

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





Using Bp to Improve Team Communication

Marg Windsor & Katrina Otto



Using Bp to Improve Team Communication



Katrina Otto

Katrina is a leading practice management consultant and medical soft-ware trainer with decades of experience leading improvements across diverse healthcare settings. She believes that the synergy of robust data, collaborative teamwork, and genuine patient connections fuels superior health outcomes.



Margaret Windsor

Marg is a highly experienced Registered Nurse with 30 years of experience in primary health care, clinical settings, and healthcare management. With expertise in system implementation and a passion for continuous quality improvement, chronic disease management, and the integration of electronic health records (EHR) to enhance patient outcomes and streamline healthcare processes.



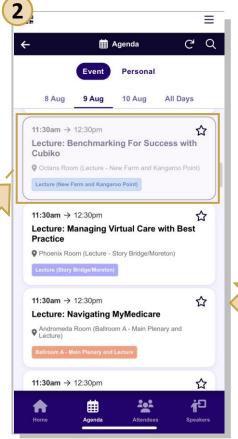
Ask any questions using The Event App

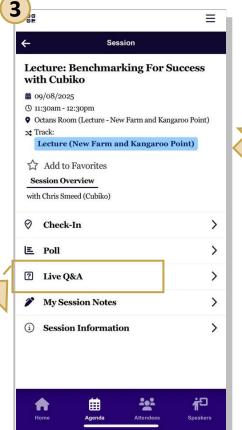


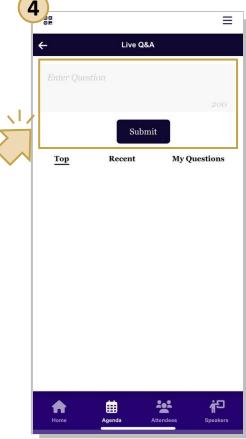
Download the app
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Using Bp to Improve Team Communication

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Learning Objectives

- 1. Describe 5 underused features in Bp Premier that can significantly improve internal communication.
- 2. Apply practical strategies to configure and use Bp Premier.
- 3. Recognise the importance of structured documentation and digital communication pathways for meeting clinical governance and accreditation requirements.
- 4. Implement change management principles to lead a team-wide shift toward using Bp Premier more effectively.
- Access and use downloadable tools and templates to support training, onboarding, and ongoing process improvement using Bp Premier





Systematic Efficiencies



When used systematically with trained processes, Bp Premier isn't just a tool – it's the key to better clinical governance and efficiency.





1. Inbox

2. Contact Notes

3. Actions

4. Messaging

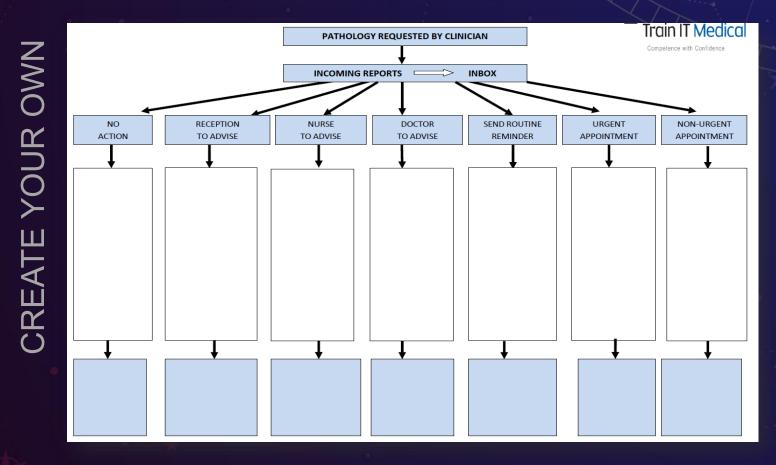
5. To-Do List





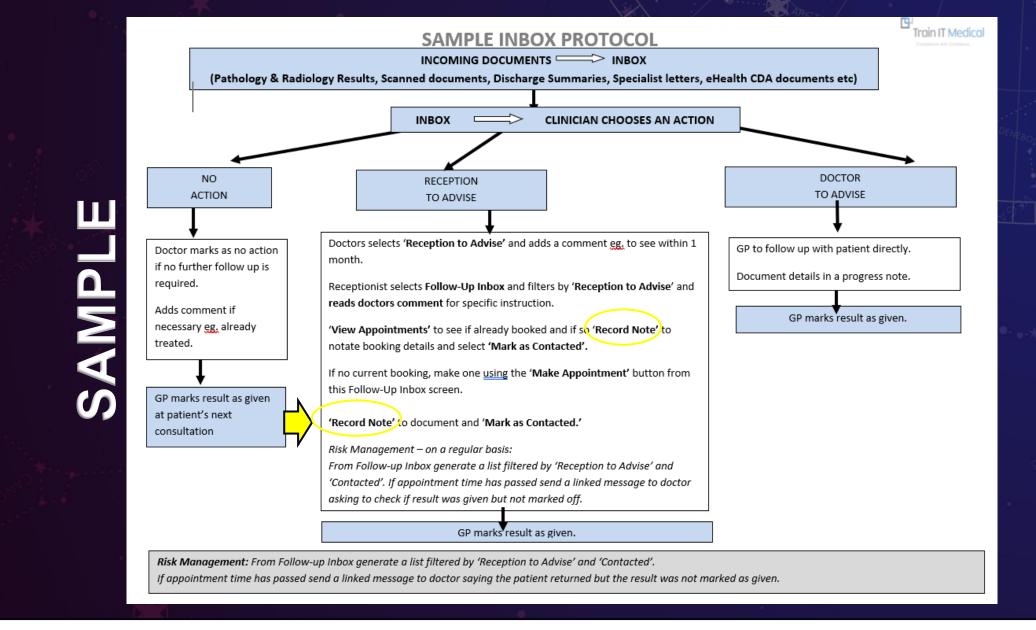


Clarity, People, Protocols & Documentation





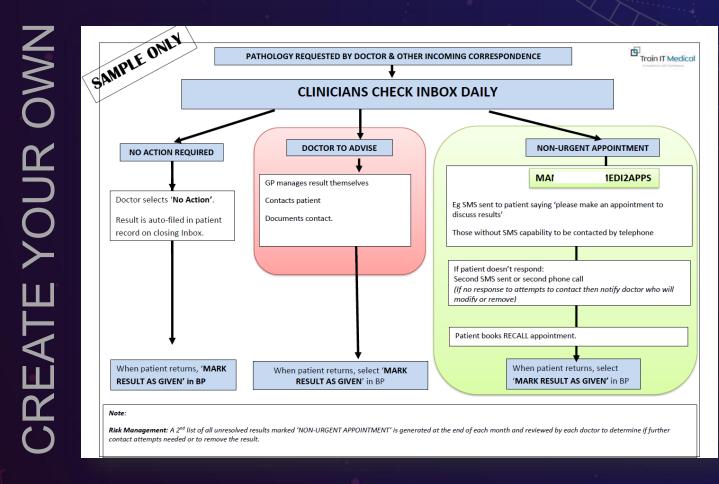








Assess your practice system for risk & efficiency

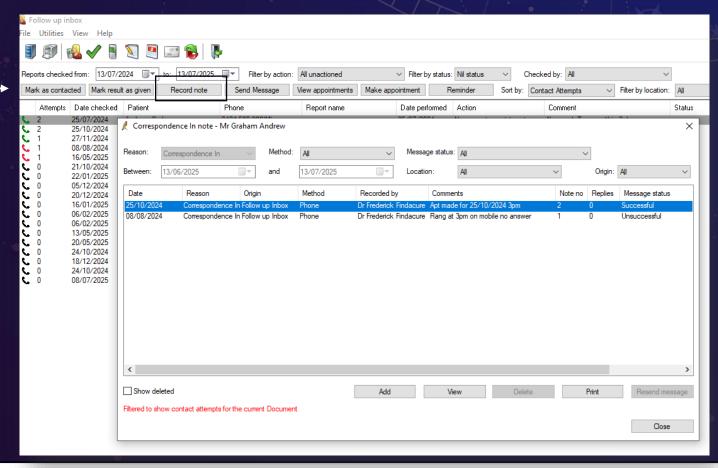






Contact Notes – team communication & audit trail

- Accessible across Bp
- Track contact status
- Reception staff can see who has been trying to contact the patient.

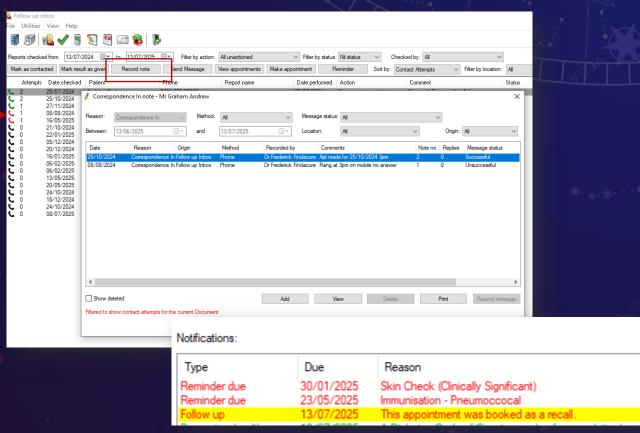






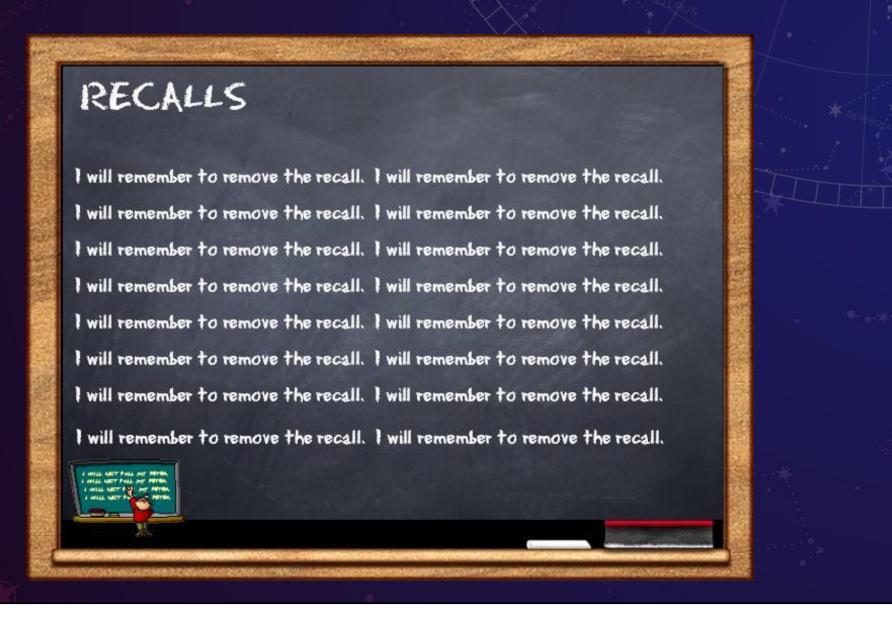
Contact Notes – team communication & audit trail

- Accessible across Bp
- Track contact status
- Reception staff can see who has been trying to contact the patient.
- See all contact notes from main screen > View > Contact Notes.
- Appointments made from Follow-Up Inbox are highlighted in yellow to help GP → 'Mark as Given'







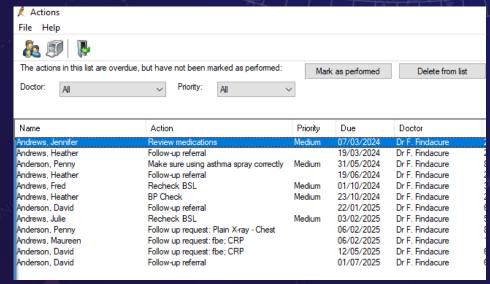






Actions

- Actions are your internal practice reminder eg recheck Bp next visit.
- Can be ticked as 'clinically significant' eg Follow-up Referral.
- Check your own list regularly.
 Main Screen > Clinical > Actions > Filter by own name & priority.
- 4. Use 'Delete' button if action was non-clinical eg ask about overseas trip.
- Use 'Mark as performed' button if clinical eg Recheck BSL.

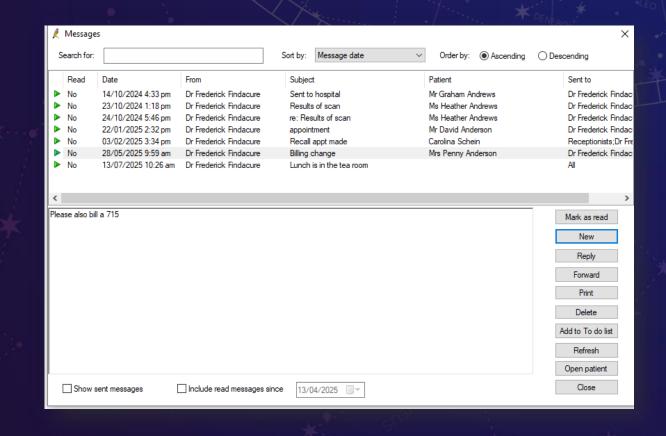






Messages – F8

- 1. 'Link to patient' can help with speed and ensure correct patient record is accessed.
- Utilities > Patient Messages from within patient record to access history of all linked messages.
- 3. Design your practice system for 'Groups' eg nurses, receptionists.

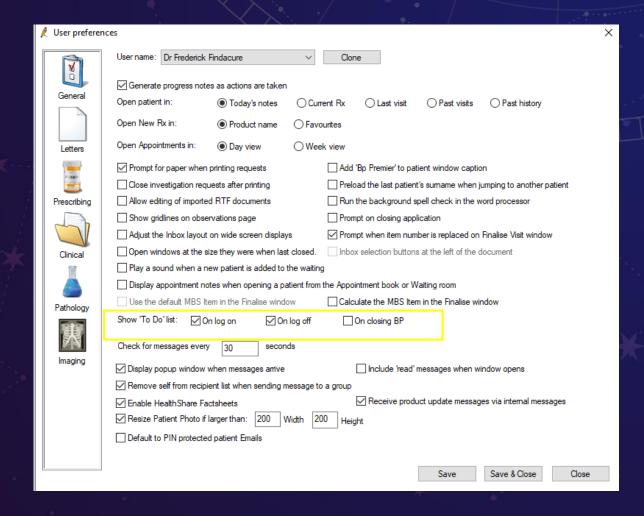






To Do List

Popup reminders for yourself!







With gratitude

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Katrina & Marg







Questions & Answers





Thank you for joining us!



Marg Windsor & Katrina Otto

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

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