



## Make the Switch to Bp Comms

So you have decided to move your practice to Bp Comms from another messaging provider. Use this guide if you are not currently using our SMS feature in your practice and you would like to take advantage of our full SMS capabilities.



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### Review your current contract

- Look at your contract finish date – does it coincide with other significant timeframes in your practice?
- Are there any associated break costs?
- What is your current usage of SMS – do you pay monthly or do you prepay in advance?

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### Review and Update Patient Consents

Consider consents already obtained via your patient intake forms. Does your provider obtain a separate consent, and does this form part of your patient's record? If not you may need to obtain your patient's consent. Ensure that your forms and processes meet Privacy Laws and legislative requirements, depending on your state. See below and visit [www.oaic.gov.au](http://www.oaic.gov.au) for more information.

**Privacy Laws** means the *Privacy Act 1988* (Cth) (including any regulations) and the Australian Privacy Principles, the *Spam Act 2003* (Cth) (including any regulations) and any applicable state and territory health records legislation (including any regulations), which may include; Health Records and Information Privacy Act 2002 (NSW); Health Records Act 2001 (Vic); Health Records (Privacy and Access) Act 1997 (ACT); Health and Community Services Complaints Act (NT)

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### Review and Update Practice Policy & Procedure

- Consider which new features you'll use and where your documentation needs to be updated
- Look at criteria for appropriate communications with patients
- Review and add to the supplied templates
- What will the process be for rollout?
- What kind of timeframe will you need – consider other factors in your yearly schedule

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### Install SP1, Configure Bp Comms

1. Install SP1

In Set up>Configuration>Bp Comms

2. Set up Contact Methods
3. Contact Sales to purchase credits
4. Turn on Consents and enrolment settings
5. In Set up> Users, enable permissions

6. In Set up>Configuration>Templates, create your SMS templates

In Set up>Configuration>Appt Reminders

7. Set appointment reminders defaults and automation
8. Configure Appointment reminder replies
9. In Set up>Configuration>Bp Service, Set up automated SMS schedules

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### Educate Practice Team

- Over view of changes to practice policy & procedure.
- Specific Role/responsibility training
- Procedure for educating and enrolling patients
- Publish timeframes for Roll out

### Educate your Patients

Use flyers, newsletters, posters, your website and your team to educate your patients about the changes and the ways in which the practice will contact them after roll out.

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### Roll out your new process

On your designated day, start enrolling your patients and using the new features in Bp Comms.

Make sure that you review the new process to ensure efficiency. Document any changes and re-train your team accordingly.

Go to Help>Online to access our Knowledgebase documentation which includes Release Notes, Upgrade Guides, FAQs, Known Issues guide, Quick Reference Guides and Interactive. Subscribe to our Vimeo channel @ BpOnline to watch our free Masterclass series. Register for a BpClassroom session via our website, or organise a tailored remote training session. Contact the training team on 1300 40 1111 to book a session.

## Resources

**Bp Premier**  
First in GP Software