

# *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

**Managing Remote and Virtual  
Care with Best Practice Mobile**  
Shar O'Dea and Teresa Karl



# Managing Remote and Virtual Care with Best Practice Mobile



**Shar O'Dea**

Shar O'Dea has been working within the medical industry for 11 years, with 7 of those at Best Practice software. Previously she worked for a large GP group in Brisbane, in an operational and training capacity.

She has a background in training and teaching and has worked in product at Best Practice since 2019.



**Teresa Karl**

Teresa Karl is a healthcare technology leader with a strong focus on digital transformation in general practice. As part of the team at Best Practice Software, she works closely with clinicians to design tools that support safer, more flexible, and patient-centred care. Teresa is currently leading initiatives that explore the future of remote care, including the evolution of Best Practice Mobile, helping practices adapt to the changing landscape of healthcare delivery in Australia.

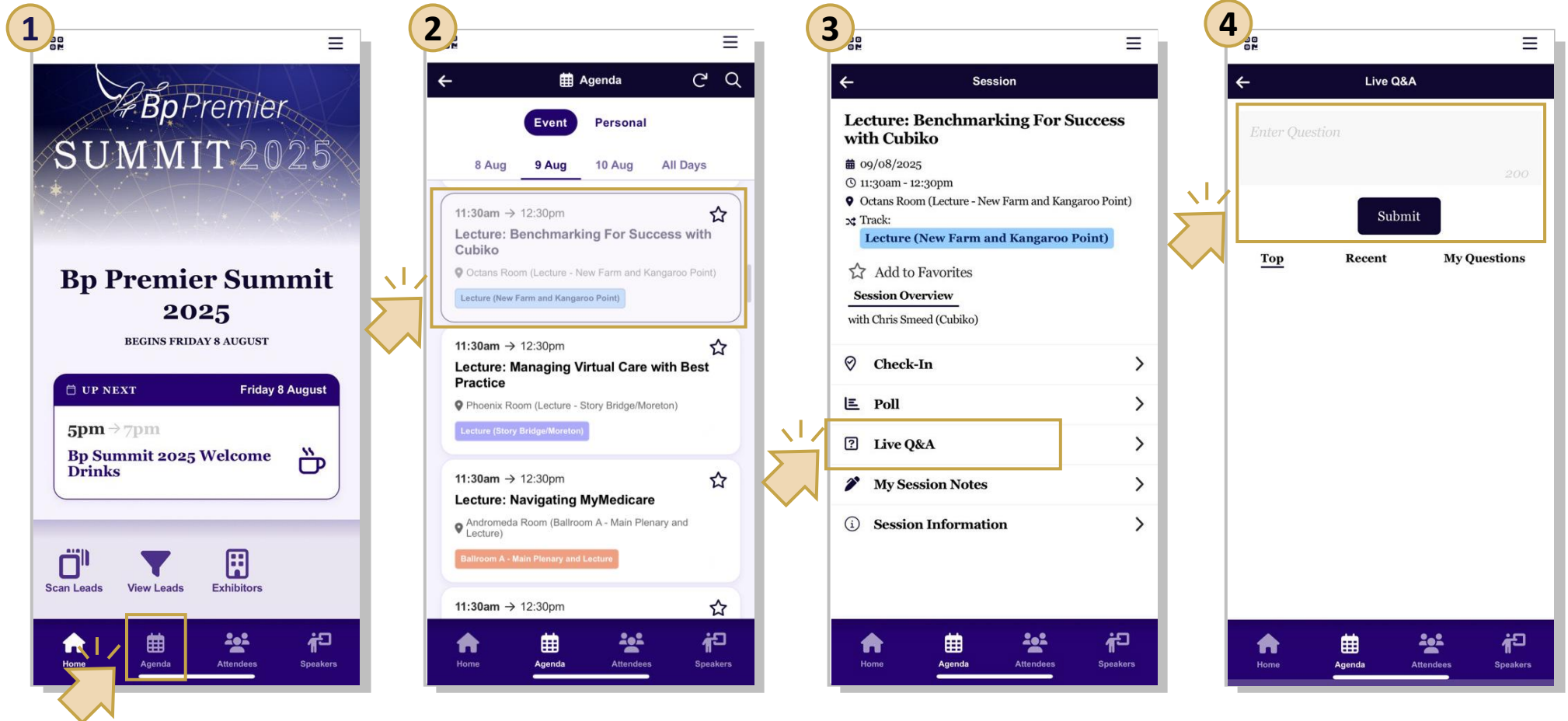


# BpPremier SUMMIT 2025

Ask any questions  
using The Event App



Download the app  
By scanning the QR code







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# An Evolution in Health Care

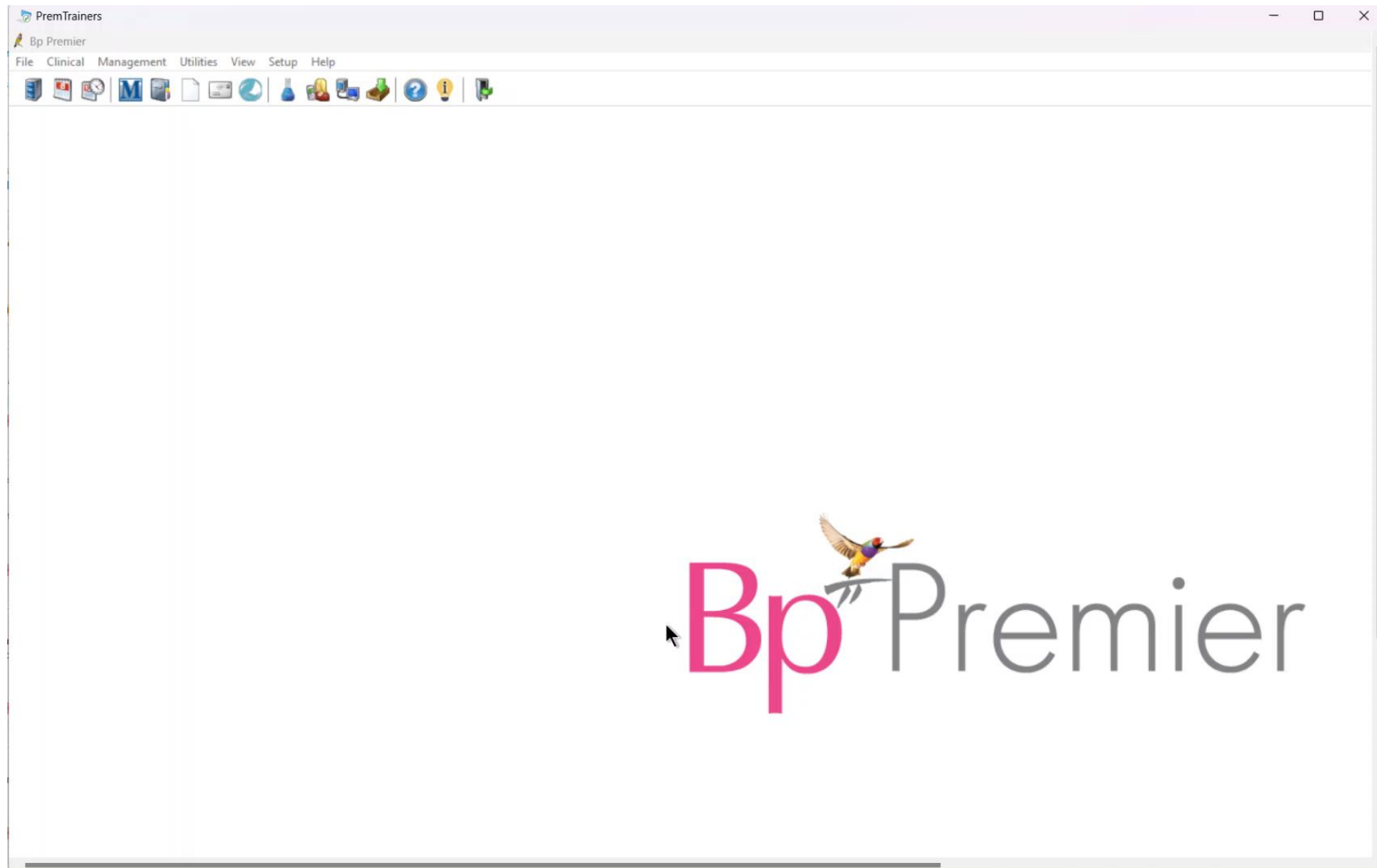


From face to face to virtual care.



# Demonstration ePrescribing



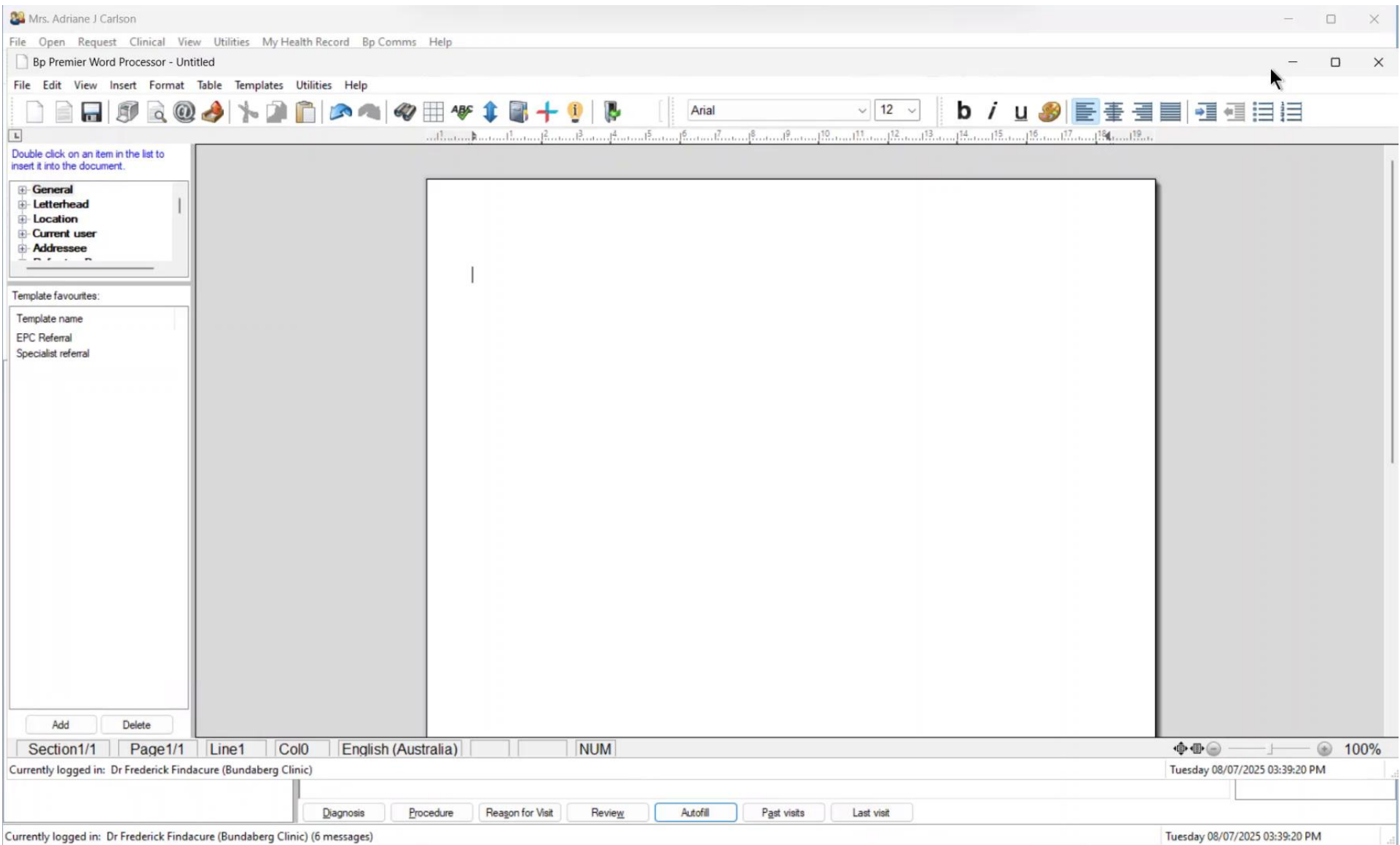




# Demonstration

## Email Word Processor







# Demonstration

## Email Results



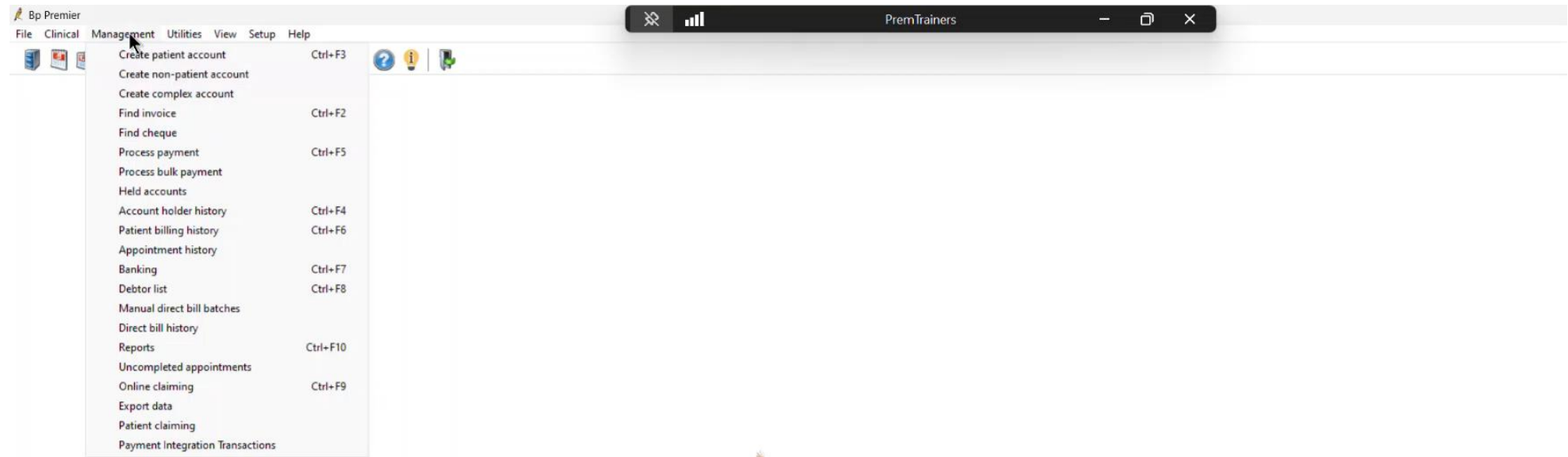




# Demonstration

## Email - Privately Billed Accounts





Bp Premier



# Demonstration

## eOrdering - Browse and Select



Contacts

File Edit View Setup Help

Search

Category

Include:

☒ All
 ☐ Individuals
 ☐ Companies/Institutions

Filter by:

Postcode:

Suburb:

All

Cardiology

Dietitian

Exercise physiologist

General Practice

Contact name	Category	Comment
Dr Heather Angel	Paediatrics	
Dr Andrew Atherton	Obstetrics & Gynaecolog	
Dr Ian Ball	Optometrist	
Best Pathology Service	Pathology	
Mrs. Nancy Drew	Dietitian	
East Hamilton Chemist	Pharmacy	
John Street Radiology	Radiology	
Mr. Jon Jones	Exercise physiologist	
Mr. Mark Jones	Physiotherapy	
Dr Michael Jones		
Prof. Richard Pin	Orthopaedics	specialises in joint replac
Practiceland Public Hos	Public Hospital	
QML Pathology	Pathology provider	
Dr James Smyth	Cardiology	
Dr Gary Spurge	General Practice	
Ms. Margaret Stanley	Psychiatry	
Dr Jennifer Thompson	General Surgery	

Dr Heather Angel

Paediatrics

Provider No.: 2145171X

578 George Street

Scarborough. 4020

Phone: 07 48999999

Add new

Add at address

Edit

Delete

Wednesday 09/07/2025 10:55:26 AM



# Demonstration

## eOrdering



Mr. Merlin D Adkins

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

Family members:  Jump Open

Name: [Merlin Adkins](#)

D.O.B.: 26/06/1995

Age: 30 yrs

Birth Sex: Male

3h 32m 5s

Finalise visit

My Health Record

Address: 653 Igor Drive Hamilton 3300

Phone: (m) 0419913102

Email: [merlina@email.com](mailto:merlina@email.com)

Gender: Not Recorded

Pronouns:

Medicare No: 3950156581 - 1 12/28

Record No.:

Pension No.:

Comment:

Occupation:

Tobacco:

Alcohol:

Elite sports:

Ethnicity:

Blood Group:

Advance Health Directive:

Interpreter:

Allergies / Adverse Drug Reactions:

Reactions

Item	Reaction	Severity
Not recorded		

Notifications:

Fact Sheets

Preventive Health

Actions

Reminders

Type	Due	Reason
Preventive health	09/07/2025	A smoking history should be recorded!

Expand

Collapse

Mr. Merlin D Adkins

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

Seen by: Dr Frederick Findacure

Visit type: Surgery

Reason for visit

Visit date: 09/07/25

Visit time: 7:46:01 AM

☐ Confidential

Anal

10

General

Cardiovascular

Respiratory

Gastro-intestinal

CNS

Genito-urinary

ENT

Eye

Skin

Musculo-skeletal

Psych

Diagnosis

Procedure

Reason for Visit

Review

Autofill

Past visits

Last visit

Currently logged in: Dr Frederick Findacure (Bundaberg Clinic) (6 messages)

Wednesday 09/07/2025 11:18:05 AM

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# Demonstration

## Email Healthshare Factsheets



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# Demonstration

## SMS for the appointment book



Appointment book - Wednesday 23/07/2025
PremTrainers

File Billing Utilities View Help

Day view
Week view

<< Day >> << Week >> << Month >>
Next appointment
Return to Today
Fit columns to page
Unused messages: 987 SMS / 2469 App / 4938 App eScripts

Fixed column width
Layout: Bundaberg Clinic

July 2025

Mon	Tue	Wed	Thu	Fri	Sat	Sun
30	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3
4	5	6	7	8	9	10

Today: 23/07/25

☒ Dr Ivor Cure  
☒ New Doctor  
☒ Mrs. Diabetes Educator  
☒ Dr Frederick Findacure  
☐ Ms. Nadine Nurse  
☐ Mrs. Psychology Specialist  
  
☐ All ☒ Ticked ☐ Selected  
☒ Hide providers without available sessions  
  
New appointment  
Edit appointment  
Cancel appointment  
Move appointment  
Appointment status  
Create account  
Patient details  
View record  
Start visit

Time	Dr Ivor Cure 23/07/2025	New Doctor 23/07/2025	Mrs. Diabetes Educator 23/07/2025	Dr Freder
7:45 am				
8:00 am				
8:15 am				
8:30 am				
8:45 am				
9:00 am	Jim Eason	Ashley Ackerman		
9:15 am	David Blackwell	Merlin Adkins		
9:30 am	Frances Barrett	Gomer Bishop		
9:45 am	Georgi Calista	Rose Bush		
10:00 am	Felix Adams	Russel Bush		
10:15 am	Dottie Home	Mitchell Allen		
10:30 am	Anastasia Carey	Tegan Amos		
10:45 am	Brittany Alberts	Allan Clark		
11:00 am	Maree Ackermann	Kindra Carey		
11:15 am	Jason Ahern	Adriane Carlson		
11:30 am	Raymond "Ray" Bartholomew	Christian Nicole		
11:45 am		Janelle Allen		
12:00 pm	Steven Fields	Ralph Ivey		
12:15 pm				
12:30 pm				
12:45 pm				
1:00 pm				
1:15 pm				
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6:00 pm				

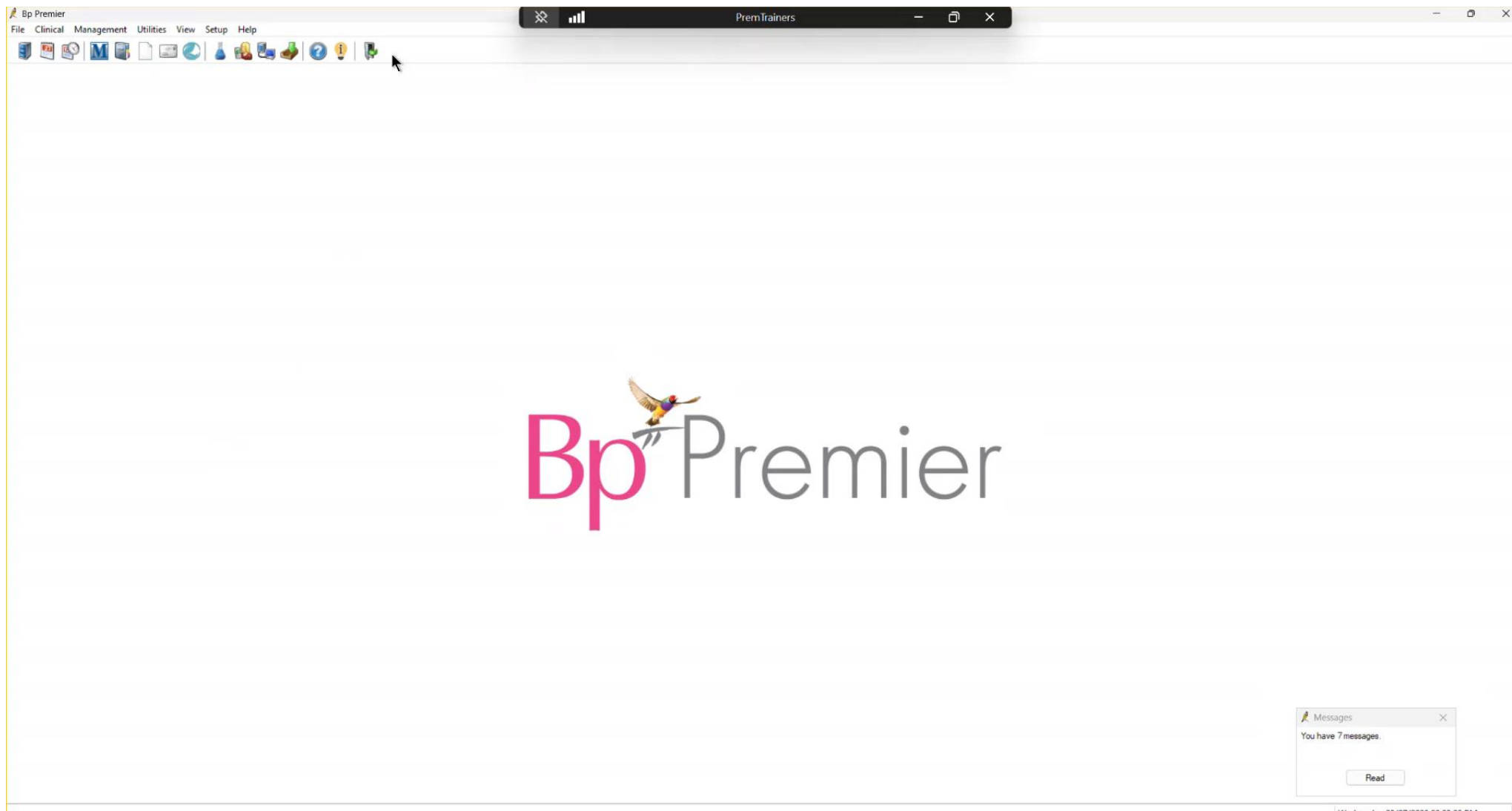
Legend:
Unavailable
On the day
Waiting
With doctor
At billing
Invoiced
Paid
Completed
Did not attend
Urgent
Elsewhere

Currently logged in: Dr Frederick Findacure (Bundaberg Clinic) (7 messages)



# Demonstration SMS in other places







Reminders													
File View Help													
<div> <div>Select patients</div> <div>Remove from list</div> <div>Delete reminder</div> <div>Send reminders</div> <div>View appointments</div> <div>Follow up Reminders</div> </div>													
Sort by <input checked="" type="radio"/> Date due <input type="radio"/> Name 3 records													
Name	Reminder Reason	Comment	Due	Doctor	Location	Address	D.O.B.	Age	Medicare No.	Medicare expiry	File No.	Home phone	Work phone
Bishop, Gomer O	Influenza Immunisation		16/07/2025		Bundaberg Clinic	150 Lennard Pl, Paradise Point, 4216	03/07/1954	71 yrs	4950159872 - 1	31/12/2027		5165841361	65465453
Barrett, Frances Ann	Influenza Immunisation		24/07/2025	Dr F. Findacure	Bundaberg Clinic	23 Gregory Street, Wynnum, 4178	16/09/1972	52 yrs	2294247001 - 1	31/12/2027	978461	4567 8966	0957841354
Calista, Georgi	Full medical		24/07/2025	Dr F. Findacure	Bundaberg Clinic	1 Logan Road, Mt Gravatt, 4122	20/09/1945	79 yrs	4950082682 - 1	31/12/2027	99		



# Demonstration

Best Health Bookings (BHB) Fully integrated Online bookings







# Genesis of Best Practice Mobile

*Born from practice needs*





# Best Practice Mobile Feedback

- ✓ "I can check my appointments and plan for the day from home or on the go."
- ✓ "I no longer need to print off patient information for off-site visits—it's all in the app."
- ✓ "I can now prepare for upcoming appointments remotely—I'm saving time within the consult."
- ✓ "This feature is unlocking more GPs to be available for after-hours consultations."
- ✓ "I didn't think a read-only version would do much, but if you took it away from me now, I wouldn't be happy."



# Best Practice Mobile In Action





# The Road Ahead for Best Practice Mobile

## Done

- In-app photo capture
- Inbox view
- Inbox action
- Consultations (*Standard*)
- General Exam (*Standard*)
- Reaction updates (*Standard*)
- GP offering

## Now

- Lyrebird (*Standard*)
- Add appointment (*Standard*)
- Prescribing (*Premium*)
- Pathology requests (*Premium*)
- Imaging requests (*Premium*)
- Nurse offering

## Future

- Actions and reminders (*Standard*)
- Document sharing (*Premium*)
- Referrals (*Premium*)
- Care planning (*Premium*)
- Allied offering
- Non-clinical offering



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# Questions & Answers





Thank you for joining us!



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

**Managing Remote and  
Virtual Care with Best  
Practice Mobile**

Shar O'Dea and  
Teresa Karl