

Regularly clean up **Recalls** not marked as given.

Train your clinicians on **Recall workflow**.

Review, and cleanse **Actions** list.

Assign an **Unallocated Reports** owner.

Assign a **Failed eOrders** owner.

Maintain your **Unreturned Results**.

Assist Clinicians with managing their **Clinical Preferences**.

These are just a selection of ideas for topics that could be documented in your Practice Policy when it comes to managing recalls, and investigation requests.

Recap – What did we cover today?

- Managing Pathology and Imaging configuration settings,
- Creating Requests
- Configuring Favourites and Custom Tests
- Reviewing Returned Results
- Monitoring Unallocated Results
- How Results Become Recalls
- Marking Results as Given
- Practice Policy considerations

BpPremier
SUMMIT 2025

Questions & Answers



Thank you for joining us!



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

The A-Z of
Pathology (and
Diagnostic Imaging)

Bec Bland