# What's new in Best Practice Software

## Build 468 - 500

## New/Improved features

### Online Private Patient Claiming.

This feature is available when Online claiming has been set up and activated in "Setup/Configuration/Online claiming".
When a payment is made at the time of creating a privately billed account, a checkbox is now visible at the bottom left of the Payment details window labelled "Send claim to Medicare Australia". If this box is checked, the details of the patient's account and payment are sent via the internet to Medicare Australia. The claim is processed overnight. If the account is fully paid, the patient will be credited with their refund either directly by EFT or by cheque. The patient's bank account details can be recorded using a new "Bank account" button on the patient demographics window, and these are transmitted to Medicare if the EFT payment option is used. Medicare Australia will assess the claim when it is submitted and the printed receipt will indicate whether it will be paid, rejected or lodged for manual processing. Payments that are not paid at the time of generating the account can still be claimed online. To do this, they must be paid using the "Pay single invoice" button on the Patient Billing History or Account history windows.

All claims transmitted to Medicare Australia can be viewed via the "Management/Patient claiming" menu item on the main window. The Patient claims window shows the claims sent on a specified date and indicates whether they were paid, rejected or lodged for manual assessment. In this window, claims can be deleted if they have been submitted incorrectly. Claims can only be deleted on the day that they are transmitted. This is a Medicare Australia requirement as claims are processed overnight and can't be deleted after they have been processed.

If a claim cannot be transmitted immediately, e.g. because of a failed internet connection, it is stored and can be resent at a later time. To do this, use the "View/Unsent claims" menu item on the Patient claims window. Claims can be submitted up to 2 years after being stored.

A checkbox on the "Setup/Configuration/Online claiming" page sets the default state of the "Send to Medicare Australia" checkbox on the Payment window.

### General

Added the myDr patient education leaflets.
Added an "Images" tree view node to the Patient Education window that holds some supplied clinical images that can be used for demonstrating to patients.
The Patient education module can now import and display image files.
Reactivating inactive patients if they have notes recorded has been made an option.
Patient records can now be opened from the VIVAS/ACIR window by double clicking.
Opening a patient from the VIVAS/ACIR window now opens it at the Immunisations page.
Added a "Duplicate offset" field to the Compact Business Systems section on the Drug sheet window. This allows the second column of the drug sheet to be moved to the left or right.
Provider numbers can now be added for institutions in the Contacts window.
Added the SQL Query to the first page of printouts from the Search utility.
Adding OR clauses in the Search utility now puts parentheses into the query if it can determine where they need to go.
Added a window displaying the number of patients updated after marking patients as inactive from the Search window.
Online patient verification now gives the option to update the patient demographics directly.
Added support for multi-page TIF documents without requiring an external TIF viewer.
Added FontName and FontSize options to the label setup window.
Added layout buttons to the Label setup window to allow positioning of text on the labels to be controlled by the user.
Added patient Mobile phone to the Imaging request layout.

Added an "Include header" checkbox to the Inbox.  It is active when the result is being added to Correspondence In.
Added a "Jump to patient" item to the Patient window's File menu.  This does what the old "Open patient" item used to do.  A new item has been added - "Open  patient in new window".
When editing a patient's demographics, the cursor is now in the Surname field when the window first opens.
Acknowledgements for HealthLink messages are now automatically put into their specified subfolders.
Modified the postcode search algorithm to search for partial match if an exact match for a place name is not found.
Added processing for HealthScope HL7 results to the HL7 parser.
Added the Email address to the saved TXT and CSV files in the search utility.
Added the Terminal Server session name into the System Info display.
The link to Pracsoft 3.10 now picks up the new ATSI codes that are being transferred from PS.

## Clinical
Added a Breastfeeding prompt when opening a patient's record.
Added a "Save batch number" check box to the new immunisation windows.  It is only visible if the user has permission to add batch numbers.
The Diabetes At-risk prompt is no longer shown if the patient is already marked as diabetic.
The O2 saturation field on the Observations window will now accept a value of 100%.
Added a "Print date of signing" checkbox to the Drug sheet window.
Added the SA WorkCover eCertificate to the Clinical menu in the patient's record when the practice postcode is in SA.
Added a H1N1 Influenza preventive health prompt for patient's with chronic conditions, ATSI patients and patients over 50.
Added a Scan button to the Clinical images page.
Scanning a document into Correspondence in or Clinical images now generates an entry in Today's notes.
Printing from the Diabetes register now includes the date that the last cycle of care was completed.
Added K10, O2 Saturation, Diabetes Risk, CV Risk and PEFR to the list of values that can be graphed from the observations page.
Added a date filter to the printout from the INR Manager.
Added "Not performed here" to the list of providers when adding a Pap smear to a patient record.

## Prescribing
Added a right click "Paste" menu to the Complex instructions box in the New Rx window.
If a default drug dose has been transferred from MD with a blank route, the default route for that drug is now used in BP instead of having the route field blank.
The "Authority item" field on the Authority page in the New Rx wizard now scrolls if the text is too large to be displayed.
The list of Complex instructions on the New Rx window is now sorted alphabetically.
An option has been added when deleting a medication to add it to the Allergy/Adverse reaction list.

## Word processor
It is now possible to add a Practice letterhead if it does not exist in the edit Letterheads window.
The Select addressee window in the letter writer now works with surname-comma-firstname in the search box.
Added a horizontal splitbar between the Data treeview and the Template favourites list in the Word Processor.
The vertical splitbar in the Word Processor now remembers its position and uses the saved position when it opens up.
Added a Preference to have "No blank lines after tables inserted into template fields"
Added a "Move to care plans" menu item to the right-click menu in the list of Correspondence out.

## Appointment book
Added a Cancellation list to the Appointments window.  When an appointment is made, a checkbox allows the patient to be added to the waiting list for a  cancellation.
An option in Setup/Configuration/Appointments can be turned on and this will then pop up the list of patients awaiting a cancellation whenever an appointment is cancelled.  Patients can then be selected from that list and replace the cancelled appointment.  The patient's name can optionally be left on the cancellation list so that if another, sooner appointment becomes available, they can be offered that one.
The cancellation list can be viewed at any time from the Appointment window's "View" menu, and patients

can be given a new appointment from here. If the pop up option has not been selected, this is the way that the cancellation list is accessed.
If the pop up option has been selected, the cancellation list doesn't pop up if there are no patients awaiting a cancellation.
Added a "View/Sidebar" menu item to the Appointments window to allow the controls at the left of the window to be hidden. This allows more and/or wider columns to be displayed in the Appointment window.
An "Exclude doctors with no appointments" checkbox has been added to the Appointments window. When the appointment window is in Day view, if this is checked, doctors who have no sessions on the day will not be displayed, allowing more room to display those who are present.
A "Utilities/Bulk patient verification" menu item has been added to the Appointment window. A range of dates and providers can be selected and online patient verification will be performed for all patients with appointments within that range. If any details differ from those held by Medicare Australia, they can be updated directly.
Added an option to allow whether the name of the person booking an appointment can be selected or must default to the logged in name.

## Billing
Added a text filter to the window when adding an item to an account. This restricts the displayed items to those containing the text typed in.
Added a text filter to the Finalise window.
Added a text filter to the Setup/Practice fees window.
Added a jump to MBS Item feature to the Setup/Practice fees window.
Added a "Print fee list" button to the Setup/Practice fees window.
Outpatient Diagnostic imaging services are now billed at 95% of the MBS Schedule fee.
Added a menu item to print the Patient billing history.
Added a menu item to print the Account holder history.
It is now possible to add service text to individual services on the Finalise window.
Added an option to Setup/Configuration/Billing to default to the DVA List when billing for Allied Health workers.
Added a timer to the New appointment window to insert a small delay before starting the patient search, allowing more than one character to be entered before the search starts.
Added the Invoice number to items listed in statements printed from the Debtor list.
Practice Nurses can now be set up to have accounts.
Added an option to Setup/Configuration/Billing to not include the "Practice" entity in the list of billing providers when creating an account.
Allied Health users are now included in the list of people to choose from when adding an entry to Setup/Configuration/Payer allocations.
Added an "Edit service text" option when reconciling rejected services on Online claims.
Added support for MBS item 31340 when adding items to an account.
Adding a new consultation item when editing an invoice now correctly deletes the old item.
Management/Export data has been changed so that if Payments is selected, only the details of the payment are exported. A new checkbox has been added to export details of "Paid services".
Added an option to turn on or off the printing of the patient's DoB and Medicare No. on invoices and receipts.
Claim Nos are now included on reprinted receipts.
The "Include outstanding balance" option in Billing now applies to receipts as well as Invoices.
Both Invoices and Receipts only include the Outstanding balance if they are billed to the patient or the head of family, not to "Other" or "WorkCover".
Changing payer from DVA to Medicare or vice versa will now automatically change all services on the voucher.
Changing payer from DVA to Medicare or vice versa will now recalculate the fees.

## Online claiming
Changed the logic of the "Change item number" option when reconciling rejected services on Online claims.
Online claim Items rejected by Medicare as already paid can now be resent.
Added a field to enter the Service Text when the Change item number option is used when reconciling an online claim.
When reconciling an online claim, the Adjust service window can now be closed if the "Edit text" radiobutton has been pressed.

### Remote Database
New patients can now be added when using BP remote.

### MD2 Conversion
Added conversion of Diabetes parameters to ReportValues table. This makes them export correctly to the Pen Clinical Audit tool.

### MD3 Conversion
ECGs and patient photos have been added to the conversion.
Added Next Of Kin to conversion.
Added conversion of Diabetes parameters to ReportValues table. This makes them export correctly to the Pen Clinical Audit tool.

### BPS Bulk Export
Added the ability to export patients based on an XML file saved by the BP Search utility.

### BPS Utilities
Added a "User login" viewer. This allows the date and time that all users logged in and out of the system to be viewed.

## Fixes

### General
Standard users in vista are no longer prompted for the name of the server every time they start BP.
Saving printer setup in Terminal server sessions now saves the settings by computer, not by user.
It is no longer possible to open a patient's record in two separate windows by opening it from the Inbox as well as via the main menu.
Adding a new family by using the "Add new" then the "Add to family" buttons on the Open patient window now correctly includes the first one added in the family group.
Fixed a problem with the PKI Key being lost when a Contact's details are edited.
Fixed a problem sending email to some servers that require SMTP authentication.
Reminder reasons no longer appear in the list if the only patients that were marked for that reminder are deceased.
Deleting a contact in the Contacts window no longer places the cursor back on the first contact in the list.
Fixed the tab order on the Drug Sheet setup window.
Fixed a problem with Practice e-mail having menu items greyed out if the current user has no SMTP server set up.
Fixed an error on the Contact details window when a very large number is entered into the NATA code field.
The Bulk Document Importer's Save & Clear button now gets re-enabled after saving a document.
The Bulk Document Importer's Save button no longer clears the patient details, only the Save & Clear button does this.
The F1 key now opens the help file in all windows (previously it wasn't working in a number of places, reminders, actions, search, etc.).
The PSI path now saves correctly in the Setup\Configuration\E-mail window.
The "Include read messages" checkbox on the messages window now works properly.
Deleted reports no longer show up in the Management\Reports window.
Fixed an error in the Move to Inbox function in the e-mail window if the address field is too long.
Fixed an error merging contacts if the comments field becomes too large.
Fixed a speed issue looking up contacts in the word processor if the contacts database is very large.

### Clinical
Fixed an error when performing a search on Blood Group.
Fixed a problem printing TIF files in Correspondence in with the Patient Health Summary.
The age displayed in deceased patient's records is now the age at death, not the age had they still been alive.
Added the "Where were you born?" question to the Diabetes "At risk" assessment tool.
It is no longer possible to save a pregnancy with a pregnancy number that already exists.
INR data entered in the Inbox now populates the Comments box if the result does not have today's date.
It is no longer possible to mark a patient as having Diabetes by starting a Cycle of care if the user does not

have permission to add to PMH.
Opening a visit for the second time in a day no longer changes the start time of the visit.
Marking an action as performed by double-clicking it and then pressing the "Mark as performed" button now makes an entry in Today's notes.
Fixed an issue where Correspondence In marked as confidential could be seen when using the Next and Previous buttons on the preview page.
Fixed an issue where the View button on the Correspondence In preview page opened the wrong document after the Next or Previous buttons have been used.
The tick box to 'Save Recommendations to today's notes' on the Health Assessment window now works correctly.
It is no longer possible to add another active pregnancy to a pregnant patient's record via the Gestation calculator toolbar button.

## Prescribing
Fixed an error when the "Another" button was pressed when adding a new item to a drug combination.
Using the "Another" button to add multiple drugs no longer puts the same Reason for prescription on all of them.
Reprinting a schedule 8 prescription from the Prescriptions page now prints the quantity in words and prompts that it must be handwritten.
Fixed some display issues in the Product Information Viewer.

## Investigations
Moving an investigation report to Correspondence In and back no longer loses the test name.
Fixed problem importing PIT results that contain mixed plain text and RTF in the 301 lines.
If a HL7 REF message has no date in the RF1 segment, the Message date from the MSH segment will be used for the report date.
Added the "Clinical notes" field from the OBR segment to the header of pathology reports.
Sender information for incoming REF messages is now picked up from the PRD segment rather than the MSH segment.
After checking Unchecked results, the Investigations page is displayed, not the Correspondence in page.
Fixed an error when moving a document from Investigations to Correspondence in if the Testname field is longer than 25 characters.

## Word processor
Tidied up some display issues in the "Select contact" window in the word processor.

## Appointment book
Custom appointment types that have been deleted from Setup/Configuration/Lists are no longer still included in the list when making an appointment.
Printing an Appointment list, now sorts correctly if there are appointments outside the set session times.
Fixed inconsistent behaviour of the "Start visit" button on the waiting room window.
Fixed an error editing appointment lengths in the Setup/Configuration/Lists window.
Users without permission to override Reserved appointments can no longer copy and paste an appointment into a Reserved slot.

## Billing
Fixed an issue with the Health Fund details overwriting other text on receipts.
Fixed an issue with the Health Fund details printing off the page on A5 invoices and receipts.
Billing direct to an insurance company now works when the account is created from the appointment window.
The overdue message printed on accounts is now based on Invoice date, not Service date.
Fixed an error calculating the Multiple Ops rule if the operations have the same item number but have different amounts to charge entered.
Using "Previous account details" on the Account window now uses the correct fee schedule.
DVA specific items are now displaying the correct code in Patient Billing History and Direct Bill History.
If no referral details have been recorded for an invoice where the provider is marked as needing a referral, a prompt is displayed allowing the choice of a reason for not having a referral.
Operations added via the Finalise window are now sorted properly for the Multiple operations rule.
Adding an item to an account now always uses the short description if it has been set up in Practice fees.
Fixed a problem with the setting for "Prompt when there is a duplicate service on the same day" not being

saved in Setup/Configuration/Billing.

## Online claiming

Fixed a "Failed to create Episode Business Object" error when transmitting to ACIR when there are more than 20 patients in the list to be transmitted.
The Add item window when creating an account now has the short descriptions and the MBS item numbers displayed again.
It should now be impossible to generate the same batch number for an online claim when creating batches on two computers at the same time.
Online claims are now only marked as Received if either a Payment report or a Processing report are actually downloaded for the claim.
Editing a voucher in the Reconcile Online Claim window no longer causes all services on that voucher to be resent, only the unpaid ones.

## Remote database

Fixed some errors in BPRemote when downloading Care Plans.
Downloading the drug databases no longer downloads the Images table twice.
Fixed an error when using Remote databases if you try to save a new letter and hadn't included documents in the download.

## BPS Utilities

Fixed an error in the Contacts import utility if the file that is being loaded is not a valid XML file containing contact details.
Fixed an error in the Bulk patient import utility if the file that is being loaded is not a valid file containing patient details.
Fixed an issue with importing the requested tests list from an XML import.
Fixed some problems importing Investigation reports from MD3 XML.
Importing a patient now correctly imports the "Reason for prescription" in the Current rx table.
Fixed an error in the "PMH Cleanup" when the item being replaced contained an apostrophe.

## BPReports

Fixed an issue that caused some reports to error when the description of a service starts with a digit and includes a comma.
Fixed an error when the Item number report contained multiple items separated by commas.

## MD3 Conversion

Reserved appointments in Pracsoft are now converted correctly.
Blank appointments are no longer being converted.
The script code on past prescriptions is now converted correctly.

## MORE INFORMATION

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


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