

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





Bp Premier SUMMIT 2025

Lorenzo Bertolelli & William Durnford

Bp Premier Management - Advanced
Tips and Tricks

Bp Premier Management - Advanced Tips and Tricks



Lorenzo Bertolelli

Lorenzo Bertolelli is a dynamic leader in the medical industry with a background in Electrical Engineering and postgraduate studies in ICT Engineering and Digital Health. For the past seven years, he has been a key contributor at Best Practice Software, first in Software Support Operations and now as a Product Owner for the last three years.



William Durnford

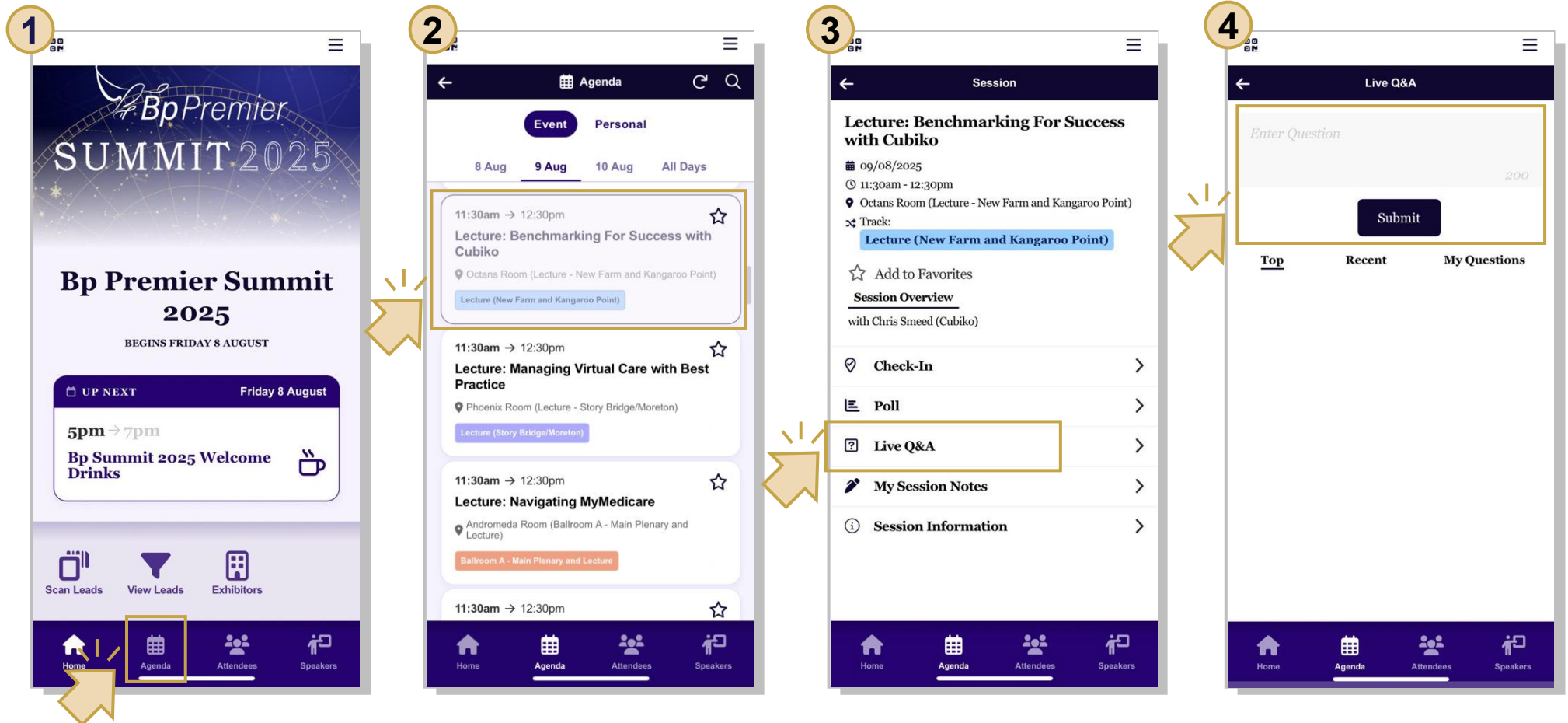
William Durnford is a digital health product specialist with over 15 years' experience in clinical systems, practice management software, and healthcare interoperability. William specialises in designing, delivering, and optimising solutions that empower clinicians and streamline practice operations across Australia and New Zealand.

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



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

User:

Password:

Location:

Start in:

3

Presenter to select
relevant user and
location

Password : samples

4



5

Bp Premier

File Clinical Management Utilities View Setup Help

Currently logged in: Dr Frederick Findacure



Bp Premier SUMMIT 2025

Lorenzo Bertolelli & William Durnford

Bp Premier Management - Advanced
Tips and Tricks



1. From Best Practice main screen – **press F12**



- ALT + T – Back to today
- ALT + X – Next Available
- ALT + P – Patient Details



1. **Press ALT** on your keyboard
2. **Press ALT +** the underlined letter to access the shortcut











Appointment Book Mastery

Configuration

Exporting Appointments


Don't display appointment icon on standard appointments

Determines whether the appointment icon for standard appointments appears in the Appointment book.


Time	Mr Stuart Gunter 03/04/2025
8:45 am	
9:00 am	  Reuben Dean
9:15 am	  Fran Deadly
9:30 am	  Gabrielle D Molly
9:45 am	  Horacio Green - Recall
10:00 am	  Haimi Ingleton - Long appt.
10:15 am	
10:30 am	

New appointment					
Edit appointment	12:15 pm				
Cancel appointment	12:30 pm				
Move appointment	12:45 pm				
Appointment status	1:00 pm				
	1:15 pm				


Messaging




Appointments



Appt Reminders



Billing



☒ Show Cancellation list when an appointment is cancelled
☐ Include inactive patients when making an appointment
☒ Require a reason when cancelling an appointment
☒ Display appointment type icons in Appointment book and Waiting room
☒ Don't display appointment icon on standard appointments
☒ Automatically show attendance status on appointment book

Appointment Book layout

Waiting room
☐ Show uncompleted appointments in Waiting room when opened
☒ Allow patients to be added directly to Waiting room
☒ Allow patients to be added to Waiting room for 'Any doctor'

Save

Cancel

Appointment Book Mastery

Enhanced Patient Search

Add appointment

Dr Frederick Findacure
Bundaberg Clinic

Monday 04/08/2025
9:15 am

Search for: ☒ Enhanced ☐ Medicare/IHI No. ☐ Record No.

☐ Show inactive patients

Name	Age	Address	D.O.B.
Abbott, Alan	80 yrs	12 John St, Woodlane. 4035	30/06/1945
Abbott, Anastasia Rose	21 yrs	12 John St, Albany Creek. 4035	25/02/2004
Abbott, Benjamin James	22 yrs	12 John St, Albany Creek. 4035	26/01/2003
Abbott, Madeline Jane	47 yrs	12 John St, Albany Creek. 4035	14/02/1978

4 records returned

Appointment type:

Appointment length:

Booked by:

The recorded Medicare card expiry date has passed!
The Pension number has expired!
There is \$637.30 outstanding on this patient's account!
This patient is overdue for Diabetes review on 09/03/2006.

☐ Recurrent appointment
☐ Add to waiting list for cancellation
☐ Will see any provider for cancellation
☐ Send reminder



Follow along!

1. From Best Practice Appointment Book - Find the next available appointment – **ALT + B**
2. Find Alan Abbott, 30/06, 12 John St.

Patients can be found using the following information:

- combination of surname and first name
- preferred name e.g. surname, preferred Name
- home phone number, work phone number, mobile number
- email (add an @symbol to the search text to search for an email address e.g. admin@brisbanestreetpractice.com)
- home address, postal address e.g. 1 Brisbane Street
- record number
- Medicare number
- IHI
- Postcode
- Date of Birth

User Templates – “Reception”

Permissions

Creating Templates

Users

This is an evaluation version of Bp Premier.

Name	Category	Status	Provider No.	Prescriber No.
Dr Ivor Cure	Employee doctor	Part time	*****	*****
Mrs. Diabetes Educator	Diabetes educator			
Dr Frederick Findacure	Principal doctor	Full time	2411391L	*****
Mrs. Psychology Specialist	Psychologist			
Ms. Susan Senior Reception	Receptionist			
Mr. IT Technician	Guest			
Tempalte Nurse	Guest			
Template Reception	Guest			

Permissions

User: Template Reception ☐ Sort A to Z

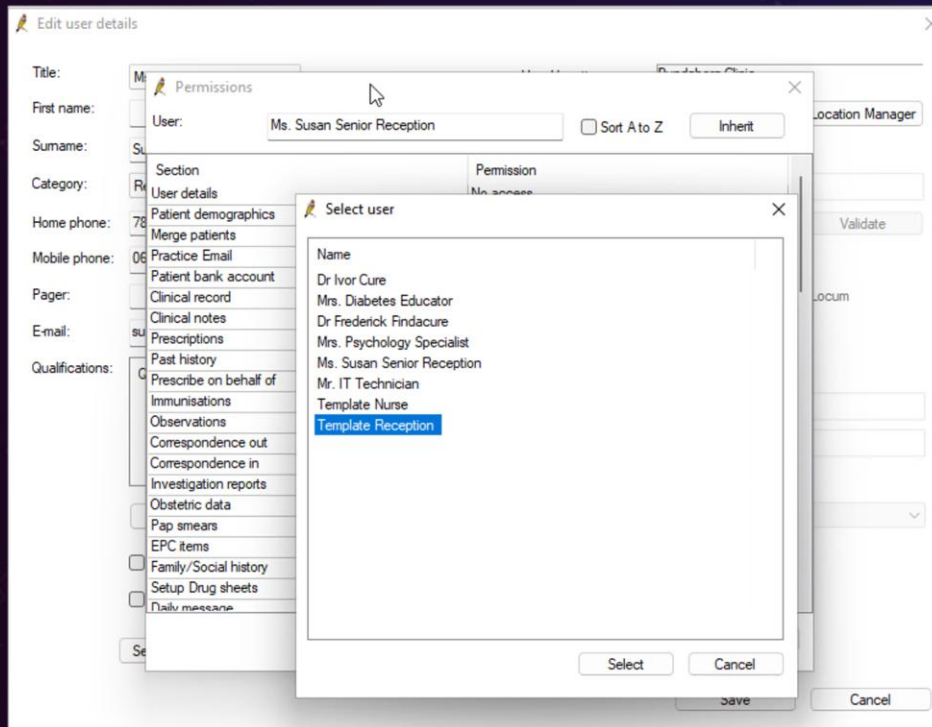
Section	Permission
<input type="checkbox"/> In User details	No access
Patient demographics	Add/Edit/Delete
Merge patients	Deny access
Practice Email	Deny access
Patient bank account	Add/Edit/Delete
Clinical record	Deny access
Clinical notes	No access
Prescriptions	No access
Past history	No access
Prescribe on behalf of	Deny access
Immunisations	No access
Observations	No access
Correspondence out	No access
Correspondence in	No access
Investigation reports	No access
Obstetric data	No access
Pap smears	No access
EPC items	No access
Family/Social history	No access
Setup Drug sheets	Deny access
Daily message	Deny access

Maintain a **master list of templates** for quick reference during staff onboarding:

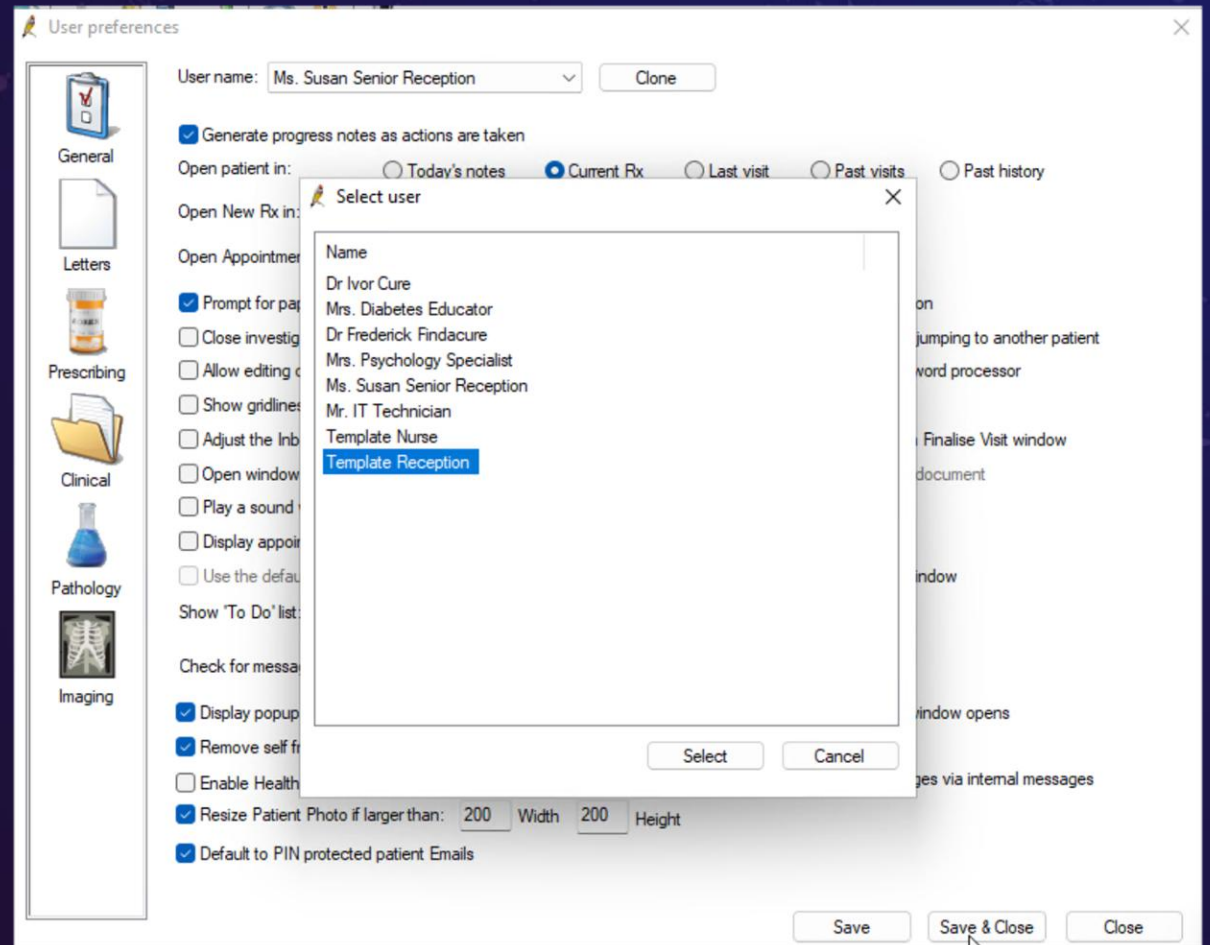
- Reception
- Doctor
- Nurse
- IT Support

User Templates – “Reception”

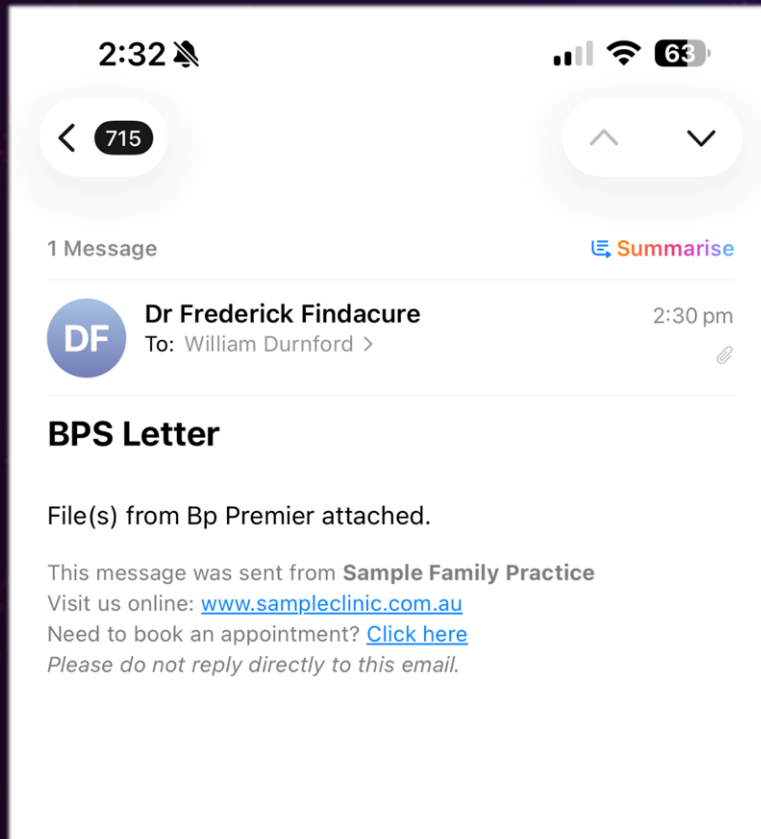
Inheriting Permissions



Cloning Preferences



The Power of HTML Email Footers



Adds **practice-wide customizable HTML** content to the **body of outgoing emails from Bp Premier**.
Allows for consistent **branding, disclaimers, and call-to-action links**.

Branding & Professionalism:

Standardizes the look of emails sent from Bp Premier.
Include logos, clinic names, or banners.

Legal & Privacy Compliance:

Add disclaimers such as:

"This email is confidential and intended for the named recipient only."

"Do not reply to this message"

Enhanced Communication:

Provide **clickable links** to:

Online booking portals (e.g., Best Health Booking)

Practice website

Feedback forms

Consent or information pages

The Power of HTML Email Footers



Follow along!

1. From Best Practice main screen go to → **Setup** → **Configuration** → **Email**
2. Tick **"Use HTML Body"**
3. Enter your custom HTML footer (max 2000 characters)

Configuration

General

Results Import

Database

Lists

Reminders

Care Plans

E-mail

Bp Comms

Incoming mail (POP Server):

Server	User	UserName

Add Edit Delete

Outgoing mail (SMTP Server):

Server	User	User...
smtp.gmail.com	Practice	wilbu...

Add Edit Delete

☒ Enable TLS encryption for Outgoing mail

Outgoing email text:

`<p style="font-size:12px; color:gray;">
This message was sent from Sample Family Practice

Visit us online: www.sampleclinic.com.au

Need to book an appointment? Click
here

Please do not reply directly to this email.
</p>`

☒ Use HTML Body 2000 characters max.

Path to PKI certificate store:

Create PKI certificate store Search

Save Cancel

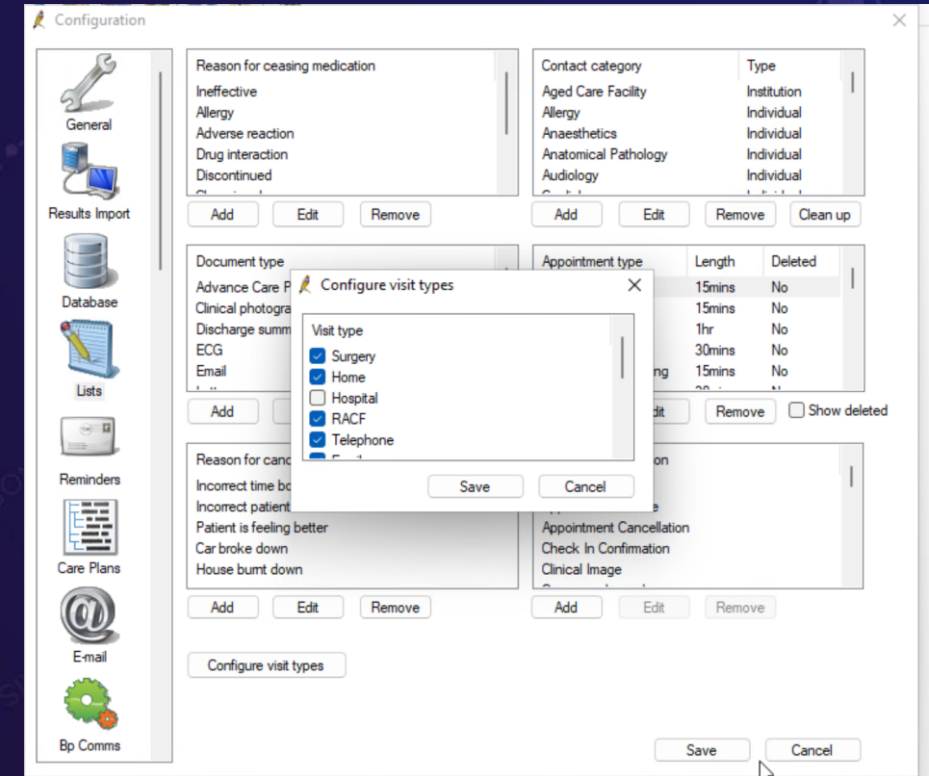
```
<p style="font-size:12px; color:gray;">  
This message was sent from <b>Sample Family  
Practice</b><br/>  
Visit us online: <a href="https://sampleclinic.com.au"  
target="_blank">www.sampleclinic.com.au</a><br/>  
Need to book an appointment? <a  
href="https://sampleclinic.com.au/book"  
target="_blank">Click here</a><br/>  
<em>Please do not reply directly to this  
email.</em>  
</p>
```



<https://wordtohtml.net/html-editor-online>

Appointments → Visits

The visit types Home visit, Hospital Visit, and RACF are linked to the appointment types Home visit, Hospital visit and Nursing home (RACF) visit respectively. Visit types that are linked to an appointment type cannot be unticked unless the appointment type has been deleted first.

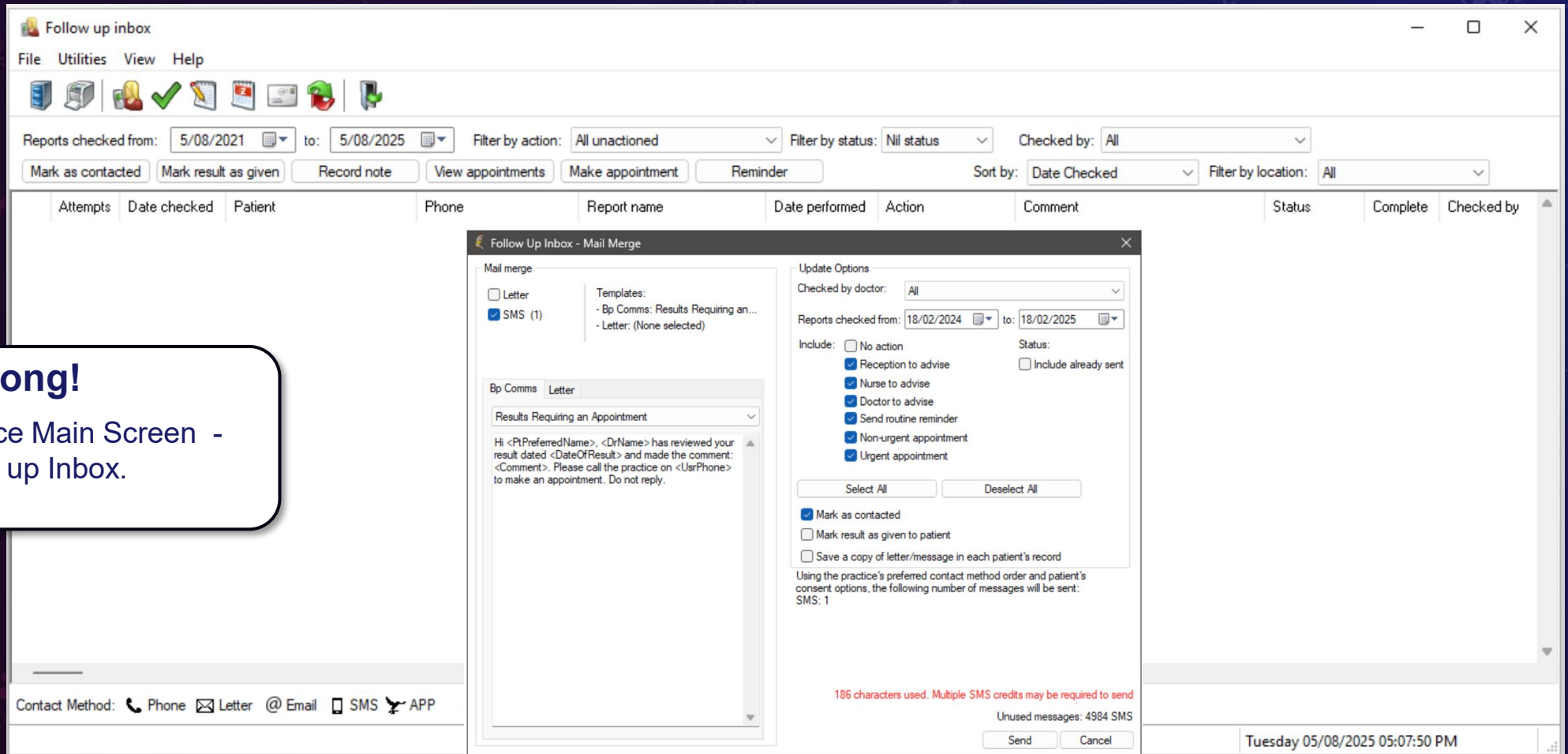


Follow-up Inbox → Filters



Follow along!

1. From Best Practice Main Screen -
2. Clinical → Follow up Inbox.



The screenshot shows the 'Follow up inbox' application window. The main window has a menu bar (File, Utilities, View, Help) and a toolbar with icons for various actions. Below the toolbar, there are filters for 'Reports checked from' (5/08/2021 to 5/08/2025), 'Filter by action' (All unactioned), 'Filter by status' (Nil status), 'Checked by' (All), and 'Sort by' (Date Checked). There are also buttons for 'Mark as contacted', 'Mark result as given', 'Record note', 'View appointments', 'Make appointment', and 'Reminder'. The main table has columns: Attempts, Date checked, Patient, Phone, Report name, Date performed, Action, Comment, Status, Complete, and Checked by.

The 'Follow Up Inbox - Mail Merge' dialog box is open, showing the 'Mail merge' section with 'Letter' and 'SMS (1)' options. The 'SMS (1)' option is selected. The 'Bp Comms' section shows a template for 'Results Requiring an Appointment' with a preview of the message. The 'Update Options' section includes checkboxes for 'Reception to advise', 'Nurse to advise', 'Doctor to advise', 'Send routine reminder', 'Non-urgent appointment', and 'Urgent appointment'. There are also buttons for 'Select All' and 'Deselect All'. The 'Mark as contacted' checkbox is checked. The 'Status' section shows 'Include already sent' is unchecked. The 'Using the practice's preferred contact method order and patient's consent options, the following number of messages will be sent:' section shows 'SMS: 1'. The '186 characters used. Multiple SMS credits may be required to send' message is displayed. The 'Unused messages: 4984 SMS' is shown. The 'Send' and 'Cancel' buttons are at the bottom.

At the bottom of the main window, there is a 'Contact Method' section with icons for Phone, Letter, Email, SMS, and APP. The status bar at the bottom right shows the date and time: Tuesday 05/08/2025 05:07:50 PM.

BpPremier SUMMIT 2025

Bulk Delete Internal Messages – Found in Bp Utilities.

Delete messages

Users: All ☐ Include messages that have not been read

Read	Date	Sent to	From	Subject	Patient
Yes	23/02/2006 2:45 pm		Dr F. Findacure	Milk	
Yes	15/07/2025 9:19 am			Message Queue Contact Failure	
Yes	15/07/2025 10:07 am			Message Queue Contact Failure	
Yes	15/07/2025 12:23 pm			Message Queue Contact Failure	
Yes	15/07/2025 1:43 pm			Message Queue Contact Failure	
Yes	15/07/2025 1:51 pm			Message Queue Contact Failure	
Yes	15/07/2025 4:07 pm			Message Queue Contact Failure	
Yes	15/07/2025 9:01 am			Message Queue Enrolment Notifi...	
Yes	15/07/2025 9:02 am				
Yes	15/07/2025 9:02 am				
Yes	15/07/2025 9:02 am				

Get milk

Allows management-level users to delete large numbers of internal messages at once. Helps keep the Internal Messaging system clean and organized.

View Security Audit Utility– Found in Bp Utilities.

Security audit

Search parameters

☒ User logins
☐ Password changes
☐ Permission changes

Login date: 3/08/2025

Login time	Logout date	Logout time	User	Computer
10:35:54 AM	03/08/2025	03:30:50 PM	Findacure, Frederick	DESKTOP-10DF6P7

Tracks user actions within Bp Premier, including:

- Logins & Logouts
- Password Changes
- Permission Changes

Questions & Answers



Thank you for joining us!



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

Bp Premier
Management -
Advanced
Tips and Tricks

Lorenzo Bertolelli
& William Durnford