

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





BpPremier SUMMIT 2025

Revolutionising General Practice: The Tools & Innovations That Will Define the Future

**Presenter: Dr Jaspreet Saini - GP,
Practice Owner and Chief Medical Officer**

Revolutionising General Practice: The Tools & Innovations That Will Define the Future

Dr Jaspreet Saini

Dr Jaspreet Saini is a GP, practice owner, and Chief Medical Officer at HotDoc. At Rosedale Medical Practice, he's led a digital transformation – integrating BP Premier with other digital tools to streamline workflows, ease administrative burden, and improve patient access.

As CMO of HotDoc, Jas brings a frontline GP perspective to Australia's leading patient engagement platform. He works closely with HotDoc's teams to ensure products support access and continuity of care, reduce practice pressures, and strengthen trust between patients and their care teams.

At the BP Premier Summit, Jas will share practical insights on using technology and data to create efficient, sustainable practices ready for the challenges of modern general practice.

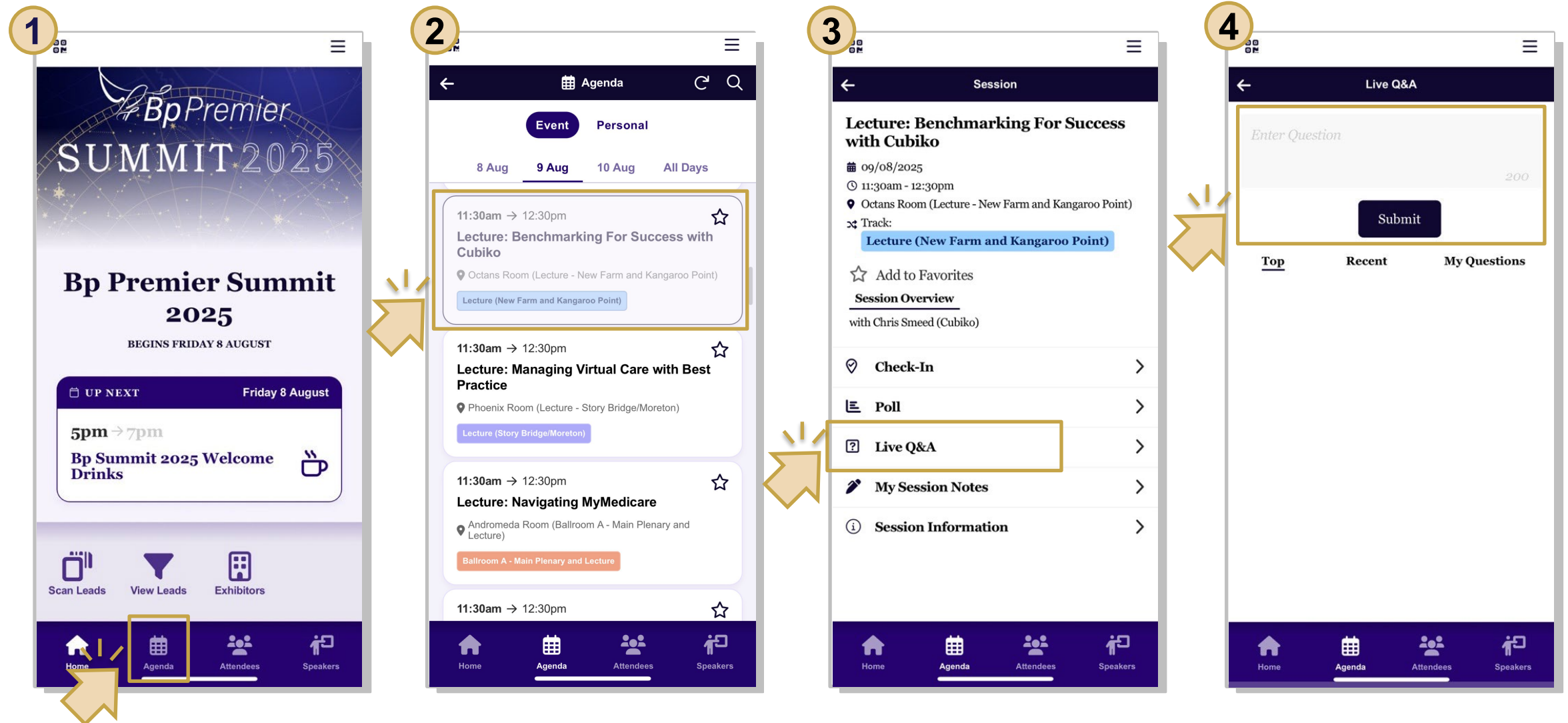


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1. Why This Matters Now

General practice is evolving faster than ever, driven by increasing patient expectations and team pressures.

Implementing the right tools is essential to reduce burdens and enhance impact.

3. General Practice is Changing



Shift to Proactive Care

General practice is evolving from reactive treatment to proactive health management, focusing on anticipating patient needs.



Increasing Complexity and Continuous Care

Care models are moving from transactional to continuous, addressing multimorbidity and rising patient expectations with team-based, digital-supported approaches.

4. Top Practice Pain Points

Administrative Overload Impacting GP Efficiency

General practice faces significant administrative burdens that reduce GP focus and margins by consuming valuable time on documentation rather than patient care.

Team Burnout Driven by Inefficient Systems

Inefficient and fragmented workflows cause cognitive and emotional strain on healthcare teams, leading to burnout and decreased job satisfaction.

5. What GPs Told Us

1

Administrative Overload

GPs report being overwhelmed by administrative tasks, detracting from medical care.

2

Fragmented Technology

Existing technologies are abundant but lack interoperability, causing inefficiencies.

3

Need for Time-Saving Tools

There is a critical demand for tools that reduce workload rather than add to it.

6. From Survival to Smarter Systems

Embrace Technology as Leverage

Shift the mindset to view technology as a tool that enhances clinicians' capabilities rather than a threat to jobs or patient relationships.

Focus on Human-Centric Care

Allow clinicians to concentrate on complex decision-making, relationship-building, and empathetic care, which only humans can provide.

Design Systems to Protect and Support

Implement systems that save clinicians' time by automating tasks, improving care quality, and reducing burnout from administrative burdens.

7. Tech That Actually Helps



AI-powered Documentation Enhances Efficiency

AI tools like ambient scribing and smart templates reduce manual typing, allowing clinicians to focus more on patient care and less on paperwork.

Predictive Analytics Prioritises Patient Care

Data-driven risk stratification and alerts help identify high-risk patients early, enabling targeted interventions and better resource allocation.

Workflow Automation Streamlines Operations

Automating referrals, recalls, and rebooking reduces administrative burden, improves compliance, and frees staff to focus on patient care.

Smarter Patient Engagement Improves Outcomes

Digital intake forms, SMS reminders, and follow-ups enhance patient preparation and communication, leading to more effective consultations.

8. What's Worth the Investment?

1

AI Scribes

Automate clinical note capture to reduce documentation burden and improve workflow efficiency.

2

Recall Automation

Automate patient recalls and follow-ups to enhance compliance and streamline practice management.

3

Smart Digital Forms

Replace paper forms with integrated digital alternatives to improve data accuracy and patient engagement.

4

Investment Filters

Evaluate cost, clinical ROI, workflow fit, and BP Premier integration for optimal technology adoption.

9. AI-Powered Documentation

- **Ambient Scribing and Templated Workflows :** AI-powered documentation uses ambient scribing and templated CDM workflows to automate note-taking in clinical settings.
- **Reducing Cognitive Load and Documentation Time :** These tools significantly reduce cognitive load and documentation time, allowing clinicians to focus more on patient care.
- **Examples of AI Documentation Tools :** Medical scribe tools and smart templates are examples that improve the quality and consistency of clinical notes.

10. Predictive Analytics



Early Identification of At-Risk Patients

Predictive models analyze patient data to flag those at risk of complications, enabling timely interventions.



Data-Driven Population Health Decisions

Insights from data guide proactive care strategies, optimising resource allocation for population health management.



Practical Applications in Clinical Settings

Risk stratification algorithms and dashboard alerts provide actionable intelligence to healthcare practitioners.

11. Workflow Automation

- **Reducing Manual Tasks :** Automation reduces manual tasks such as referrals, recalls, and rebooking, enhancing operational efficiency.
- **Enhancing Consistency and Compliance :** Workflow automation improves consistency and compliance by standardizing patient management protocols.
- **Automation Tools in Practice :** BP Premier and third-party tools automate referrals, recalls, and rebooking, streamlining routine workflows.

12. Smarter Patient Engagement

1

Digital Tools for Patient Engagement

Utilizing digital forms, SMS reminders, and patient check-in systems enhances patient experience and clinical outcomes by improving preparation before consultations.

2

Impact of Better Preparation

Streamlined digital intake and communication help patients arrive better prepared, leading to higher quality consultations and improved care outcomes.

3

Integration Examples

Platforms like HotDoc, Cubiko, and PenCS integrate digital intake, SMS reminders, check-in processes and data-driven quality improvement with practice management software to optimise workflow.

13. Integrated Communications

- **Unified Patient Messaging and Pre-Consults :** Integrated communications unify patient messaging and pre-consult interactions, enabling smoother and more efficient workflows.
- **Support for Asynchronous Workflows :** These systems support asynchronous communication methods that reduce phone load on practice teams, allowing more time for direct care.
- **Examples of Integrated Communication Tools :** Examples include secure messaging, recall reminders, and online intake forms that enhance patient engagement and administrative efficiency.

14. Your Next Step

1 Identify a Key Workflow Challenge

Begin by selecting one specific workflow problem to address for immediate impact.

2 Evaluate Your Technology Stack

Map out your current technology to determine what supports or obstructs your processes.

3 Cultivate a Digital-First Mindset

Train your team to prioritize digital solutions over legacy systems for future readiness.

15. Case Studies

Reducing GP Administrative Burden

GPs saved 3 hours weekly by using AI-powered templates and digital forms, enhancing documentation quality and billing speed.

Scaling Chronic Disease Care

A nurse-led model with BP Premier software improved chronic disease management, increasing care plans, patient outcomes, and revenue.

16. Future-Proofing Your Practice

1

Protect Clinician Focus

Reduce noise and distractions to enhance productivity and quality care by implementing smarter systems that simplify workflows and limit cognitive overload.

2

Integrate Digital Tools Weekly

Make digital tools a regular part of the weekly workflow to improve coordination, communication, and patient management for sustainable technology adoption.

3

Upskill Your Team

Invest in digital literacy and continuous training to empower staff to fully leverage technology and adapt to evolving systems, enhancing care quality and resilience.

Questions & Answers



Thank You!



Contact: drsaini@rosedalesurgery.com.au

Thank you for joining us!



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That Will Define the
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**Dr Jaspreet
Saini**