Best Health

Powered by Best Practice Software

GETTING STARTED GUIDE

CONNECTING
WITH PATIENTS IS
NOW JUST A CLICK
AWAY

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The Best Health App for smart phones is an exciting new, direct connection method between you and your patients. It connects you in a way that will help strengthen relationships, engage patients in their health care journey and empower them towards improving their health outcomes.

The Best Health App provides patients secure access to your Practice to:

- View their upcoming appointments

- Receive appointment reminders

- Check-in for their appointments

- Create appointments with their GP (if your Practice uses an online appointment system)

- Receive Clinical Reminders, result follow-ups and other messages from their Practice

- Receive Health Fact Sheets relevant to their well-being

- Receive their Health Summaries

The key to a successful adoption of any new application is adequate preparation. Throughout this booklet, we easily breakdown the steps that will get you started, explaining in detail the actions you need to take for a seamless and efficient adoption of the Best Health App.

We back this up with a comprehensive online Knowledgebase, a friendly After Sales Team, experienced Support Specialists and our Bp Learning Team who can work with you when you need it.

Best Practice Software is here to help you every step of the way to make your adoption of the Best Health App easy.

>> INSTALLATION PLAN BLUEPRINT

This booklet is designed to walk you through the steps to getting started using the **Best Health App.** It is built around the following seven phases that take you from Pre-installation all the way through to Roll out.

1 PRE-INSTALLATION

- Install JADE Release
- Review policy and procedure and update if required
- Review consent form and update if required

2 INSTALLATION

- Switch on permissions (Note: JADE upgrade must be completed)
- Check Practice location details in Bp Premier, particularly for multi-sites
- Enable Practice location/s for App

3 SERVICE AGREEMENT

- Bp Sales emails Practice, attaching the Service Agreement
- Customer enters details into the Service Agreement, signs and returns it to Bp

4 ACTIVATION

- Invoice sent
- Payment of invoice
- App activated and Welcome Pack sent (marketing materials, beacon, etc.)

5 CONFIGURATION

- Setup and configure Bp Comms (e.g. templates, preferences schedules)
- Plug in Check-in Beacon

6 EDUCATION

- Train relevant Team Members
- Educate patients

7 ROLL-OUT

- Enrol patients
- Begin using features

Important to note:
Before adopting our Best Health App, your Practice must upgrade to Bp Premier's new release, Jade. You must also set up Bp Comms and record patient consent to receive the new message types. If your Practice upgraded to the Indigo SP1 release, you may already have Bp Comms partially set up and now you all you need to do is enable the App.

PRE-INSTALLATION

In preparation for the installation of the Best Health App functionality, there are a number of things you can do to get your Practice ready.

STEP 1

Firstly, it is important that your Practice has upgraded to Bp Premier's new release, JADE.

We have prepared this Knowledge Base with a collection of articles that take you through what's new and improved in the JADE release of Bp Premier.

Make the Bp Knowledgebase your first stop.

STEP 2

Next, you need to check that your Practice's policies and processes have been updated to reflect the new conditions for consent as they relate to practice-patient communication.

We have prepared this Knowledge Base article that may help you understand what you need to know to meet your obligations under law.

STEP 3

Finally, you need to check that your current **Patient Consent Form** covers the communication types available in the Best Health App. Your form must ensure that it is clear what the patient is giving their consent to, as well as their specific consent to the receipt of health awareness communications.

We have prepared the supporting documentation to the left that may help you obtain and record patient consent.

We have prepared a Sample Consent Form for Practice communications that you can use to customise for your needs to obtain patient consent.

Quick Reference Guide
Summary of the main features of patient consent. It covers what is being consented to, how Bp applies consent and how to link a scanned signed consent form to a patients file.

INSTALLATION

Once you have completed the upgrade to Jade and configured Bp Comms ready for use, you can commence enablement of the Best Health App at each Practice location.

STEP 1

Before you can configure the Best Health App settings in your system, a user will need to have permission set to 'Add/Edit/Delete' which then allows them to make changes in the Best Health Settings window.

Refer to this Knowledge Base article for more information on setting user permissions.

STEP 2

It is important your Practice location details are complete and up to date in Bp Premier. This is particularly important for Practices that have multiple locations as these details will be visible to the patient when they are using the Best Health App.

STEP 3

The Best Health App integration with Bp Premier can be enabled for multiple Practice locations. Since each location is treated as a separate entity, you will need to onboard each one individually.

Refer to this Knowledge Base article for more information about onboarding a location for the Best Health App. You may also like to check out the supporting documentation for information about enabling the Best Health App.

>Set User Permissions
This article provides detailed step-by-step instructions on how to set user permissions once your system has been upgraded to JADE.

>Enter Practice details and locations
This article describes setting up the management functions after installing Bp Premier for the first time, including instructions on how to enter/change your Practice location details.

>Onboard Your Bp Premier Location
This article provides detailed step-by-step instructions on how to onboard your Bp Premier location once your system has been upgraded to Jade.

Quick Reference Guide
You can use this guide if you already have Bp Comms configured for SMS, and would now like to enable the Best Health App.

SERVICE AGREEMENT

Once you have enabled a location, Bp Premier will submit the request to Best Practice Software for processing. A sales representative will then be in contact with you to complete the process.

STEP 1

Upon receipt of a location activation request, you will be sent a Service Agreement which you will need to read and sign. You can also use this to order items as indicated.

STEP 2

You will then need to return the completed agreement to Best Practice Software, which in turn will generate an invoice.

ACTIVATION

Once your signed Service Agreement has been received and your invoice paid, the activation of the Best Health App can proceed.

STEP 1

Firstly, you will be sent an invoice which may include the following items:

- 12 month Best Health App subscription – this is an annual fee of $360 (ex GST) per location.

  Note: Your first invoice will be applied at a pro rata rate to align with your current Bp Premier renewal date.

- Best Health App Welcome Pack (including Bluetooth Beacon) – $65 (ex GST).

- Additional Beacon(s), if requested – $9.50 (ex GST).

STEP 2

You must pay the invoice in full before the Best Health App can be activated. In most cases, Practices are given FULL activation within 1 business day of payment.

⌄ STEP 3

Once your payment has been confirmed, Best Practice Software will activate your location and send out the Welcome Pack. This contains:

- Welcome letter
- 100 fliers for you to hand out to patients
- Brochure holder to display on your reception desk
- Posters for your waiting room and staff areas
- Scripting for your receptionists regarding the Best Health App
- Best Health App Check-in Beacon

⌄ NOTE

If you haven't previously had Bp Comms configured for SMS, you will also be required to purchase a Comms Pack for sending messages to App patients. App messages cost 6c per message and Comms Pack prices start from $150. If required, you can also purchase additional items:

Beacons – $9.50 (ex GST) each (if requested in the Service Agreement and included in the Welcome pack), otherwise $16.50 if purchased at a later date.

Fliers – $11.00 (ex GST) per 100.

CONFIGURATION

Once the Best Health App has been activated at your location, the licence status in the Best Health Settings utilities will change to Active, and you can now configure Bp Premier ready for use.

⌄ STEP 1

The Best Health App in Bp Premier is customisable to suit your preferences. As such, you will need to configure the following items:

- **Configure Bp Comms consents** – with Bp Comms, you can now send a variety of reminders and message types to your patients. Consent must be recorded individually for each type: Clinical Communications, Clinical Reminders, Appointment Reminders and Health Awareness.

- **Preferred sending method** – this is used when sending Bp Comms via mail merge such as Clinical Reminders or the Follow up Inbox. In the Jade release, you can choose SMS or the App as your preferred method of sending Bp Comms. This setting is used when a patient is enabled for both SMS or App messages.

This article provides detailed step-by-step instructions on how to configure Bp Comms in Bp Premier once your system has been upgraded to Indigo SP1 (or above).

>Setting a Preferred Sending Method
This article provides detailed step-by-step instructions on how to setup your preferred contact method settings used when sending Bp Comms.

CONFIGURATION CONTINUED...

This article provides detailed step-by-step instructions on how to setup a Bp Comms template for sending SMS and App messages.

This article provides detailed step-by-step instructions on how to setup an appointment schedule for sending out appointment reminders automatically.

Masterclass
The aim of this Masterclass is to provide you with a guide for setting up Bp Comms for SMS and/or the Best Health App in your practice.

Quick Reference Guide
You can use this guide if you already have Bp Comms configured for SMS, and would now like to enable the Best Health App.

>Best Health App Beacons
This article provides step-by-step instructions on the set up, placement and use of Beacons.

- **Bp Comms templates** – templates use a combination of fixed text and dynamic fields in which data like patient names, provider names, and appointment times maybe inserted from the database. Bp Premier supplies several standard templates that you can modify, or you can create your own.

- **Appointment Reminders** – you will need to configure default search settings for appointment messages as well as attendance automation.

- **Automated schedules** – a reminder schedule automatically sends out appointment reminders based on set criteria such as a provider or specific appointment type. In the Jade release, you can include the App as a method of sending the reminder.

Refer to these Knowledge Base articles, Masterclass and supporting documentation for more information about customising your preferences.

Note: A number of these settings may have already be configured it you have previously set-up Bp Comms for SMS.

STEP 2

The Best Health App Welcome Pack comes with a Bluetooth Beacon that allows patients to check in to their appointment on arrival. Your Beacon comes already configured for use with your location, so you will only need to plug it into a USB power source and it's ready to go.

Refer to the Knowledge Base article for more information on setting up Beacons.

NOTE

Remember that additional Beacons can be purchased for $9.50 (ex GST) each (if requested in the Service Agreement and included in the Welcome pack), otherwise $16.50 (ex GST) if purchased at a later date.

EDUCATION

One of the most important aspects beyond technical requirements is education. Training your staff will help improve the uptake of patients who sign-up for the Best Health App, while educating your patients will ensure they can fully utilise its benefits.

⋙ STEP 1

At Best Practice, we recognise that training needs to be flexible to work in with your Practice's needs, experience and software level. To this end, Masterclass webinars are available for your staff on the new features of the Best Health App and its functionality. These are backed up by quick reference guides that provide a handy 'at a glance' summary of the key points. Also be sure to check out the Best Health App Welcome Pack which includes suggested scripting for your reception team.

Refer to the Masterclasses and supporting documentation for training your staff on the Best Health App.

⋙ STEP 2

Like most mobile Apps, the use of the Best Health App has been designed to be intuitive and easy to use. However, we understand that there are always a few people who struggle with adapting to new technology. To help you help them, the Best Health App Welcome Pack contains fliers for you to display and hand out to Patients and, we also provide a quick reference guide for patients that describes the main features of the App.

Refer to the supporting documentation for more information for your patients on the Best Health App.

Quick Reference Guide
This guide provides a quick reference that compares the screens in Bp Premier (you send) with what the patient will see in the App (it shows).

Masterclass
The aim of this Masterclass is to provide you with a guide for using Bp Comms for SMS and/or the App in your practice.

Quick Reference Guide
This guide provides a quick reference on the use of Bp Comms for Clinicians.

Quick Reference Guide
This guide provides a quick reference on the use of Bp Comms for Nurses.

Quick Reference Guide
This guide provides a quick reference on the main features of the App.

ROLL OUT

The setup of your Best Health App is nearly complete and all there is left to do is to enrol your patients and begin enjoying the benefits of direct connection.

STEP 1

Before enrolling a patient for the Best Health App, remember that you are required to gain their consent to receiving the various types of messages. After consent is obtained, you can then proceed to enrol patients which is done from the patient demographic window. We recommend that you encourage patients to download the App and create their account while they are waiting for their appointment. That way they can start using the Best Health App there and then, and you are assured that their enrolment was successful.

Refer to the Knowledge Base article for information on enrolling a patient for the Best Health App.

STEP 2

Now that you and your patients are set up, you can begin utilising App messaging from anywhere in Bp Premier that you can send a Bp Comms SMS message. Patients can also use the App to create, view and check-in to appointments, with the additional benefit of being able to receive patient education material and MIMs CMI leaflets.

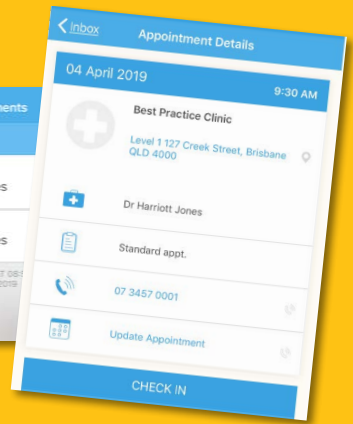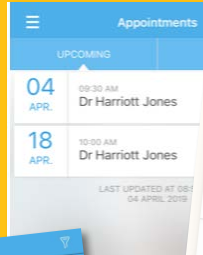**>Enrol a patient for Best Health App** This article provides detailed step-by-step instructions on how to enrol a patient for the Best Health App.

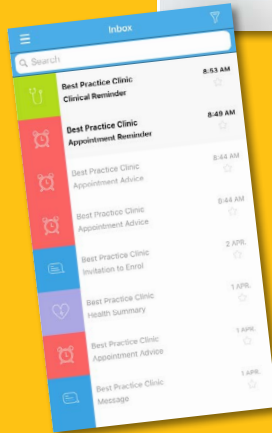# KEY FUNCTIONALITY OF THE BEST HEALTH APP

VIEW UPCOMING APPOINTMENTS AND CHECK-IN

Patients can view and check-in for their upcoming appointments.

CREATE APPOINTMENTS

For Practices that use a Third Party Provider's online appointment solution and have set this up in Bp Premier, patients can load this directly from within the App.

APPOINTMENT AND CLINICAL REMINDERS

Messages sent from the Practice will appear as new messages in the Inbox in the App.
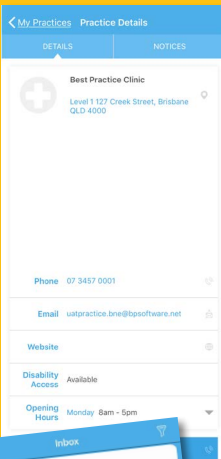
RECEIVE AND VIEW HEALTH FACT SHEETS

Providers can send Health Fact Sheets relevant to the patient's health directly to the App.

HEALTH NOTES

This feature allows patients to keep notes on what they want to discuss with their doctor during their next appointment.

RECEIVE AND VIEW HEALTH SUMMARY

Providers can send a patient their Health Summary directly to the App.

THANK YOU FOR CHOOSING THE BEST HEALTH APP – CONNECTING AND STAYING IN TOUCH WITH YOUR PATIENTS HAS NEVER BEEN EASIER.

SUPPORT
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