



Bp Comms — Patient Consent



What is being consented to?

Consent Options

This patient consents to receive the following electronic reminders/messages (consent settings selected on the Bp Comms configuration screen are enabled)

- Appointments
- Clinical Communication (Results & Clinical Messages)
- Clinical Reminders
- Health Awareness (Leaflets & Database search)

Patient consent is recorded in patient demographics. Click **Bp Comms Consent** to view these options.

Patients can consent to receive four different types of messages from your practice. This must be recorded on a signed consent form and held in their record. For more information, see our sample consent form on the Knowledgebase.

Consent	Description	Includes
Appointments	Allows your clinic to send appointment reminders to patients from the Appointment Book.	Manual and scheduled Appointment Reminder mail merges, SMS from Appointment Book
Clinical Reminders	Allows your clinic to send reminders to patients that clinical checkups are due	Clinical Reminder mail merges from Reminders and Follow Up Reminders
Clinical Communication	Allows your clinic to send clinically relevant communication to patients, such as pathology and medication updates	Mail merge from Follow up Inbox, SMS from Inbox and Follow up Inbox, SMS from patient record
Health Awareness	Allows your clinic to send important practice information to patients, such as a health service eligibility campaign, or new doctors	Mail merge from Database Search. You must obtain express consent for Health Awareness communications.

How does Bp apply consent?

Bp Premier will only ever include patients in mail merges, or allow a user to send a single SMS message, if patient consent for that message type has been ticked in the patient demographics.

Bp does the work for you. If a patient hasn't consented, he or she can't receive a message from that function.

One patient has consented to receive Clinical Reminders by SMS. All other patients prefer Letter.

Store for location:

This patient has consented to receive Clinical Communications direct from the Inbox. The button would be greyed out if not.

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Bp Comms — Patient Consent

Signed consent

Next, link the patient's signed consent and enable their consent status. This can be done quickly at reception.

Under Consent options, click **Open Bulk Document Import** to import a signed, scanned consent document.

Consent form examples are provided with Indigo SP1.

Click **Link to signed consent** to select the most recent consent form you want attached to the patient.

If a family will use the same mobile number, record this on a consent form.

Consent Options

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- Health Awareness (Leaflets & Database search)

Select All

Deselect All

Signed consent status: Not Linked

Import and link the signed patient consent form using the buttons below

Open Bulk Document Import

Link to signed consent

SMS enrolment and validation

Consent Status

Mobile Phone: 0400000000

SMS: Not Enabled

This patient cannot receive reminders/messages via SMS.

Verify

Disable

Consent Status

Mobile Phone: 0400000000

SMS: Awaiting Verification

Enter the verification code received by the patient:

Verify

Cancel

Consent Status

Mobile Phone: 0400000000

SMS: Not Enabled

This patient cannot receive reminders/messages via SMS.

Enable

Disable

Record the patient's mobile number in demographics.

Click **Bp Comms** consent.

Under consent status you will see one of two options.

Verify: If your Bp Administrator has ticked **Mobile number verification is required** in Set up>Configuration>Bp Comms, your patient must confirm their mobile number by repeating a verification code sent to their phone.

Enable: If your Bp Administrator has ticked **Send patient SMS when enabling** in Set up>Configuration>Bp Comms, your patient will receive an SMS informing them that they have been enrolled in SMS at your practice.

When either of these processes are completed the status will show Enabled as pictured.

SMS: Enabled

Spam and patient opt-out

Edit Bp Comms Template

Name: Message about Change of Practice Hours

Type: Search Utility

Hi <PtPreferredName>, <UsrLocation> is changing practice hours and will now be open until 7pm on Monday, Wednesday and Thursday evenings <Optout> <UsrPhone>

<PtSurname>
<PtFirstName>
<PtPreferredName>
<PtFullName>
<UsrPhone>
<Practice>
<UserName>
<UsrLocation>
<Optout>

Be aware that Health Awareness communications, which are sent from the Database Search utility, may be governed in Australia by the **Spam Act 2003**.

Your patient consent form must ask for the express consent of the patient for these types of messages.

Bp strongly recommend that all Health Awareness comms contain the fields <Optout> <UsrPhone>.

This indicates to patients that they can call your practice number to remove their consent and opt out of subscribing to this type of communication.

The supplied Health Awareness SMS templates include these fields.

Future consent

Future versions of Bp Premier may offer additional methods of communication, such as to a patient's email address, or a health app.

Patient consent will still be based on the **types** of message they want to receive. But a patient will be able to indicate their **preferred method** of communication: for example, App, then SMS, then Letter.

When Bp release a new communication method, we will provide your practice with all the information necessary regarding enrolment, security, opt-out, and making changes so that your patients can make informed consent decisions.

Contact our Software Support Team on 1300 40 1111 (AU), or 0800 40 1111 (NZ) www.bpssoftware.net

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Bp Premier

Indigo