

Known issues in Bp VIP.net

For Bp VIP.net versions: 2.1.517.033 and later

Last updated: 18 April 2019

As part of our ongoing commitment to provide products and services that add value to our users, the following is a summary of key known issues that exist in previous and current versions of Bp VIP.net, and in which version the issue was fixed. This reference supplements the [Release Notes](#) and provides complete information on items that a user upgrading to and using the latest release needs to be aware of.

Known issues (New Zealand)

Issue	Workaround	Fixed in
When selecting a Custom Allergy to add to a patient's medical record, the Allergy Others window is initially blank, implying there are no existing custom allergies.	Click the Custom radio button in the Allergy Others window to see existing custom allergies.	Not yet fixed.
When printing an ACC45 form, the a.m. / p.m. radio buttons on the printed form may not match the time of accident entered into the form.	The ACC45 will still be submitted through the gateway with the correct information; only the printed form is affected. The printed form is not a patient copy.	519.002
When printing an ACC45 form, attached referring provider details are not added correctly. Instead, the text 'Name' is placed in the referring provider field.	Best Practice Software are working on providing a workaround for this issue.	519.003
When printing an ACC45 form, ACC provider numbers are not added to the form correctly.	Best Practice Software are working on providing a workaround for this issue.	519.001
When printing an ACC45 form with an ICD10 code in Diagnoses, the printed form shows the ICD9 radio button selected.	Best Practice Software are working on providing a workaround for this issue.	519.001

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Issue	Workaround	Fixed in
Bp VIP.net throws an exception when the Print button is clicked and the list of providers in the Recipients window contains a merged provider.	Instead of clicking the Print button to print the letter, choose one of the following alternate methods: ■ Send the letter by Email ■ Click Ext Viewer to open the letter in an external application and print externally ■ Click Copy External to paste the contents into a new letter.	This issue is fixed for new users in Ruby SP0. If you are experiencing this issue, contact Bp VIP.net Support for a script to correct the database.

Known issues (Australia)

Issue	Workaround	Fixed in
When selecting a Custom Allergy to add to a patient's medical record, the Allergy Others window is initially blank, implying there are no existing custom allergies.	Click the Custom radio button in the Allergy Others window to see existing custom allergies.	Not yet fixed.
Bp VIP.net throws an exception when the Print button is clicked and the list of providers in the Recipients window contains a merged provider.	Instead of clicking the Print button to print the letter, choose one of the following alternate methods: ■ Send the letter by Email ■ Click Ext Viewer to open the letter in an external application and print externally ■ Click Copy External to paste the contents into a new letter.	This issue is fixed for new users in Ruby SP0. If you are experiencing this issue, contact Bp VIP.net Support for a script to correct the database.