

## Planning for go-live

This advice is provided as a guide only, and will not cover all scenarios, especially for practices with complex IT systems. It is critical that your practice completes a thorough evaluation of its business processes and of how its existing systems are used to complete them, to ensure the practice will be able to operate on Bp Premier post go-live.

### 1. Infrastructure and system configuration

#### 4-6 weeks before Go Live

Complete the following activities 4-6 weeks before your practice plans to begin using Bp Premier. Medicare Minor IDs may take up to 4 weeks to receive. Other activities can be completed closer to 2 weeks before Go Live.

Task	
<p>Transfer Medicare Online Claiming</p> <p>Inform Medicare that you intend to change from the existing billing package to Bp Premier . Medicare requires a new Minor ID to be registered against the practice and providers for new claims to be transmitted and received correctly from Bp Premier.</p> <p>You will need to complete and submit two forms:</p> <ul style="list-style-type: none"><li>▪ <a href="#">Online Claiming Provider Agreement form</a> (HW027)</li><li>▪ <a href="#">Banking Details online claiming form</a> (HW052)</li></ul> <p>You can also search for these and other forms at <a href="https://www.humanservices.gov.au/health-professionals/forms/">https://www.humanservices.gov.au/health-professionals/forms/</a>.</p> <p>Contact Medicare after the forms are completed for further information, and to advise them on the date on which the practice will start using Bp Premier Medicare. Medicare often takes up to two weeks to process this request for transfer. Step 3 provides advice on how to set a workable transfer date for your practice.</p>	

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Task	
<p>Go to <a href="http://erx.com.au">erx.com.au</a> and register all of your providers who will be using Bp Premier through the online form, selecting 'Bp Premier' as the <b>Prescribing Software</b>. Your new Entity IDs will take a few days or more to be sent to you. <a href="#">This Best Practice Software eRx registration infographic</a> can assist.</p> <p>Continue to prescribe using your existing eRx Entity IDs until the Go Live date when you switch to Bp Premier.</p> <p>Keep a record of all old Entity IDs! After go live, you'll contact eRx to deactivate unused IDs.</p>	
Install an up-to-date copy of Bp Premier on the machine which will function as the live server, and on all desktop machines in the practice.	
Test this setup to ensure all machines can reach the server and there are no unexpected network or firewall issues.	
Check that functionality provided by third-party software that integrates with your existing system has been considered, and that relevant third-party software is installed and ready to go in Bp Premier.	
Calculate the most appropriate time to schedule downtime for your practice's IT systems.	
Calculate how long it takes to copy the data from your source system to the conversion machine, run the conversion, back up the conversion machine, and restore it to your live machine. Ensure there is plenty of extra time available in case a step takes longer than expected.	
Ensure your scheduled downtime fits in with the standard business hours of your practice. If it is a 5 day practice, the weekend may be the most appropriate time to run the conversion. If the practice is open on weekends, consider that the downtime required may have an effect on the business.	
Check the availability of IT staff to complete the conversion, and practice staff to review the data.	
Check the availability of Best Practice Software support. If outside of business hours, book in your conversion with Best Practice Software so support is available from the Conversions team.	
Ensure sufficient practice staff have received training on Bp Premier so they are ready to use the system on day one. Please contact our Sales team to enquire about training options and resources.	
<p>Have the following finalised Medicare documentation ready for configuration:</p> <ul style="list-style-type: none"> <li>▪ NASH Certificate and PIC Code</li> <li>▪ HPI-O number</li> <li>▪ Minor ID.</li> </ul>	
Ensure your practice has been registered as an organisation in PRODA.	
Obtain installation media for all integrated third-party software, such as MediSecure, PenCAT, or secure messaging, ready for re-installation on the new Bp Premier server PC.	

## 2. Trial Conversion

### At least 2-3 weeks before Go Live

Run the trial database conversion according to the instructions provided to you by Best Practice Software. This phase checks the success of data migration before running a Production conversion. A trial conversion is recommended prior to doing a live conversion and conversion logs must be sent to [bpconversions@bpsoftware.net](mailto:bpconversions@bpsoftware.net) for review prior to testing data and running a live conversion.

The Trial Conversion can be conducted by your practice or your IT Services provider while phase 1 **Infrastructure and System Configuration** is being performed.

Any problems or data irregularities from a trial should be resolved before running the live conversion.

Task	
Open at least 10 patient clinical files and ensure the data matches from the legacy software to Bp Premier.	
Confirm all appointment books display correctly for users (Drs, Nurse, AHP) (some configuration will be required for doctors' hours post migration).	
Confirm the diary appears as expected for booked appointments (some configuration will be required for doctors' hours post migration).	
Open 5 –10 patient documents in Bp Premier to ensure they can be viewed and used.	
Print a health summary for a test patient – include immunisations, investigation requests, and past visits (print to pdf).	
Open a test patient and add an allergy or prescribe medication.	
Generate a new document for a contact from the address book, to confirm the address book is working as expected.	

Please contact [bpconversions@bpsoftware.net](mailto:bpconversions@bpsoftware.net) if you have any questions or concerns with the migrated data quoting your Conversion Case number and Bp ID.

### 3. Prepare practice for Go Live

#### A week prior to Go Live

Complete the following activities at least a week before your practice plans to begin using Bp Premier.

Task	
Block out time in your doctor's diaries (if approved) to ensure they are not 'back to back' when using new software.	
Put signs around your clinic advising patients of the new software and to please be patient on go live day.	
Keep the scanned documents and holding file of unassigned documents and results as low as possible. Prior to go live these will need to be assigned to a patient to ensure they convert properly, or printed and scanned back in post-conversion.	
Stay on top of Medicare billing and ensure all claims are paid in Software up to go-live day.	

### 4. Finalisation before Go Live

#### Last day of using legacy software

Ensure you have tested the data and completed a Completion Trial Conversion Form returned to the Sales team ([Sales@bpsoftware.net](mailto:Sales@bpsoftware.net)) to have the initial invoice and temporary key provided the day before live conversion.

Your practice may also wish to create a compilation of manual documents as a just-in-case as part of preparing for Go Live. This document list will assist staff in performing manual operations during any software downtime. See [Document manual kit on page 7](#) for more information.

Complete the following activities on the last day your practice is planning on using its legacy software.

Task	
Ensure all Medicare bulk bills have been receipted off. Last day of software, any that have not been transmitted to Medicare can be resent in Bp Premier to ensure payment reconciliation.	
Complete your normal banking process.	
Clear the holding file or scanned documents tray.	
Switch off online bookings and any other third-party applications, including results download and pathology, a few hours prior to clinic shut down or as advised by your IT team.	
Print the doctor's diaries for Monday to Friday of the first week to ensure you have a backup should you encounter any unexpected issues.	

## 5. Live Conversion

Run the database conversion on your live or Production database according to the instructions provided to you by Best Practice Software.

Complete the following activities directly after you have converted to Bp Premier.

Task	
Retest any issues highlighted from the trial conversion to ensure they are still resolved.	
Open 5 – 10 patient clinical files and ensure the data matches from the legacy software to Bp Premier.	
Confirm the diary appears as expected for booked appointments (some configuration will be required for doctors' hours post migration).	
Open 5 –10 patient documents in Bp Premier to ensure they can be viewed and used.	
Print a health summary for a test patient – include immunisations, investigation requests, and past visits (print to pdf).	
Open a test patient and add an allergy or prescribe medication.	
Generate a new document for a contact from the address book, to confirm the address book is working as expected.	
Ensure you have access to the clinic to configure printers, Tyro and PCs.	

## 6. Go-live Verification

Complete the following activities in the days following Go Live. For more information on setting up the data described below, select Help > Online to open the Bp Premier Knowledge Base and search for related keywords.

Task	Notes
<b>Day 1 of Go Live</b>	
Enter the <b>new</b> eRx Entity IDs for all providers into Bp Premier configuration, ready for prescribing from Bp Premier.	Set up eRx for providers through Start > Best Practice Software > <b>eRx setup</b> .
Set the correct Date and Time Zone format for Australia in Windows date and time settings.	You must set a day-month-year format for the date and time in Windows for Bp Premier scheduled tasks.

Task	Notes
Recreate Financial data	<p>Outstanding invoices can be recreated in Best Practice post-conversion.</p> <p>Resubmissions to Medicare can be recreated in Best Practice and submitted under the new Minor ID.</p>
Recreate Account Holders	Manual data entry is required to recreate all account holders into Bp Premier.
Recreate custom practice fees	Custom practice fees and schedules will not be converted and must be recreated manually.
Re-enable third-party applications such as results download, online booking and Tyro integration, as advised by your IT team.	Check the Bp Premier knowledge base Troubleshooting articles to help set up these integrations. Check firewall settings and folder permissions.
Confirm new results are downloading correctly for each doctor.	Contact Bp Premier support at <a href="mailto:support@bpsoftware.net">support@bpsoftware.net</a> if you require assistance after reading the Troubleshooting advice in the Knowledge Base.
Confirm Medicare claiming and OPV checks can be completed and data appears correctly.	Contact Bp Premier support at <a href="mailto:support@bpsoftware.net">support@bpsoftware.net</a> if you require assistance after reading the Troubleshooting advice in the Knowledge Base.
Confirm that the Bp Premier database backup functions is successful and begin scheduling backups.	
<b>Days 2-5 of Go Live</b>	
Ensure immunisations can be submitted successfully.	Contact Bp Premier support at <a href="mailto:support@bpsoftware.net">support@bpsoftware.net</a> if you require assistance after reading the Troubleshooting advice in the Knowledge Base.
Receipt off and complete Medicare bulk billing batches daily. Confirm Medicare has received this with the new Minor ID.	Contact Bp Premier support at <a href="mailto:support@bpsoftware.net">support@bpsoftware.net</a> if you require assistance after reading the Troubleshooting advice in the Knowledge Base.
Confirm that prescribing with the new Entity IDs is working as intended.	<a href="#">Contact eRx</a> to deactivate your old Entity IDs

## Document manual kit

The following documents will assist any manual duties undertaken during conversion and Go Live.

print the appointment book	Referral pads
Tax invoices	Medical certificates
Receipts	WorkCover certificates
Medicare vouchers	Centrelink certificates
OVA vouchers	Progress notes
Billing slips	Scripts-standard
Payment tally sheets	Scripts-authority
Treatment room logs	MIMS book
Consumable billing slips	Clearly labeled manila folders for document storage