



How do I convert from Medical Director 3 to Best Practice?



This FAQ is intended to answer common questions about converting MD 3 clinical data to Best Practice.



Important: It is **MANDATORY** that all sites perform a Trial MD3 conversion at least 2 weeks prior to GO LIVE

1. To ensure that the source data converts successfully
2. To resolve any issues related to conversion prior to the GO LIVE
3. To clarify the process and identify the time required to complete the conversion

Prerequisites

a) Obtain update-to-date version of Best Practice and the latest MD3 conversion utility.

Please check with Best Practice support via phone or email support@bpssoftware.com.au prior to running the conversion to ensure that you have the most up to date version to use. You would require version 1.6.3.490 or higher.

b) Confirm the Hardware Requirements

Please ensure all machines that will be required to run BP meets the hardware requirements found at <http://www.bpssoftware.com.au/products/hardware.php> or the document [BP_FAQ-Hardware.pdf](#) found on the Best Practice DVD.

c) Confirm Hard Disk space Requirements

By default, Best Practice program files and databases are installed to the C:\ drive. It is recommended that prior to GO LIVE that an estimate of the disk space requirements is made to ensure that there is sufficient space on the server on the C:\ drive to cater for:-

- size of the Best Practice databases (following conversion of your MD data)
- sufficient room for expansion of the databases due to normal operation
- if 'compressed' backups are to be performed, there will need to be free space approximately twice the size of the Best Practice databases to allow for temporary files to be created during the backup process (i.e. 6 GB of databases will need approximately 18GB free space to perform compressed backups)

To check the size of the databases following the MD Conversion, check the size of the databases stored in the folders (these are the default locations – you may have installed your data to another folder during installation):-

- MSDE Installations - C:\Program Files\Microsoft SQL Server\MSSQL\$BPSINSTANCE\Data
- SQL Express 2005 Installations - C:\Program Files\Microsoft SQL Server\MSSQL.1\MSSQL\Data
- SQL Express 2008 Installations - C:\Program Files\Microsoft SQL Server\MSSQL10.BPSINSTANCE\MSSQL\DATA



Tip: The full installation disk of Version 1.6.3.490 and higher provides the ability to create your data in an alternate location. Refer to the FAQ [BP_FAQ-Installing.pdf](#) for further details.

d) Confirm Operating system Requirements

Best Practice only supports Microsoft Professional operating systems - Win 2000 Professional, Win 2000 Server, Win XP Professional, Win 2003 Server and Win Vista Business and Ultimate editions, Win 2008 Server, Windows 7. **Windows Home editions are NOT supported.**

e) Identify whether any staff will require training

It is recommended that you consider whether any staff will require training. You will find details on the training that Best Practice offer on our web site :- <http://www.bpssoftware.com.au/support.php> We can also provide Tutorial DVDs if preferred.

f) Thoroughly read all Documentation

Thoroughly read all the relevant FAQ documentation pertaining to performing a conversion and configuration of Best Practice. Read this current document, the document [BP_FAQ-Installing BP with MD conversion.pdf](#) as well as the FAQ documents that are referred to.

g) Ensure that your MD data is in good condition

Make sure your MD data is in the best possible condition 'BEFORE' converting to BP.

- Ensure any remote data has been uploaded to the server
- Synchronise your data with any third party billing package
- Run any maintenance functions that might be required
- Clear both the Results and Documents Holding Files

h) Latest MD3 backup

Create a backup of your MD3 data including your ManageEzy data. Please make a note of where your ManageEzy folder is stored as this is required during the conversion process.



How to perform the MD3 Conversion



Important: This process **MUST** be run on a server that currently has MD3 installed. We recommend that you set up a secondary (test) server containing a copy of the practice's MD3 system and use this initially to test the conversion. Once you have confirmed that the process has worked correctly and your data is complete you can then proceed with a LIVE conversion. This MD3 installation must have the default instance name.



IMPORTANT: A TRIAL CONVERSION IS MANDATORY

- A 'Trial' conversion must be performed **a minimum of 2 weeks** prior to the date you wish to GO LIVE.
- Once the 'Trial' conversion is completed, we request that the principal doctor/s perform a thorough check of as many patient records as possible to ensure that all notes, investigations, documents, etc., are available and accessible.
- We then request that the '**Trial Conversion complete notification**' form be completed, signed and faxed to Best Practice and the BPSConversion.log file be emailed to support@bpssoftware.com.au. Once this is received we will issue your practice a 30day key and invoice to enable you to perform a LIVE conversion. This form can be found in the document [BP_FAQ-Trial Conversion completion form.pdf](#).



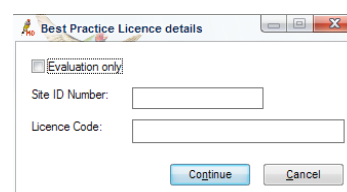
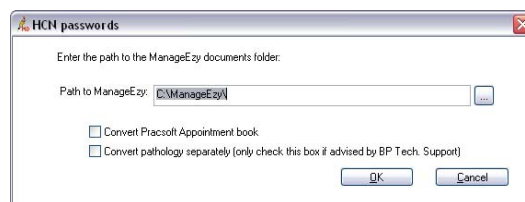
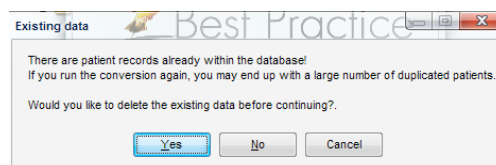
IMPORTANT: BEFORE CONTINUING - read the document 'BP_FAQ-Installing BP with MD conversion.pdf' for the complete list of steps for performing a conversion.

1. Ensure that you have met the Prerequisites listed at the beginning of this document.
2. Ensure that Medical Director is closed on all machines.
3. Backup Medical Director 3 (including 'ManageEzy' data) as per the Medical Director Help files.
4. Check that the Hard drive (c:\ drive) has free space equal to at least 2.5 times the size of the uncompressed MD backup.
5. If this is a Trial conversion, install Medical Director 3 on the secondary (test) server as per the Medical Director Help files using the default options and instance name and restore this backup.
6. Install Best Practice as a 'Server' installation on your server (as per the document [BP_FAQ-Installing.pdf](#)). A reboot may be requested and performed at the end of installing. (If using a Terminal Server, you must always install applications & updates via Add/Remove Programs)
7. Check that Drug database date in Best Practice is update to date. Log into Best Practice Samples and select **Help -> About -> System Info** and check the date in "Drug Database Updated". Check this against www.bpssoftware.com.au and if any newer data updates are available, download them in chronological order and install to the server only. (Check **Help -> About -> System Info > Drug Database Updated** after each installation to ensure the drug data has been updated).
8. Ensure that the machine does not have any scheduled tasks that could affect the performance of the machine or the network (i.e. scheduled backups, router reboots, server reboots, windows updates, etc).
9. Turn off the Investigation Results importing and MD Link options within MD so that no importing is done during the conversion.
10. Browse to the folder C:\Program Files\Best Practice Software\BPS\Conversions and double click on the utility '**MD3 Conversion.EXE**'.
11. The MD3 to BP Conversion screen will appear providing a brief overview on the conversion. Click '**Continue**' to proceed with the conversion.
12. The Start screen will appear. Click '**Start**' to initiate the conversion.
13. The '**Checking MD3 databases**' screen will appear and the system will look for the location of the MD3 data.





14. If you already have data in the Best Practice database, the 'Existing data' screen will appear.
 - a. To replace the existing data click '**Yes**'.
 - b. To keep the existing data and add new records to the Best Practice database click '**No**'.
15. The system will then prompt for the location of your ManageEzy data. Please ensure that this setting is correct before proceeding. If the location is not correct, browse to the location of the ManageEzy data folder
16. er, highlight it and click "**OK**".
17. Indicate whether you wish to 'Convert your Pracsoft appointment book'. (This is only relevant if you are purchasing Best Practice Management)
18. **If specifically advised** by Best Practice Technical support, tick the box 'Convert pathology separately'. You will then be advised of a utility to be run separately to convert pathology.
19. You will then be prompted for your Best Practice licence details.
 - a. If you are running a TRIAL conversion, just tick the box 'Evaluation only'.
 - b. If you are running a LIVE conversion, enter your Site ID Number and Licence code as provided by Best Practice.
20. The conversion from Medical Director 3 data to Best Practice will now take place. Depending upon the size of the data this may take some time. On average it will take approximately 1 1/4 hour per 5,000 patients however this is dependant upon the number of notes, results, and documents per patient.
21. When the conversion is complete, if you were advised to 'Convert pathology separately' you should now run the separate utility as advised by technical support.



Completion

When complete, a screen will appear showing that the conversion is complete and whether there were any errors encountered.

Important: Browse to the folder **C:\Program Files\Best Practice Software\BPS** and run the file called '**Attach databases.EXE**'.

TRIAL CONVERSIONS

Step 1

After performing a conversion, please check the log file generated during the conversion process. Either click the 'View log' button on the 'Conversion complete' screen or open the file called 'BPSConversion.log' found at either C:\Documents and Settings\All Users\Application Data\Best Practice\Log or c:\Program Data\Best Practice\Log depending upon your operating system.

Please check this log to ensure that there have been no errors recorded during the conversion that need to be addressed. If you have any questions about errors encountered, please email your BPSConversion.log file to support@bpssoftware.com.au together with your contact details and then contact Best Practice support via phone 07 4155 8800 during business hours to discuss.

Step 2

If Step 1 does not indicate any errors, we request that the principal doctor/s perform a thorough check of as many patient records as possible to ensure that all data is present and accessible. We suggest opening a range of patients in your current application (long term, medium term and new patients) and comparing the data with this same patient in Best Practice. We also recommend checking the last patient seen before the conversion to ensure that the most recent data has been converted.

Conversion Order		
Doctors	Auto text	Health Assessments
Patients	Pathology Requests	Diabetes
Heads of family	Pregnancies	assessments
Social history	Antenatal visits	patient Education
Reactions	Antenatal results	Asthma plans
Allergies	Clinical details	Graphics
Templates	Pap smears	Holding file
Letters	Measurements	Inbox
EPC Reports	INR values	ECGs
Recipes	Recall protocols	Patient photos
Current Rx	Reminders	Atomised Values
Default doses	Actions	Pathology Results
Progress notes	Categories	Appointments &
History	Address book	Sessions (if
Immunisations	Complex instructions	selected)
Past prescriptions	Custom fields	Documents



- Patient demographics correct
- Past Visit records present and accessible
- Investigation results present and accessible
- Current and Past RX are present and correct
- Immunisation records present and accessible
- Correspondence In and Out present and accessible
- Reminders present, correct and accessible
- Autotext present and accessible
- Custom Templates present and correct
- Contacts address book correct

Step 3

When you are confident that all the data has been converted correctly, please complete the form [BP_FAQ-Trial Conversion completion form.pdf](#), sign and fax to Best Practice on 07 4153 2093 and email the BPSConversion.log file to support@bpssoftware.com.au. Once this is received we will issue your practice a 30 day licence key and invoice to enable you to perform a LIVE conversion.

Step 4

Once you have confirmed that the 'Trial' conversion has been successful, please refer to the FAQs provided on the installation DVD for further assistance on moving forward. The best document to start with is called 'BP_FAQ-Installing BP with MD conversion.pdf'. This will step you through how to plan for and perform a LIVE installation of Best Practice.

LIVE CONVERSIONS

Following a LIVE conversion, we also request that you check the BPSConversion.log and perform another check of your data to ensure that your practice is happy that the conversion has completed and that your data is complete.

Refer to the document "BP_FAQ-Installing BP with MD conversion.pdf" for the steps to follow to configure your system.



Important: Practices converting from MD3 v3.10 or higher that use the HealthLink Messaging system.

You will need to disable the 'HCN Service Manager' so that the messages are not imported into MD. Please follow the notes below. Once this is done you can configure Best Practice to import these messages. Refer to the document "BP_FAQ-Installing BP with MD conversion.pdf" which includes steps on configuring your Results and Messaging import.

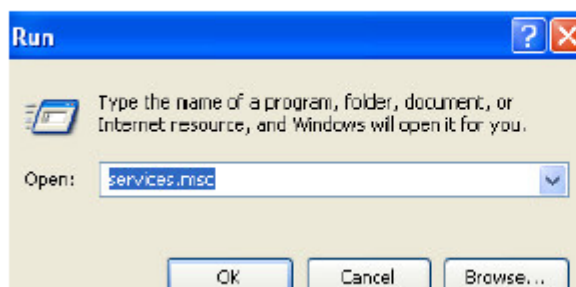
Disabling HCN Service Manager

If the practise has started using a new **Clinical Software System**, it is possible that HCN Service Manager service may still be running hence pulling the messages out of default Healthlink SIX messaging folders.

To stop messages been pulled by HCN Service Manager. HCN Service Manager needs to be disabled.

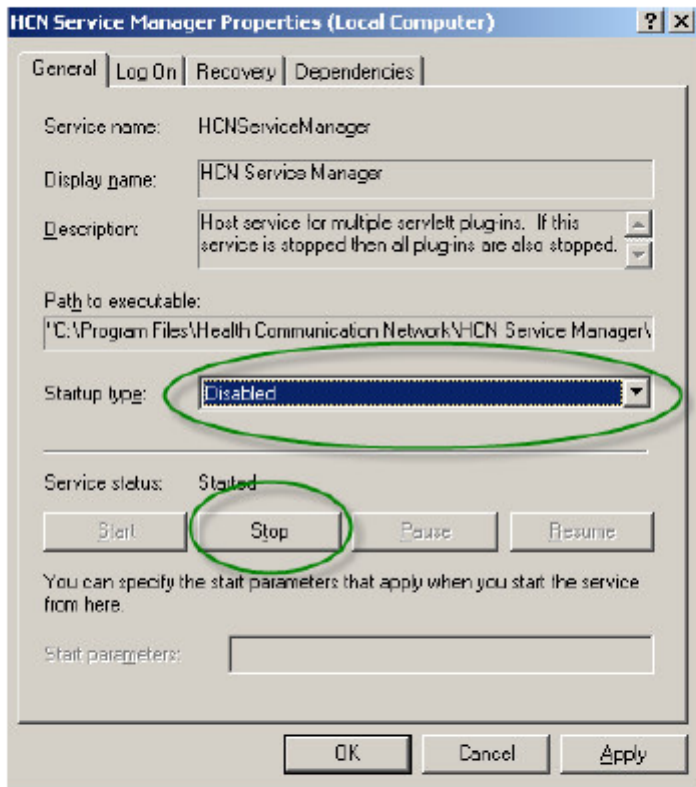
By default this service starts automatically and to stop this service change the **startup type** to "**disabled**".

- 1- Click on **Start** and **Run**. On the Run window type in "**services.msc**" and click on **OK** button.





- 2- From the service screen look for **HCN Service Manager** and double left click to open **HCN Service Manager Properties** window.



- 3- Select **"Disabled"** from the Startup type.
- 4- Click **"Stop"** from the Service status and then click on OK button.

This process cannot be used if the practice is using Medical Director as their **Clinical Software System**. Disabling HCN Service Manager service will break message import in Medical Director.

MORE INFORMATION

For more information consult the Best Practice Help Library or contact us via:



07 4155 8800



<http://forum.bpssoftware.com.au>



07 4153 2093



<http://www.bpssoftware.com.au>



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Last Reviewed: 16/05/2011