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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

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Managing Remote and Virtual Care with Best Practice Mobile

Shar O’Dea and Teresa Karl

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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.

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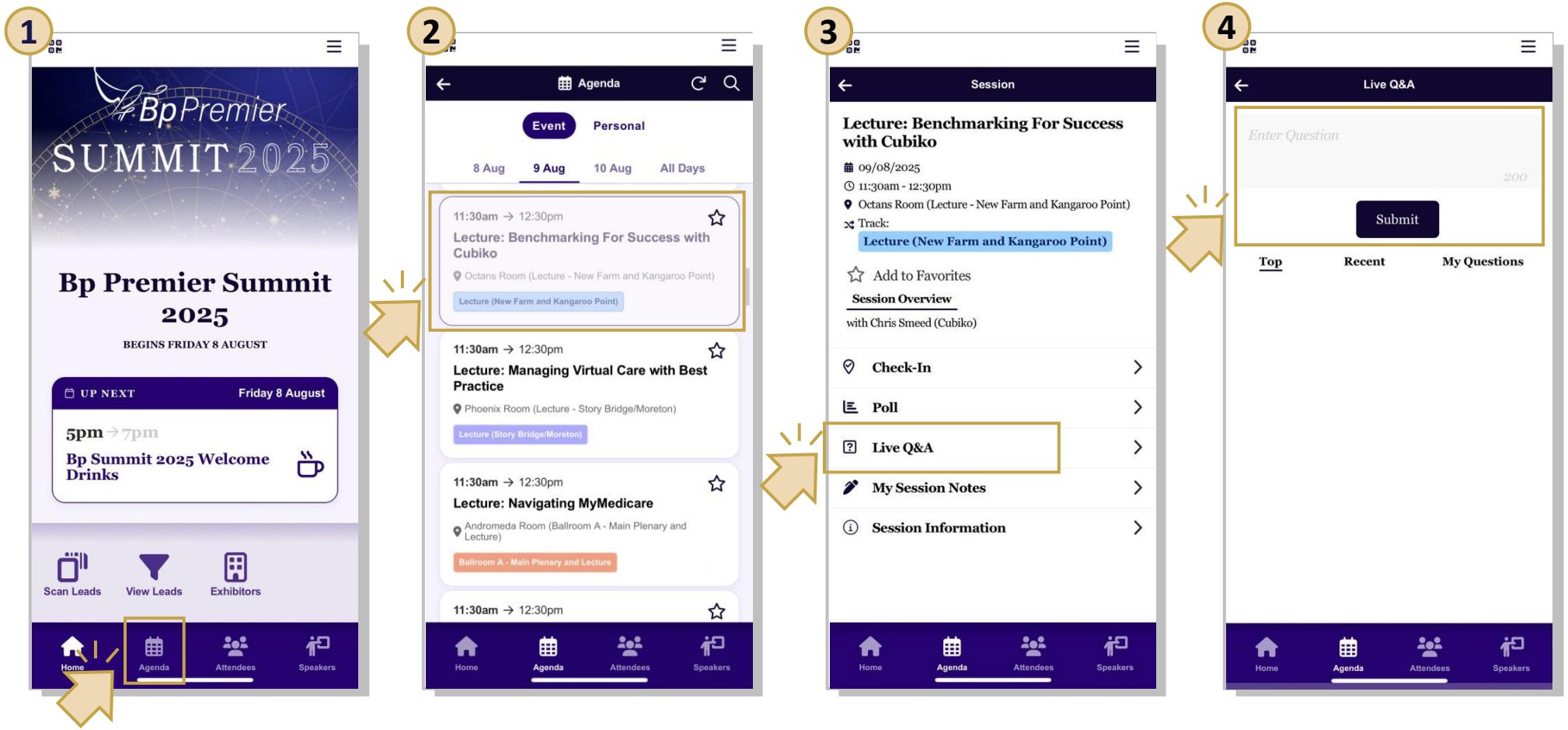
Ask any questions using The Event App

Download the app
By scanning the QR code

The EVENTAPP



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Managing Remote and Virtual Care with Best Practice Mobile

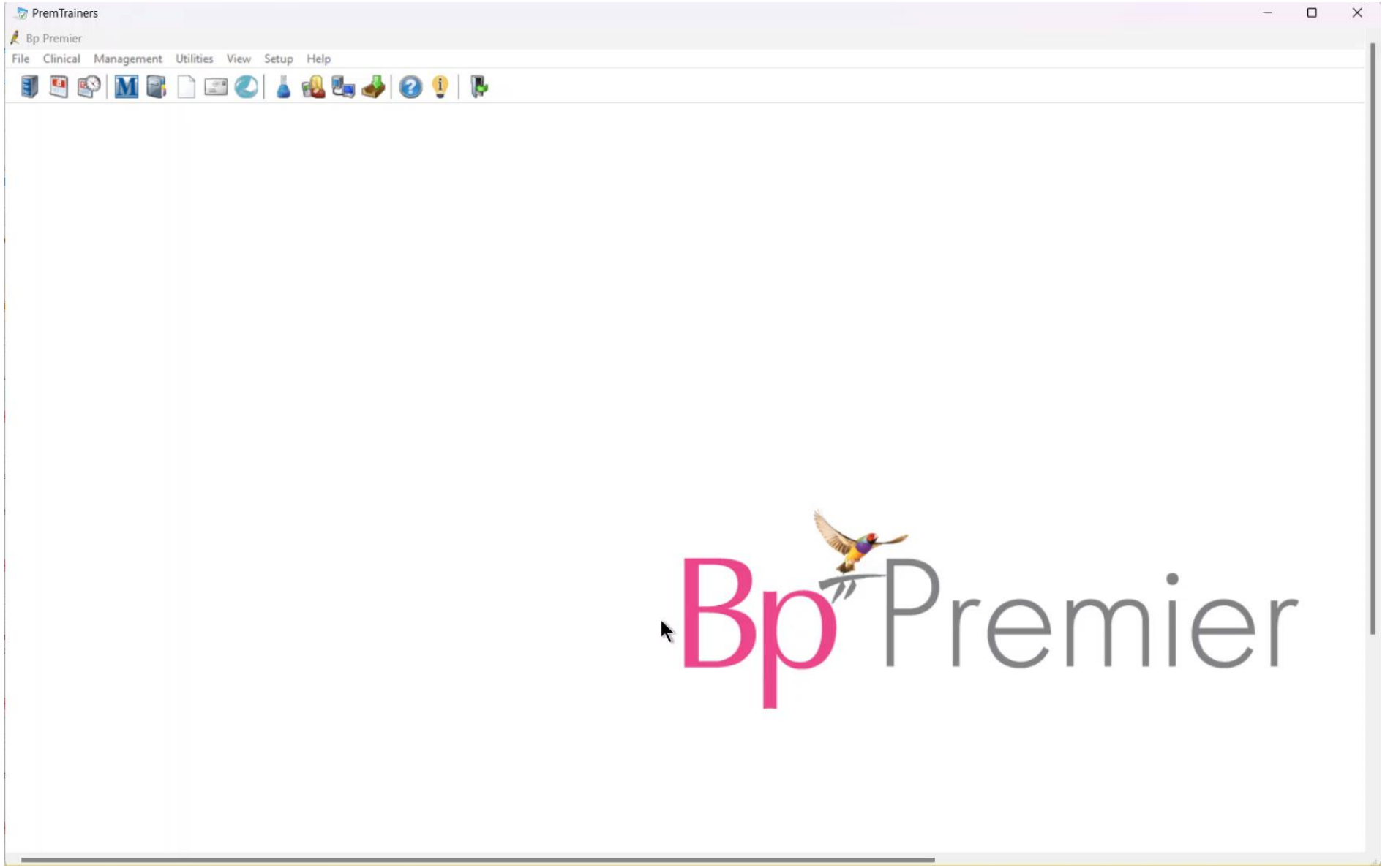
Shar O’Dea and Teresa Karl

An Evolution in Health Care

From face to face to virtual care.

Demonstration

ePrescribing



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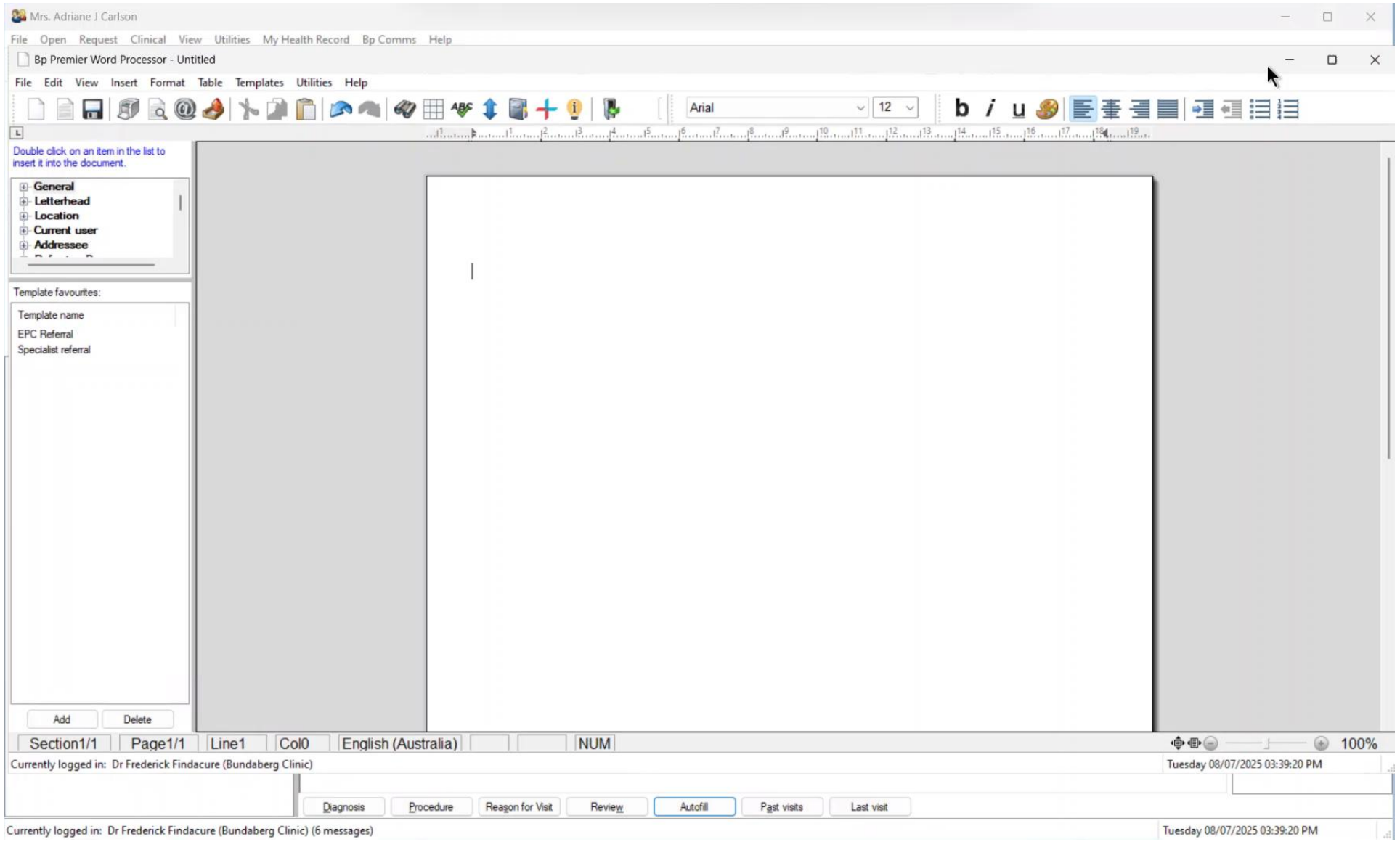
Demonstration

Email Word Processor



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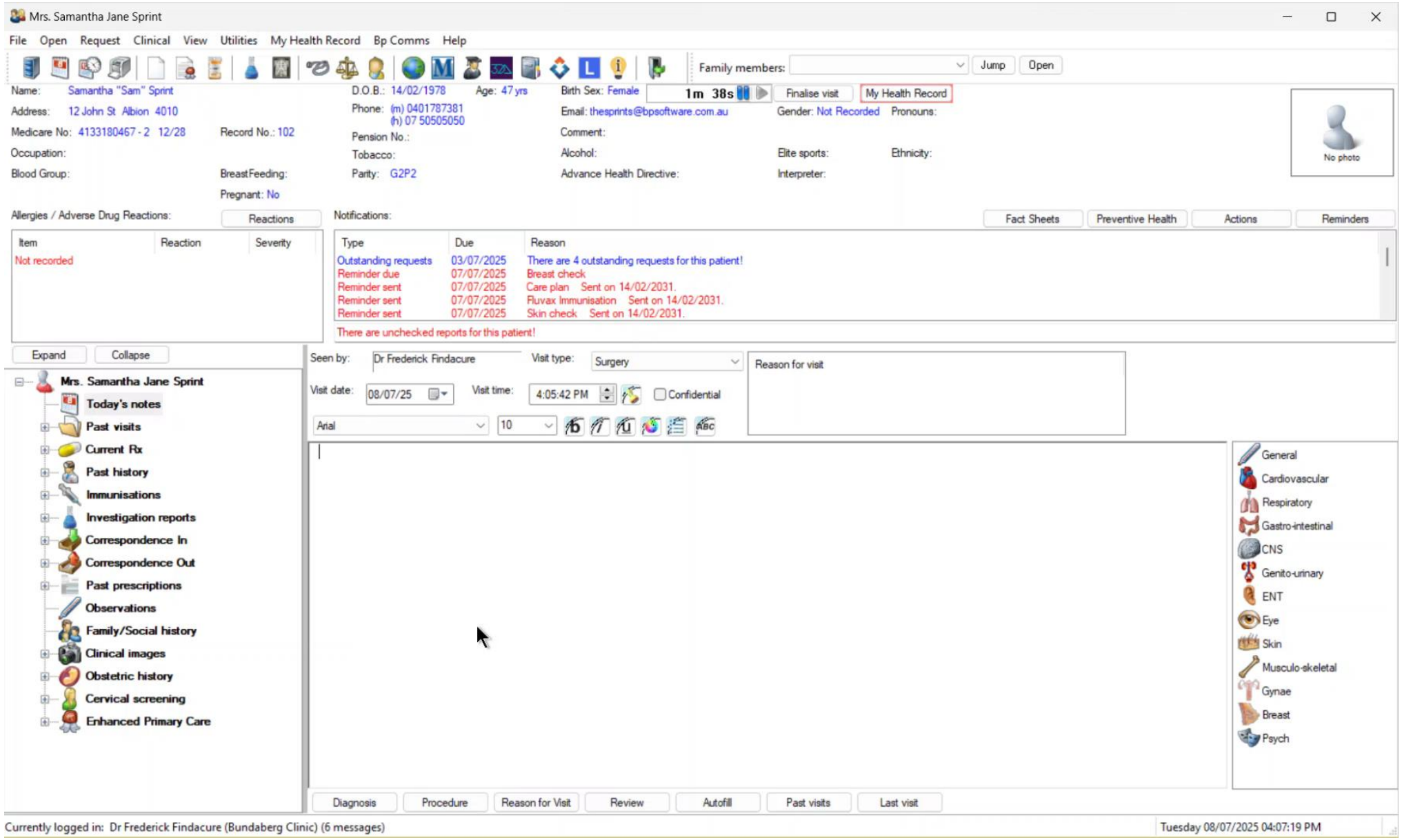
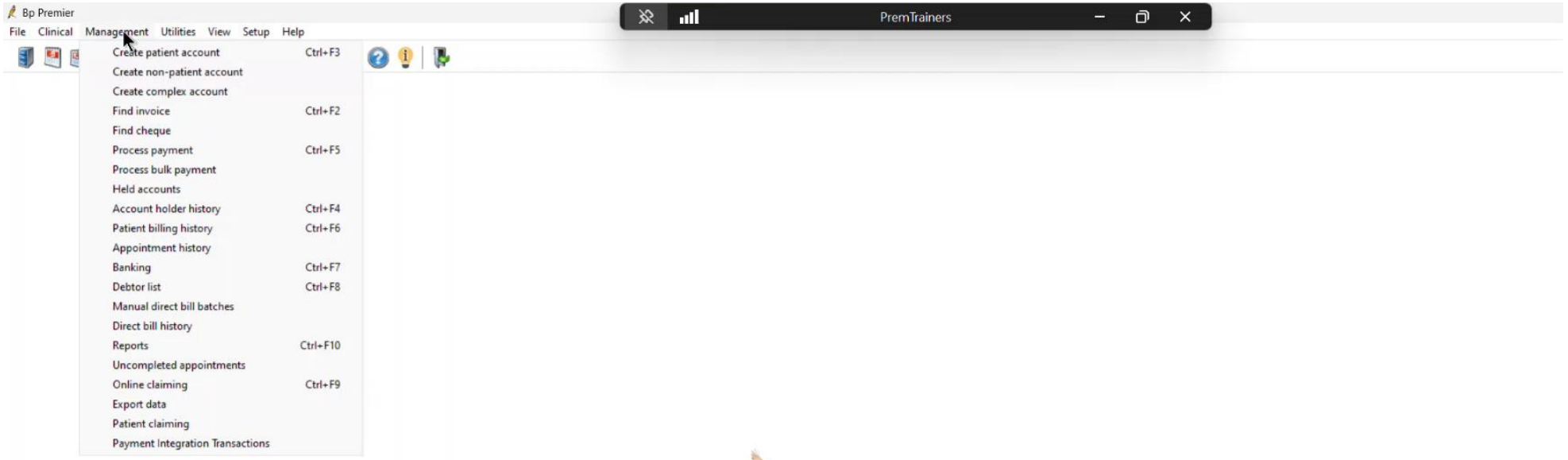
Demonstration

Email Results


Mrs. Samantha Jane Sprint
File Open Request Clinical View Utilities My Health Record Bp Comms Help
Family members: Jump Open
Name: Samantha "Sam" Sprint
Address: 12 John St Albion 4010
Medicare No: 4133180467 - 2 12/28
Record No.: 102
Occupation:
Blood Group:
D.O.B.: 14/02/1978 Age: 47 yrs
Phone: (m) 0401787381 (h) 07 50505050
Pension No.:
Tobacco:
Parity: G2P2
Birth Sex: Female
Email: thesprints@bpsoftware.com.au
Comment:
Alcohol:
Gender: Not Recorded Pronouns:
Elite sports: Ethnicity:
Advance Health Directive:
Interpreter:
1m 38s
Finalise visit
My Health Record
No photo
Allergies / Adverse Drug Reactions:
Reactions
Item Reaction Severity
Not recorded
Notifications:
Fact Sheets Preventive Health Actions Reminders
Type Due Reason
Outstanding requests 03/07/2025 There are 4 outstanding requests for this patient!
Reminder due 07/07/2025 Breast check
Reminder sent 07/07/2025 Care plan Sent on 14/02/2031.
Reminder sent 07/07/2025 Fluvax Immunisation Sent on 14/02/2031.
Reminder sent 07/07/2025 Skin check Sent on 14/02/2031.
There are unchecked reports for this patient!
Expand Collapse
Mrs. Samantha Jane Sprint
Today's notes
Past visits
Current Rx
Past history
Immunisations
Investigation reports
Correspondence In
Correspondence Out
Past prescriptions
Observations
Family/Social history
Clinical images
Obstetric history
Cervical screening
Enhanced Primary Care
Seen by: Dr Frederick Findacure
Visit type: Surgery
Reason for visit
Visit date: 08/07/25
Visit time: 4:05:42 PM
Confidential
Arial 10
General
Cardiovascular
Respiratory
Gastro-intestinal
CNS
Genito-urinary
ENT
Eye
Skin
Musculo-skeletal
Gynae
Breast
Psych
Diagnosis Procedure Reason for Visit Review Autofill Past visits Last visit
Currently logged in: Dr Frederick Findacure (Bundaberg Clinic) (6 messages)
Tuesday 08/07/2025 04:07:19 PM

Demonstration

Email - Privately Billed Accounts



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Demonstration

eOrdering - Browse and Select

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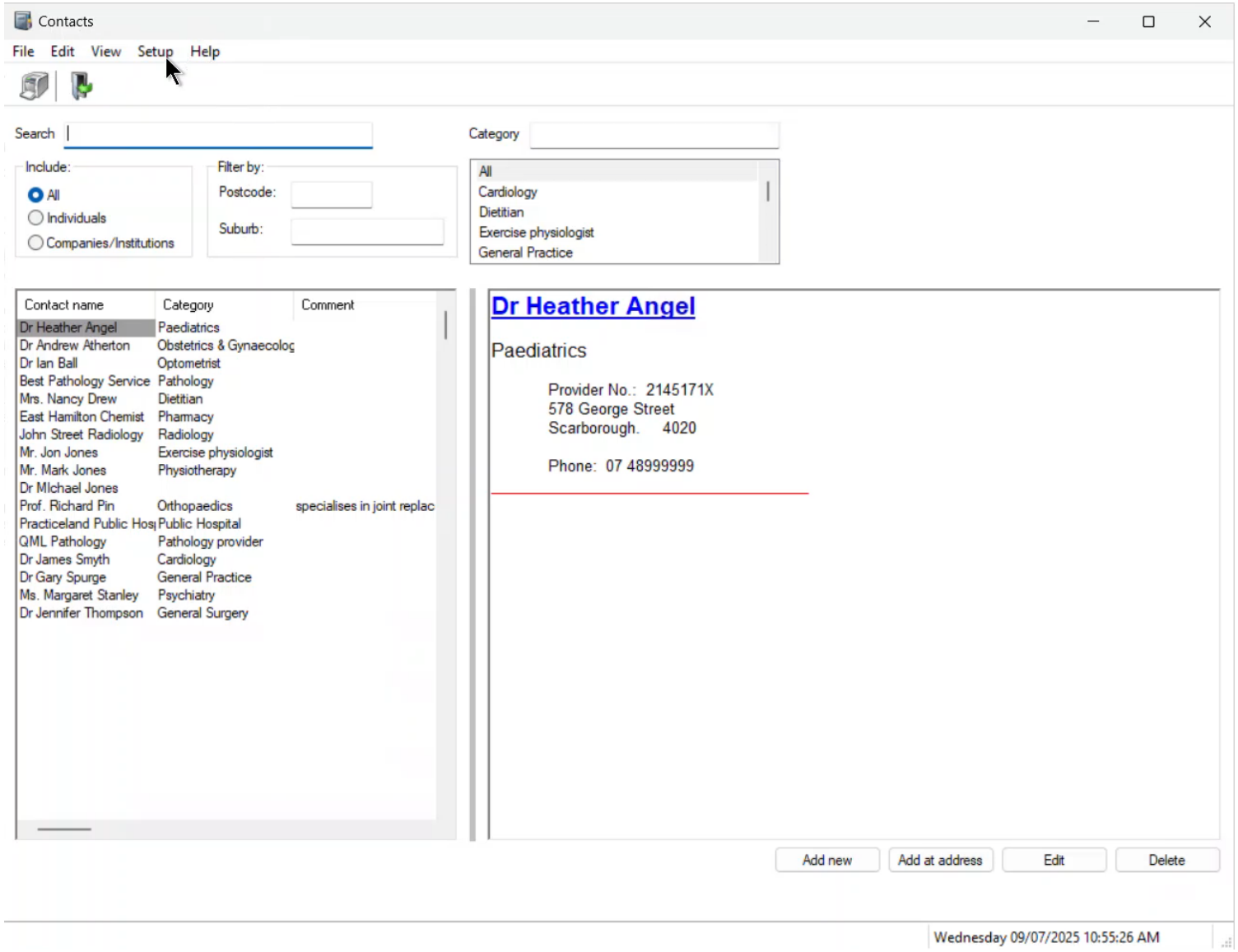

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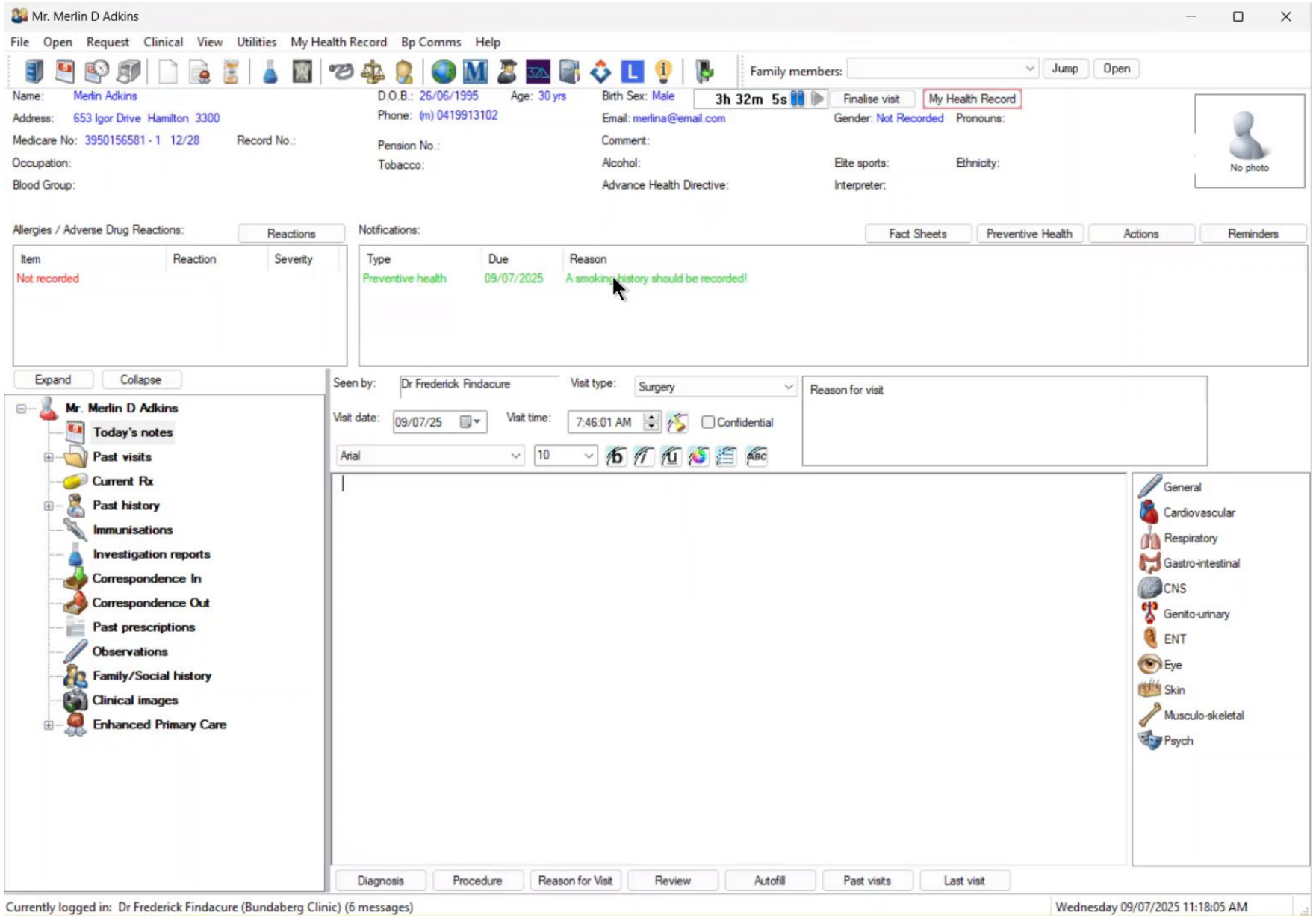
Demonstration

eOrdering



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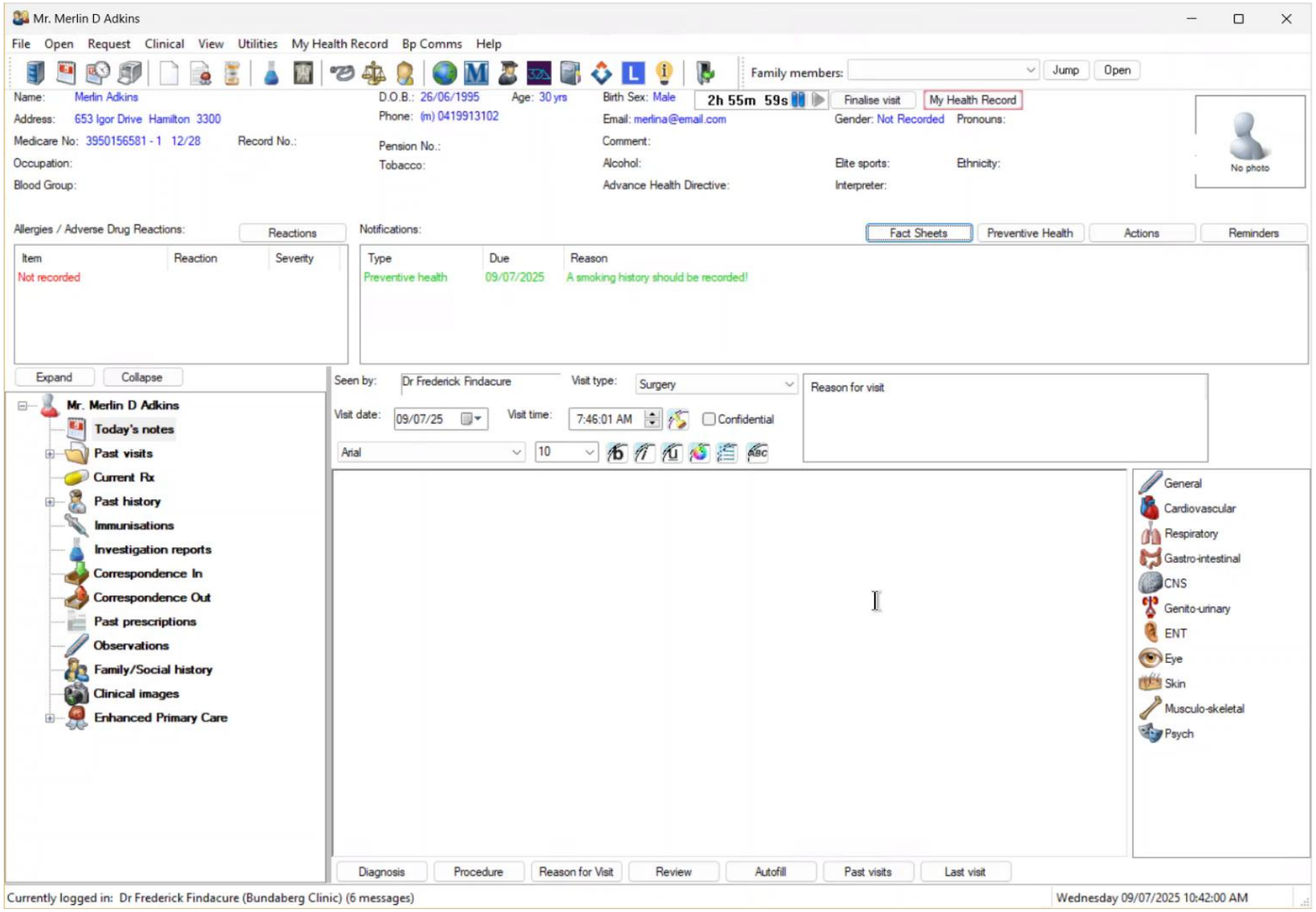
Demonstration

Email Healthshare Factsheets



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Demonstration

SMS for the appointment book

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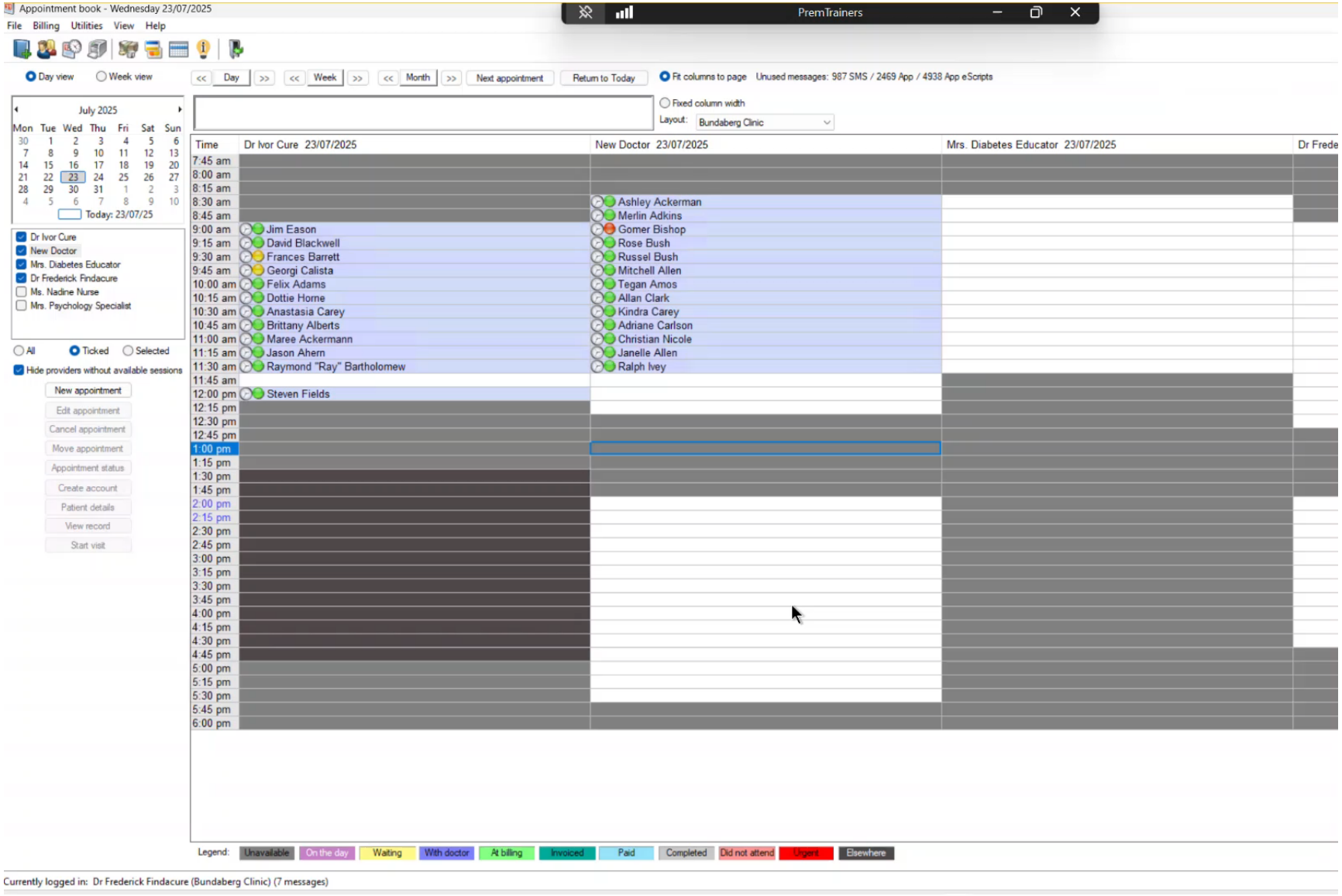

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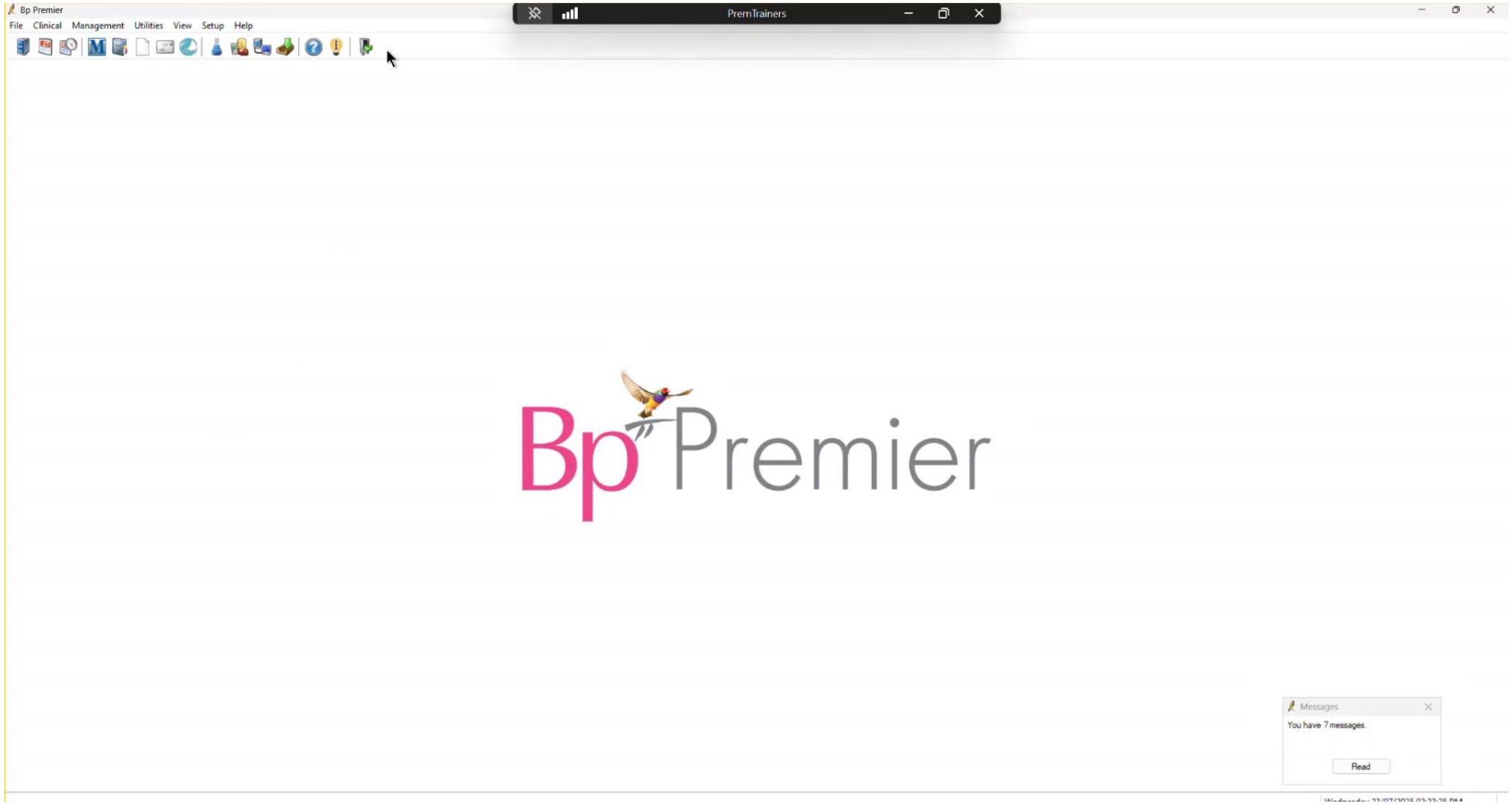
Demonstration

SMS in other places



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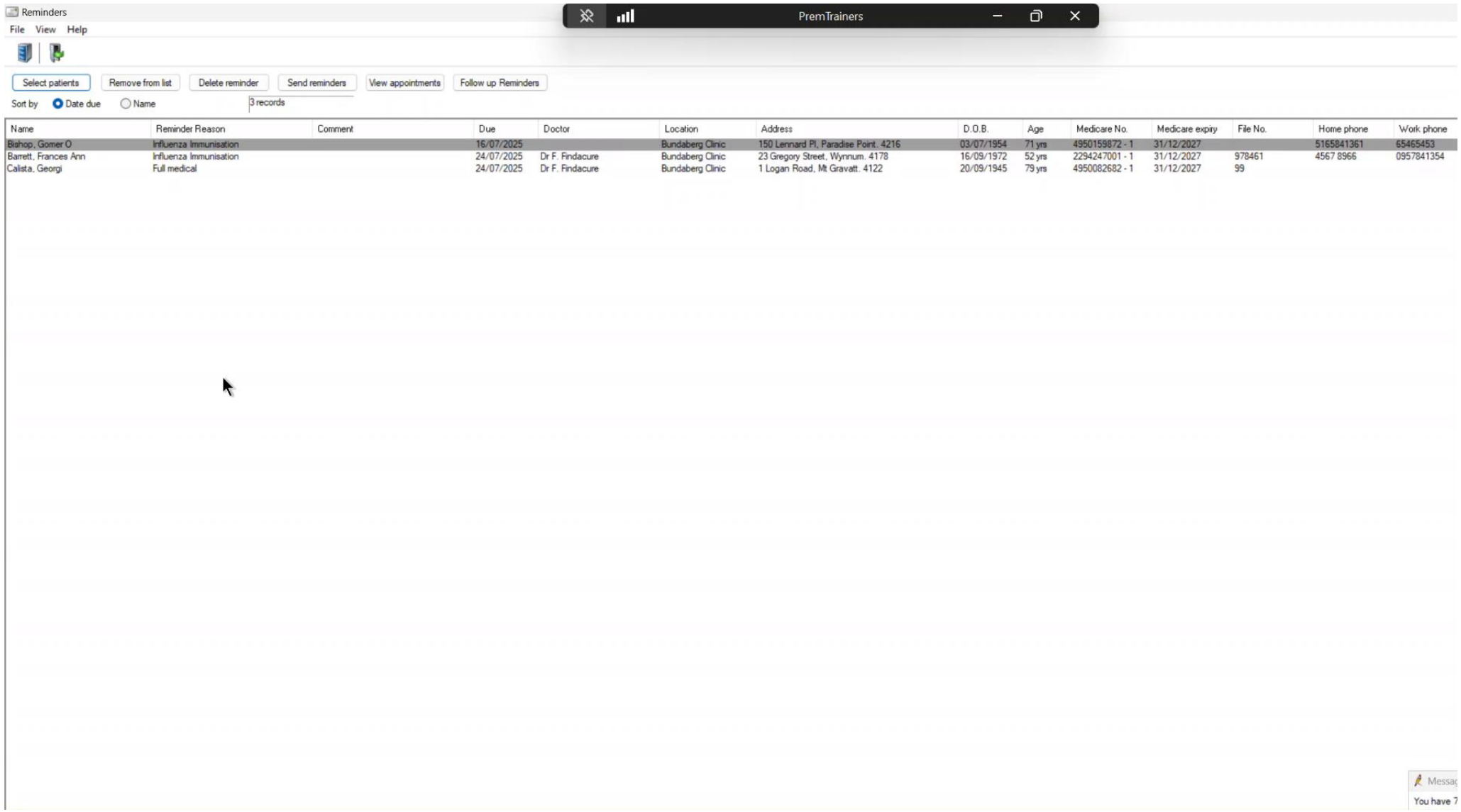

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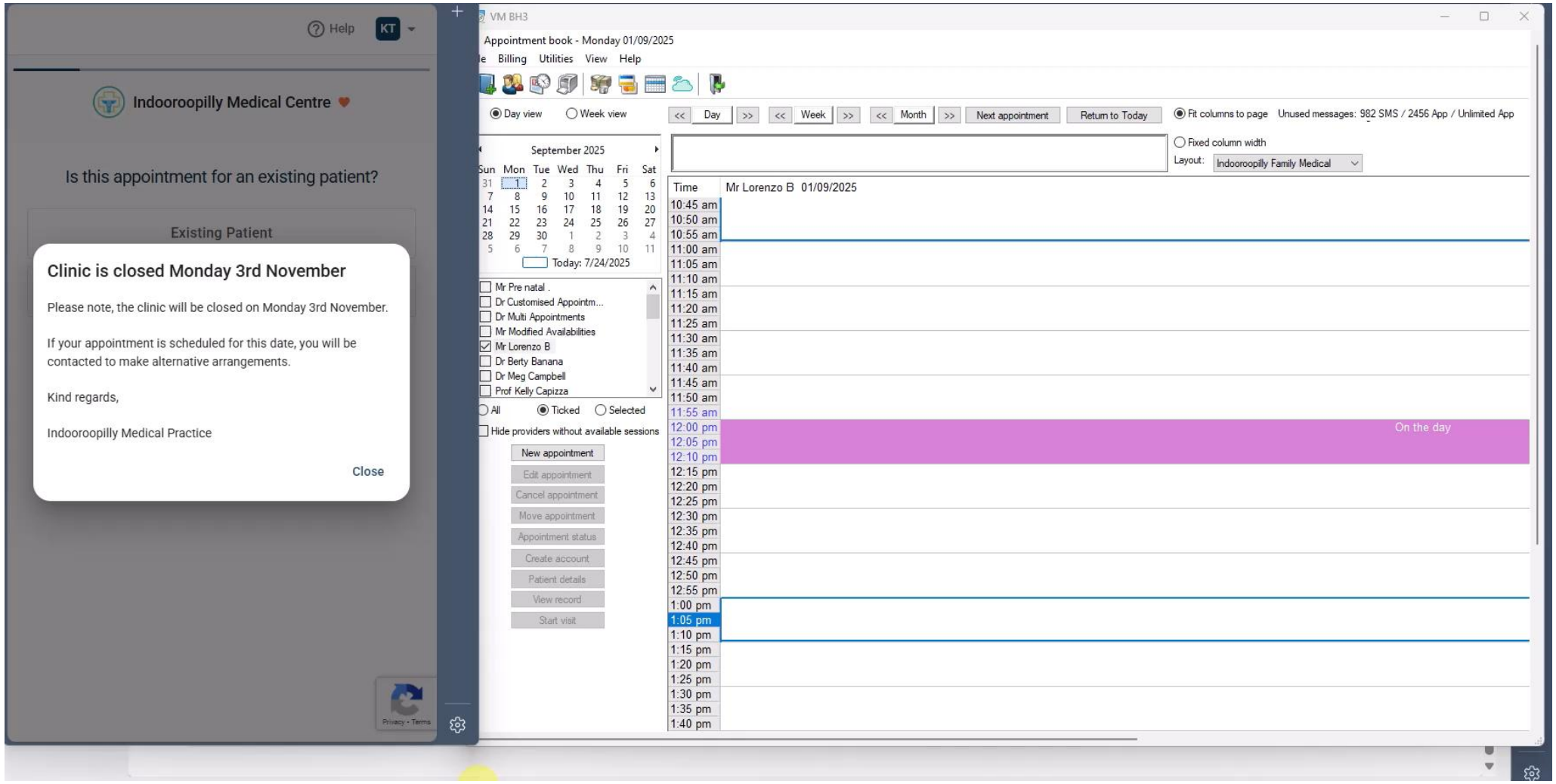
Demonstration

Best Health Bookings (BHB) Fully integrated Online bookings



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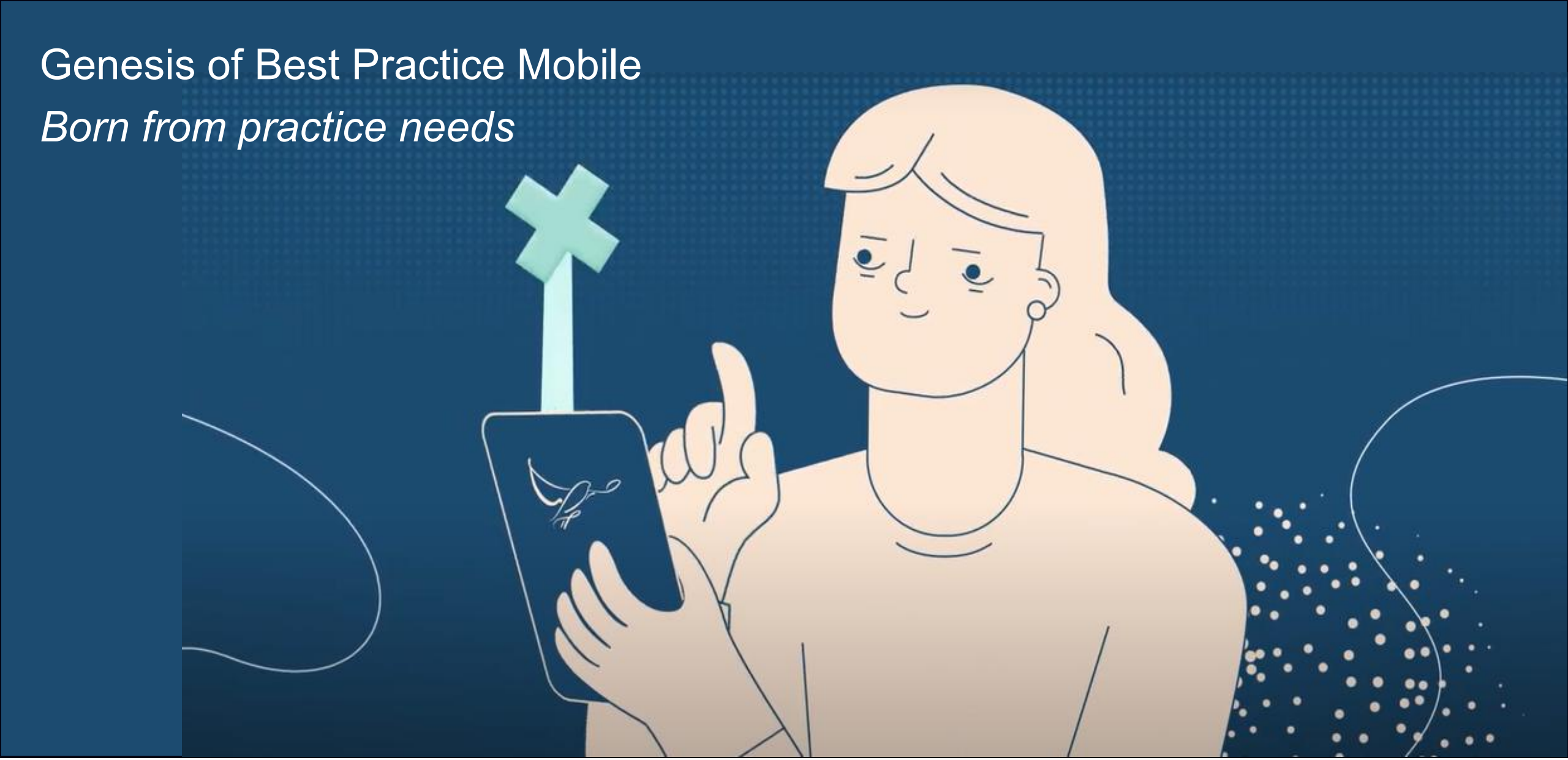
Genesis of Best Practice Mobile

Born from practice needs



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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

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Thank you for joining us!

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

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Teresa Karl