

All known issues

As part of our ongoing commitment to provide products and services that add value to our users, the following is a summary of known issues that may occur in supported versions of Bp Premier, including the version in which the issue was fixed, and workarounds where available. See [End of support \(sunset\) for older versions on page 25](#) for more information.

Last updated: 29 September 2020

Issues are grouped by earliest version affected by the issue.

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Jade SP3

Issue	Release notes	Key
Prescribing	<p>Creams with different tube sizes are prescribed with a Quantity of '1' rather than the prescribed tube size. This issue will be resolved in Saffron.</p> <p>As a workaround, the prescriber can include the tube size as text in the Complex instructions field.</p>	--
Incoming results	<p>Results including some PDFs will not display correctly in Bp Premier. when opening these files in Bp Premier will be presented with a blank document.</p> <p>As a workaround, the PDF file can be opened outside of Bp Premier in Adobe Acrobat and will display correctly.</p>	27340
Patient record	<p>Patient records can be merged while open, which can cause issues with the record data.</p>	27310

Jade SP2

Issue	Release Notes	Key
Pathology Request	<p>The Requested tests and Clinical details fields can be truncated on the request printout if you type in a large amount of text and then select items from the picklist.</p>	BP-2429

Jade SP1

Issue	Release Notes	Key
Child Digital Health Record.	<p>The web browser control sometimes has issues redrawing the form when minimizing and maximizing the patient's clinical record. Child Digital Health Record functionality is in a trial for Jade SP1.</p>	BP-2120
Pathology/Imaging Requests	<p>Adding multiple contacts in the Copies tab duplicates the first contact on every subsequent contact.</p>	BP-2131

Issue	Release Notes	Key
Contact Note List	Tab order of controls is incorrect.	BP-2110
Contact Notes - Remote download mode	Resending messages from the contact notes list when in remote download mode causes a fatal error.	BP-2117
Contact Notes - Remote download mode	Contact notes list is not in date order in remote download mode.	BP-2118
Bp Comms Status	Bp Comms status in the patient's demographics is incorrect in remote download mode.	BP-2119

Jade

Bp Function	Release Notes	Fixed In	Key
Clinical record Investigations	In Indigo, Jade, and Jade SP1, when using the Next and Previous buttons to move through reports in the Investigations viewer, the page header for the investigation is not displayed correctly.	Not yet resolved.	BP-2280
ADF Discharge Summary	In Jade and Indigo SP2, printing an ADF Discharge Summary can take up to a minute to finalise.	Not yet resolved.	BP-1877
Appointment Book	In Jade and Indigo SP1, if the default appointment length is less than the session length and you choose to make multiple slots unavailable through the appointment book right-click menu, Bp Premier creates multiple unavailable records in the database. This does not affect users, but may affect third parties that integrate with the database.	Not yet resolved.	BP-1882
Appointment Book Elsewhere locations	Bookings at 'Elsewhere' locations are not being hidden in the appointment book when a specific layout is selected.	Not yet resolved.	BP-1828

Bp Function	Release Notes	Fixed In	Key
Best Health App	Messages with a null body sent to app are still being transmitted.	Not yet resolved.	BP-1895
Best Health App	If the Onboarding window in Bp Premier Configuration cannot authenticate with Amazon Web Services, the window will still load and display practice locations for onboarding after errors are displayed.	Not yet resolved.	BP-1780
BMI tool	Patient risk text remains displayed in the BMI tool if invalid data is entered.	Not yet resolved.	BP-1825
Bp Comms	Cancelling from the demographics window after enrolling a patient for Best Health App leaves the patient enrolled for Best Health App.	Not yet resolved.	BP-1787
Bp Comms	Fact sheets can still be sent to app when Best Health App is disabled.	Not yet resolved.	BP-1751
Bp Comms Message Queue	If the Message Queuing service is stopped and the Best Practice Messaging Service is started, the MessageQueue log incorrectly reports the Message Queue service as not installed.	Not yet resolved.	BP-1906
Bp Comms Message Queue	The error message shown when attempting to send a message to patient app does not distinguish between the Message Queue service not started or not installed.	Not yet resolved.	BP-1902
Bp Comms Messaging Service	If the Best Practice Messaging Service is not available, and a user attempts to send a message from the appointment book and selects No to the service unavailable alert, an error is shown and the window does not close.	Not yet resolved.	BP-1905
Bulk Document Import	Pressing F5 no longer refreshes the window. You must use the menu item Refresh.	Not yet resolved.	BP-1773
Check for Payments	In Jade and Indigo SP1, if a Check for payments is run simultaneously, Bp Premier will report a lock on Check for Payments elsewhere in the practice. However, the Check for Payments button remains enabled. The button should be disabled until the function lock is released.	Not yet resolved.	BP-1890
Complex accounts	In Jade and Indigo SP2, the Add Another function on the Complex Account window does not work as expected for MBS items.	Not yet resolved.	BP-1891

Bp Function	Release Notes	Fixed In	Key
EPC Care Plan	If you add a custom field to the GP Management Plan template in Jade or Indigo SP2, the custom field prompt will appear twice when the care plan is previewed or printed.	Not yet resolved.	BP-1907
Immunisations	When editing an existing immunisation, if the patient's vaccine name did not exactly match the vaccine name in the drug database, the Available Vaccines list would default to the top entry 'ACTHiB' and this would change the vaccine if the edited record was saved. This issue was previously fixed for upper and lower case differences.	Not yet resolved.	BP-1796
Online help	Clicking F1 in the Provider Inbox does not always open the Bp Premier online help in the default browser.	Not yet resolved.	BP-1822
Patient Notifications	In Jade and Indigo SP1, the Open Visit option in the Notifications section right-click menu does not work for reminders.	Not yet resolved.	BP-1653
QLD WorkCover	In Jade, Indigo, and Indigo Rev 1, if the certificate DigiCert High Assurance CA.cer has been installed multiple times, QLD WorkCover invoicing can produce an error. A workaround is to open certificate manager, Action > Find Certificates, search by serial number, and remove duplicate certificates.	Not yet resolved.	BP-1172
Today's notes	In Jade and Indigo SP1, FEV1/FVC values are duplicated in Today's notes when resaving respiratory function values that have not changed.	Not yet resolved.	BP-1790

Indigo and service packs

Issue	Workaround	Fixed in	Key
Indigo SP1 and SP2			

Issue	Workaround	Fixed in	Key
<p>When submitting vaccination records to AIR electronically, if a patient has incorrectly entered demographic information (for example, their suburb and postcode do not match), selecting Send to AIR will cause an error message.</p> <p>The error message indicates that the last patient listed has incorrect demographic information. However, any patient listed may actually have incorrect details.</p>	<ol style="list-style-type: none"> 1. Narrow down the list of patients by changing the filters Immunisations given since and Filter by doctor. 2. Click Send to AIR. 3. Repeat steps 1 and 2 until you have a small list of vaccines that will not send. 4. check the demographic information of each patient in the list and ensure that the following fields have been recorded correctly: <ul style="list-style-type: none"> ■ Address (to include residential address information) ■ City/Suburb (to include just city or suburb information, for example 'Bundaberg', not 'Bundaberg QLD') ■ Postcode (ensure the postcode recorded has four digits and matches the city or suburb). <p>Once the patient is identified and their demographic information is amended, the rest of the vaccines will send correctly.</p>	Not yet resolved.	BP-2628
<p>When importing an MDM HL7 message, Bp Premier uses the CDA Intended Recipient component to address the result, rather than the MSH component of the MDM.</p>	No known workaround.	Not yet resolved.	BP-2019
<p>If a practice has any SMS appointment reminder schedules existing, the option Use Bp Service for sending automated appointment reminders in Setup > Configuration > Bp Service has no effect. SMS appointment reminders will still send at the scheduled time even if this option is not ticked.</p> <p>This known issue also exists in Jade and Jade SP1.</p>	<p>If your practice does not intend to send SMS appointment reminders by schedule, delete all SMS schedules defined in Bp Premier, and then untick the option Use Bp Service for sending automated appointment reminders.</p>	Not yet resolved.	BP-2182

Issue	Workaround	Fixed in	Key
<p>Duplicate payment records can occur if two users run Check for Payment at same time.</p> <p>When running the Services - By Account Type (Grouped by item) report and similar reports, a 'Subquery returned more than 1 value' error may be returned. This error may be caused by performing multiple service adjustments within Online claiming.</p> <p>This issue may also appear in Indigo and Indigo Service Packs.</p>	<p>Please contact Best Practice Software Support for advice if you experience this issue.</p>	Jade	BP-1294
<p>The appointment book will not automatically refresh and must be manually opened and closed to refresh.</p> <p>This issue occurs if the operating system time on a Bp Premier client differs by more than a few seconds from the time on the Bp Premier server.</p>	<p>Resynchronise the time on the client machine to be exactly the same as the time on the Bp Premier server.</p> <p>Close and re-open the appointment book to refresh.</p>	Jade	BP-1585
<p>When using a workstation with a database that has been remotely downloaded, an 'Invalid Object Name' error occurs when printing prescriptions. The prescription can be printed, but SafeScript checks will not occur.</p>	<p>No known workaround.</p>	Jade	BP-1563
<p>Users are omitted from a Shared Health Summary report if their User ID does not exist in the Invoices table (that is, the user has never been associated with an invoice).</p> <p>Applies to practices that are running version Indigo and have run the February 2019 Data Update.</p>	<p>Create and cancel and invoice for any omitted users so that they are recorded in the Invoices table.</p> <p>Install the March 2019 Data Update to install the corrected version of this report.</p>	March 2019 Data Update.	BP-1584
<p>When adding batches to the Banking window, some sites may experience long waits to load available batches.</p>	<p>Contact Best Practice Software Support for a script to resolve the issue.</p>	Indigo SP1	BP-1478

Issue	Workaround	Fixed in	Key
<p>During an upgrade to Indigo Service Pack 1, Update Databases may fail due to an error if the Windows user running the upgrade does not have local permission to access the directory C:\ProgramData\Best Practice\Log.</p> <p>This can affect the transfer of your SMS credit balance.</p>	<p>You will need to manually rerun Update Databases after the upgrade. This can take up to two or more hours, depending on the size of your database, and is best run after hours.</p> <p>Until you have performed the resolution steps below, SMS usage at your practice will be limited as follows:</p> <ul style="list-style-type: none"> ■ The use of SMS within the practice and all locations will cease to work, and all SMS schedules configured to run will not proceed. ■ The practice would need to fail back to manually calling all patients with appointments for subsequent days to confirm patient attendance, and reschedule those patients waiting for an available appointment. ■ The practice will not have the ability to send out ad hoc SMS notifications, such as a doctor running late. <p>Perform the following steps after normal business hours:</p> <ol style="list-style-type: none"> 1. Back up the Bp Premier database. 2. Double-click the file C:\Program Files\Best Practice Software\BPS\Update Database.exe. 3. Log back in to Bp Premier and check the value of your SMS credit. The value from before the upgrade should be transferred. <p>If you have further concerns if your site experienced this error, and you have rerun Update Databases after hours, export BP log files and send the log zip file to Bp Premier Support.</p>	<p>This issue is caused by local permissions.</p>	<p>BP-1577</p>

Issue	Workaround	Fixed in	Key
<p>When enrolling a patient's phone number, Bp Premier checks to see if any other patients have the same mobile phone number recorded.</p> <p>However, this check will not report a duplicate number if the same phone number has been recorded with spaces.</p> <p>For example, if a number has been recorded as '0404040404' for one patient and '0404 040 404' for another, Bp Premier will not detect the duplicate.</p> <p>This issue may also appear if you have upgraded to the Jade version.</p>	<p>Ensure that your staff record phone numbers with consistent formatting when entering patient details.</p>	<p>Jade SP1</p>	<p>BP-1672</p>
<p>Adjusting an invoice after a failed Bulk Bill Easyclaim transaction does not update the services on the invoice correctly. This issue most commonly occurs when the Tyro transaction fails because the patient's Medicare card details have not been updated.</p> <p>This issue may also be experienced for sites running Indigo and Indigo Revision 1.</p>	<p>If you experience this issue, call Bp Premier Support for assistance in correcting Bulk Bill Easyclaims that have required invoice adjustments.</p>	<p>Not yet resolved.</p>	<p>BP-1487</p>
<p>If a non-RTF format result file has been saved to a patient file under Investigations, and a workstation downloads the database remotely to operate in remote mode, the result file will no longer be viewable</p> <p>If while in remote database mode the result file is moved to Correspondence In, and the remote database session is synchronised back to the server, the result file is replaced by the blank file and is no longer readable.</p> <p>This also can also occur for sites running Indigo Revision 1.</p>	<p>If a blank result appears in Investigations while in Remote Database mode, do not move this file to Correspondence IN.</p>	<p>Not yet resolved.</p>	<p>BP-1593</p>

Issue	Workaround	Fixed in	Key
Marking an item in the Correspondence In section of the patient record as 'Given' can cause slowness if the patient has a large number of documents in Correspondence In. This issue also occurs for version Indigo.	No known workaround.	Not yet resolved	BP-1261
The HealthLink online directory does not refresh existing search results when a name is cleared from the Name search field.	Clear the postcode value and re-enter it to regenerate search results.	Not yet resolved	BP-1118
A 'numeric overflow' error may appear that is generated by Bp Premier's system logging.	If this error occurs more than once, restart Bp Premier on the computer that experienced the error.	Not yet resolved	BP-1200
The Backup database button on the BPS Backup utility may be disabled when running a manual backup.	Set the registry key HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Best Practice Software\Best Practice\Database > Server to 'local' and reattempt the manual backup. Your IT support can assist with updating the registry. You may need to change the registry value back to its original setting.	Not yet resolved	BP-1336
The default location for a manual backup (normally the last manual backup location) is reset if an automatic scheduled backup is set up or run.	Manually change the default location to the desired location when performing a manual backup.	Not yet resolved	BP-1341
When you right-click a batch and select Get processing report , the Online claim processing report does not list the surname of the patient for DVA claims.	Save the report, double-click the batch, and review all of the rejections with the patients' first name and surname. If a practice is only interested in viewing the data, you can print the report or go to View > Processing reports.	Not yet resolved	BP-1116
When creating a Bp Comms SMS template with autopopulate fields that do not apply to the selected template type, an unrecoverable error can occur.	Do not manually insert or cut and paste fields between different SMS template types. Only ever insert autopopulate fields by selecting from the list of available fields in the Edit Bp Comms Template window.	Not yet resolved.	BP-1550

Issue	Workaround	Fixed in	Key
When searching the HealthLink online directory for contacts, the Maximum Distance search field is not consistently enabled when a postcode is entered.	No known workaround.	Not yet resolved	BP-1121
If a contact category has multiple specialist codes mapped, when searching for the category plus either a name or postcode, the results returned include providers that do not belong to the category selected.	No known workaround.	Not yet resolved	BP-1122
From the Follow up Reminders screen, selecting a reminder and clicking Contact Notes will only show those Contact Notes specifically related to that sent single reminder record, not all contact notes associated with the history of the reminder.	No known workaround.	Jade SP1	BP-1004
Indigo Revision 1			
HealthLink Forms — An error occurs when opening a form if the patient has an investigation result that has a null value for the report header and report body.	Email Best Practice Software Support to resolve if this issue occurs.	Not yet resolved.	BP-988
HealthLink Forms — An error occurs during prepopulation when a clinical image does not exist in the document database.	Identify which clinical image does not open correctly. Contact the original sender of the clinical image for the image to be resent. Delete the original bad image.	Not yet resolved.	BP-977
Indigo			
When adding or editing Carer details within the Care Plan window, the Delete button is only enabled if the patient has a Next of Kin set. When attempting to delete the details, an incorrect prompt appears.	Set a Next of Kin in the patient's demographics.	Jade	BP-192
HealthLink forms — error resuming all parked forms.	The workaround for this known issue is to not park a form.	Jade	BP-775

Issue	Workaround	Fixed in	Key
HealthLink — the description returned in the Patient_PastHistory_Description and Patient_Problem_Description concepts does not have the complete condition details. The description is missing the side, acute, severity, provisional and fracture details.	No workaround is available yet.	Jade	BP-886
Medicare certificates in the MedicareCerts folder are not imported when BPCertificateManager.exe is run from inside Bp Premier.	Run BPCertificateManager.exe as a Windows administrator from the /BPSupport folder on the affected computers and click Reinstall Certificates .	Indigo SP1	BP-96
Phone options have been removed when trying to create a manual query in the Database search utility.	After you have created your query using the Setup search buttons, manually edit the text in the SQL Query box to add the phone number fields and values to search on. You can search for 'HomePhone', 'WorkPhone', or 'MobilePhone'.	Indigo SP1	BP-782
In the Word Processor, inserting an AutoFill drops the cursor to a new line automatically when the user presses the space bar and not the Enter key.	Manually reposition the cursor on the same line after inserting.	Indigo SP1	BP-797
HealthShare actions are not automatically recorded in Today's notes.	Manually record details in Today's Notes when fact sheets have been given to the patient.	Indigo SP1	BP-706
The content for the ADF Post Discharge Summary is not generated until the user clicks the Preview button or finalises the EPC item.	Click the Preview button or Finalise the EPC item before saving and closing the window.	Indigo SP1	BP-703
Immunisation data is not being correctly output to a linked IMM.OUT file, including provider name, provider number, and sequence number. Duplicate vaccinations can be generated when output to IMM.OUT. 6 month Rotavirus (sequence 3) vaccination remains checked after it is deleted.	No workaround is available yet.	Indigo SP1	BP-772
The following error is logged at times when printing scripts using eRx: 'The description for Event ID 0 from source eRx Standard Adapter Service cannot be found'.	No workaround is available for Indigo.	Indigo SP1	BP-779

Issue	Workaround	Fixed in	Key
Online Claiming — Not duplicate service indicator missing when multiple services are marked NDS.	Send services on separate invoices and select appropriate indicators.	Not yet resolved.	BP-99
If a custom preparation is prescribed and printed, any changes made to the ingredients of the preparation are reflected in the past prescription entry in the patient record.	Create a new custom preparation if the ingredients need to be changed from a previous prescription. After you save the new custom preparation, you can delete the old custom preparation.	Not yet resolved.	BP-166
An error occurs when saving an immunisation when the user has No Access or View only permissions to clinical notes. The immunisation is not added due to this error.	Increase the user's permissions to allow access to clinical notes to save the immunisation.	Jade	BP-181
If a site links to Medilink and has enabled the floating waiting list, the floating Waiting List window function cannot be disabled in Indigo.	Try one of the following: <ul style="list-style-type: none"> Before you run the Indigo Program Update, go to Setup > Preferences > General > and untick the box Show waiting list if enabled to Medilink. If you have already run the upgrade, call Best Practice Software Support to receive a script to disable this function. 	Not yet resolved.	BP-189
Appointment Book SMS Reminders — Exclude appointments made within the last x days default dependency issue.	The checkbox Exclude appointments that already have a reminder sent must be ticked for the Exclude appointments made within the last x days default to work. Otherwise, Exclude appointments that already have a reminder sent must be manually selected when sending the SMS.	Not yet resolved.	BP-193
An error code 50 that requires you to close Bp Premier can occur in any screen.	This known issue is under investigation. If this error occurs, check Bp Premier to make sure that the most recent data you entered before encountering the Error code 50 has been saved correctly. Any data that did not save will need to be re-entered.	Not yet resolved.	BP-707
Appointment Book — No prompt appears when moving an appointment which may run in to an On the day appointment.	Cut and paste the appointment you want to move into the correct appointment location.	Indigo SP1	DEV-8938
Unable to remove a reminder type if the reminder reason tied to this is deleted.	Contact Support to request a script to recover the deleted reminder reason.	Not yet resolved.	BP-701

Issue	Workaround	Fixed in	Key
Unable to submit surgical operation numbers (30071, 31356) via EasyClaim for private accounts.	Add separate sites restriction code to the item to allow the EasyClaim tickbox to be used.	Not yet resolved.	BP-874
After merging users, if the user was configured to use eRx, the settings for eRx will be lost.	Reconfigure eRx for the new merged user.	Not yet resolved.	BP-699
Opening Setup E-ordering window still reads from SONICPATH table.	Email Support for a script to remove old e-ordering paths.	Not yet resolved.	BP-976
Bp Device — Error inserting record when the name contains an apostrophe.	Remove the the apostrophe from the patient surname prior to completing the assessment. After the assessment the apostrophe can be put back into the surname.	Not yet resolved.	BP-970
Error populating data for HealthLink Smart forms.	Open the patient's demographics and resave.	Jade SP1	BP-947
Patient Search — Multiple word surnames causes result to disappear.	Add a comma after the surname.	Not yet resolved.	BP-796
You can no longer adjust the accept fee when adjusting a service in a manual batch from the Reconcile Direct Bill Batch screen. This action was possible in previous versions of Bp Premier.	No workaround is available yet.	Not yet resolved.	BP-761
You can no longer adjust the accept fee when adjusting a service from the Bulk Payment screen. This action was possible in previous versions of Bp Premier.	No workaround is available yet.	Jade SP1	BP-854
When importing a patient, new Audit-C items are not imported.	No workaround is available yet.	Not yet resolved.	BP-187
The multiple location work loads the selected location on the Login window into the User object. This only stores the Location in memory.	No workaround is available yet.	Not yet resolved.	DEV-7941

Issue	Workaround	Fixed in	Key
The accident date control is not shown when creating an account for a provider who does not have a default item number. Adding an item or performing an update of another control (e.g. entering notes, changing service date) makes the accident date control appear.	No workaround is available yet.	Not yet resolved.	DEV-10049
The Best Practice Help Library is outdated.	Select Help > Online to open the online Knowledge Base for Bp Premier.	Jade	DEV-9114
The SMS username field on the SMS Connection Information window (Setup > Configuration > SMS Messages) does not trim white space characters. This causes Test connection to display an error.	No workaround is available yet.	Not yet resolved.	DEV-9185
In the Deleted Clinical Data Utility, any Correspondence In or Out that has been deleted isn't displayed.	No workaround is available yet.	Not yet resolved.	DEV-9745
Microsoft updates force a reboot when installing .NET features during Indigo installation; If IT have scheduled anything else during server downtime, IT cannot do this until Bp Premier upgrade or installation is complete.	No workaround is available yet.	Not yet resolved.	BP-709

Lava and service packs

Issue	Workaround	Fixed in	Key
Lava SP3			
If two users submit a pathology request at exactly the same time, a duplicate RequestID can be generated causing issues.	No workaround is available yet.	Jade	BP-888

Issue	Workaround	Fixed in	Key
In Patient Record > History & Examination > Gynae, the Smear taken checkbox should read 'Cervical screen taken' to reflect the changes to cervical screening from Dec 01 2017.	No workaround required. This is a cosmetic issue that does not affect recording of gynaecological history and examination.	Indigo	DEV-9751
When reprinting any of the EPC documents (excluding Medication review), the first page of the printed report is in landscape orientation, with the rest of the report in portrait.	Open the documents and print rather than printing from EPC. Documents will be printed correctly.	Not yet resolved.	BP-891
Can't bill MBS item 30001 on a Medicare Direct Bill voucher.	No workaround is available yet.	Not yet resolved.	BP-907
MBS items 99 and 104 reconcile incorrectly when Medicare has paid the benefit for the 99 on 104. The same issue occurs when attempting to process an item 288 with other psychiatrist items (296, 306, 302, 291, 348, 352). This issue can also occur when processing DVA batches that have the same item numbers.	No workaround is available yet.	Not yet resolved.	BP-689
Lava SP1			
Bulk bill accounts are sending 10991 instead of 30071.	If a held patient account needs to be changed to Medicare, cancel the held account and bill a new Medicare account.	Indigo SP1	BP-74
If you download an online claiming Processing report for a service that has been resent and fully paid off in a manual batch, the report will not display the payment information correctly.	Contact Support if you need to adjust items in this scenario.	Indigo SP1	DEV-7601
On-the-day appointments cannot be viewed in the Week view of the Appointment Book.	Do not use the Week view to book appointments around on-the-day appointments.	Indigo	DEV-8242
When paying off an account partially by EFT (using Tyro) and partially by direct credit, an error occurs after clicking Process.	Process the payments separately.	Indigo	DEV-9071
The preventative health notification for Influenza vaccinations is not displayed for Aboriginal and Torres Strait Islander patients under the age of 50.	No workaround is available yet.	Indigo	DEV-7632

Issue	Workaround	Fixed in	Key
If a processing report is downloaded for a batch, and there is a service record in the Bp Premier database but the ClaimServiceID does not exist in the report downloaded, this service will have its Paid amount updated to its TotalFee, whether it was paid or not. Bp Premier should correctly leave it as unpaid. The practice should confirm with Medicare whether the service was paid or not.	No workaround is available yet.	Not yet resolved.	BP-1027
Bulk Document Importer — Fatal error after changing file order for merged images.	Do not expand the display before assigning to a patient to prevent the error.	Not yet resolved.	BP-188
An error occurs when sending an eReferral or an Event Summary with an investigation result name containing the character '&'.	Exclude the test to upload the eReferral or Event Summary successfully.	Not yet resolved.	BP-702
If an appointment is booked into the first appointment slot after midnight, the appointment produces an error when opened on that day.	Do not create an appointment in the first slot after midnight.	Not yet resolved.	DEV-9025
When over 600 batches are returned when displaying Medicare claims, not all batches are displayed.	Choose a shorter date range to search for batches.	Not yet resolved.	BP-878
The Backup history in Bp Utilities does not display backup file sizes.	Print the backup history, which will print the correct information.	Not yet resolved.	DEV-9393
Lava			
Slowness can occur when printing the DB4 form.	No workaround is available yet.	Indigo SP1	BP-62
Online claiming — Get processing report function reverses payments made in later batches.	Manually pay off items in a manual direct bill batch after processing.	Indigo SP1	BP-92
Online claiming — Processing report not correctly resetting services.	No workaround is available yet.	Indigo SP1	BP-97
Online Claiming — Adjusting unpaid services can action paid services.	No workaround is available yet.	Indigo SP1	BP-98

Issue	Workaround	Fixed in	Key
Adjustments — Adjusting an account and adding a duplicate item doesn't allow time of service to be set.	Cancel the invoice and create a new invoice with correct item numbers and service date.	Indigo SP1	BP-131
An unstable internet connection can cause Bp Premier to freeze when waiting for a response from Medisecure when prescribing.	No workaround is available yet.	Indigo SP1	BP-789
An error may appear if a script is ceased midway through being printing.	Wait until a script has finished printing before ceasing medication.	Indigo SP1	BP-56
Printing Medicare forms takes longer due to increased document sizes and different printer environments.	No workaround is available yet.	Indigo SP1	BP-62
In the Patient Billing History screen, if an account is adjusted that has Number of Patients allocated, the number of patients will reset to 1.	Ensure the Number of patients is reset to the correct number after adjusting an account.	Indigo	DEV-5887
If an appointment is booked via online appointments, it will not appear in the appointment history unless Include family members is ticked.	Tick Include family members in the appointment history window.	Indigo	DEV-6173
If the billing provider for an immunisation has an open bracket '(' in their surname, the immunisation will not be sent to AIR.	Remove brackets from provider's surnames. Prior to Lava, brackets were often used to indicate a provider record at multiple locations.	Indigo	DEV-6216
When using the word processor, the provider number field will always return the user's provider number linked to their usual location, not the provider number linked to the location at which the user has logged in.	Manually change the wrong provider number to the right provider number in the document.	Indigo	DEV-6411
If Tyro is enabled on a workstation, private patient claiming will invoke Tyro functionality despite the Easyclaim checkbox being disabled.	Tick and untick the Send via patient claiming checkbox. This will untick the disabled Send via Easyclaim checkbox.	Indigo	DEV-7711
When attempting to connect to My Health Record when the NASH certificate has expired, a message appears 'Connecting to My Health Record' and Bp Premier will become unresponsive.	Import a valid NASH certificate.	Indigo	DEV-7742

Issue	Workaround	Fixed in	Key
An error occurs when exporting old Management reports as either PDF or RTF. The report is not exported.	Run the utility Old Reports Update that can be supplied to you by Best Practice Software Support.	Indigo	DEV-7799
When running a compressed backup (manual or scheduled), no error message is given when there isn't enough space to process all of the databases in the _Working directory.	Try the following: <ul style="list-style-type: none"> Regularly check the content of backups to ensure that all databases are present. Test backups regularly by restoring to a test server. Always check there is enough free space on the C: drive (over two times the size of the database if backing up to a different drive, over three times the space if backing up to the C: drive). 	Indigo	DEV-7979
Errors may occur when clicking buttons on the Appointment Book for a double-booked appointment.	No workaround is available yet.	Indigo	DEV-9072
The Reversed Payments management report doesn't show the reversal reason.	No workaround is available yet.	Indigo	DEV-8361
Bp Premier closes when clicking Cancel on the Duplicate SMS prompt.	Remove the formatting differences between the mobile numbers and resend.	Indigo	DEV-8733
The Cancelled and written off services management report uses the user's name who created the account when writing it off, instead of the user's name who actually wrote it off.	This issue has been resolved in the November 2017 Data Update.	Indigo	DEV-8360
There may be slowness opening the Finalise visit screen due to the amount of data that is processed.	No workaround is available yet.	Lava SP3	DEV-7674
Management reports can display incorrect information if the same invoice is adjusted or paid when it is accessed by two different people or open on two different computers.	Ensure your administration staff are aware that this can happen. Don't adjust an invoice if payment is being made elsewhere.	Jade	BP-593
For workstations running Remote Download, when an allergy is added via the cease medication process in remote download mode, an error will occur when the workstation is reconnected to the database.	During a remote download session, only add allergies through Clinical record > Reactions > Add.	Jade	DEV-8285

Issue	Workaround	Fixed in	Key
See BP-86 below for more information.		Jade	DEV-8928
Multiple DVA item numbers, such as 732, cannot be transmitted in a single invoice.	Add additional service text, invoice note, and restriction code.	Indigo	DEV-9242
Results Import - HTML URL link is not rendering correctly when there is an Inline link. This means when the URL is clicked within the result, it doesn't load the webpage on the expected patient DICOM data	Replace the text '%20' in the HTML URL with a plus sign '+'.	Jade	BP-86
For workstations running Remote Download, an error appears when generating the National In-Patient Medication Chart.	No workaround is available yet.	Indigo SP1	DEV-8149
When searching for a drug in the Current Rx Add window, a refresh issue will occur if you misspell the medication. The window will display medications, but you cannot select one.	Spell the medication you are searching for correctly.	Not yet resolved.	DEV-9140
Reverse payment — The Credit payment to payer's account checkbox resets when you select from the Reason for Reversal dropdown.	Choose a reason for reversal before unchecking the credit check box.	Not yet resolved.	BP-134
Daily message font size not changing.	Use external software such as Microsoft Word to change font size or colour, and copy and pasted the adjusted text into the daily message window.	Not yet resolved.	DEV-5534
Word Processor — Data loss can occur when using large images.	Reduce the image height and width in the word processor before saving the document.	Not yet resolved.	DEV-3603

Issue	Workaround	Fixed in	Key
For Held accounts, the Multiple operations rule reduces the fee incorrectly.	<ol style="list-style-type: none"> 1. Create an account billed to Medicare. 2. Add items 30196, 30195. 3. Hold the account. 4. Double-click on one of the items that are already reduced. 5. Add something like service text and click OK. The fee will now halve. 	Not yet resolved.	DEV-7518
When the Prescriptions permission is set to 'View only', the user is unable to use the Show compliance option when viewing Rx.	Change the user's permission to 'Add/Edit/Delete'.	Not yet resolved.	DEV-7640
If a Provider who is set up for Medisecure prints stored prescriptions, Bp Premier will send all the stored prescriptions to Medisecure, regardless of the Medisecure status of the original prescriber.	Use the filtering options in the Stored Prescriptions window before printing to ensure that the user does not print prescriptions for any users who are not set up to use Medisecure.	Not yet resolved.	DEV-7686
Selecting Mark as fully paid in Online Claiming does not create any payment records for the service, and therefore the Payment reports do not match the Medicare batch reports.	Only use Mark as fully paid when Medicare has paid the batch external to the batch and the user wants to indicate that the item has been paid.	Not yet resolved.	DEV-6920
When importing an image via the Bulk Document Import Utility, the image can be rotated but will rotate back when the import window is refreshed by ticking any of the following: Inbox, Patient File, Default, Delete after importing, Add to selected image as a new page.	Tick the checkbox you want to apply before rotating the image: Inbox, Patient File, Default, Delete after importing, Add to selected image as a new page	Not yet resolved.	DEV-6152
In the Appointment Book, any slot in an extra session cannot be made unavailable if the time being made unavailable matches a slot in a session that is for the same day of week but has been set up as part of a cycle.	Modify the extra session to move the times that the user wants to make unavailable.	Not yet resolved.	DEV-7809
You may receive an error that says '... not able to access the database BPSDOCUMENTS1 under the current security context'.	Contact Best Practice Software support to request a script to fix the issue.	Not yet resolved.	DEV-7986

Issue	Workaround	Fixed in	Key
When adjusting the fee for a \$0 custom item on a custom schedule from the Finalise Visit window, the amount entered is not retained when creating the account from the linked appointment. The item will appear as \$0 in the Create Account window and the user will need to change the amount once again.	Try one or both of the following: <ul style="list-style-type: none"> Change the custom fee amount to \$0.01 via Setup > Practice fees. Use the practice fee schedule (the fee schedule is unaffected). 	Not yet resolved.	DEV-7992
Workstations running Remote Download cannot access HealthShare factsheets, HealthLink forms, or Online Help.	Bp Premier resources that require Internet connectivity cannot be accessed while the workstation is not connected to the Internet.	Not yet resolved.	DEV-8147
If a patient is bulk-billed a second visit on the same day after paying privately for the first visit (or bulk-billed the first after paying for the second), Medicare will reject the claim and say 'Benefit previously paid'. This is because a specific flag isn't set when claiming an additional service via bulk bill to indicate that the service is not a duplicate.	A possible solution is to create an additional bulk-bill account which will be recognised as '3rd visit same day'. Change the 3 to a 2 and transmit via Online claiming. This will add the required flag to indicate that the service isn't a duplicate. The received exceptions of 'Benefit has been previously paid' from the second account will need to be written off.	Not yet resolved.	DEV-8266
Duplex printing will only occur when items are sent to the Windows default printer.	Print all duplex-required printing to the Windows default printer.	Not yet resolved.	DEV-8272
When a CDA result is viewed in Document Viewer, Bp Premier may select the wrong XML file of the result to view and display the XML code instead of a readable document. The file system cannot guarantee the order of the files. The NTFS file system is supposed to order files alphabetically. However, this is not guaranteed.	This is not a common occurrence. If your practice encounters this issue, contact Best Practice Software Support for investigation.	Not yet resolved.	DEV-8323
In the Payment screen, an error appears when paying off a single invoice with two separate cheques.	Separate the cheques into multiple payments against the invoice.	Not yet resolved.	DEV-8501
Unable to have a different letterhead for each User's location.	Configure the letterhead for each letter when the location is different than the usual location or have the User profile set up for each location they work	Not yet resolved.	DEV-696

Issue	Workaround	Fixed in	Key
See BP-689 on page 16 for more information.	If you experience this issue, contact Best Practice Software Support.	Not yet resolved.	DEV-8793
Issues may be encountered when merging users. Limited details are merged.	Contact Best Practice Software Support for more information on merging users.	Not yet resolved.	DEV-9042
See DEV-5887 on page 18 for more information.		Not yet resolved.	DEV-9299
If a long appointment is booked into a slot that has an unavailable slot before and after, the length of the long appointment cannot be reduced.	Remove one of the surrounding unavailable slots, which will allow you to edit the long appointment and reduce the length.	Not yet resolved.	DEV-9330
Medisecure — Error printing script with Medisecure app running on client.	Remove the Medisecure app from the client machine and only run from the Server	Not yet resolved.	BP-793
In the Clinical > Pregnancy list, the user list displays all users.	No workaround is available yet.	Not yet resolved.	DEV-8146
After a message is actioned from the Messages screen, Bp Premier will select the next most recent message instead of the next chronological message.	No workaround is available yet.	Not yet resolved.	DEV-8254
Information selected about 'Mobility Aid' is not displayed when printing a Health Assessment.	No workaround is available yet.	Not yet resolved.	DEV-8255
When booking an appointment in a session time slot that is longer than the default appointment length, the increments available allow you to exceed the maximum hours available in a day.	No workaround is available yet.	Not yet resolved.	DEV-8273
When importing patients, you may receive an error message 'Cannot open database BPSDocumentsO requested by login'.	No workaround is available yet.	Not yet resolved.	DEV-8744
When downloading a DVA processing report, the report will only display the total of services that have an explanation code.	No workaround is available yet.	Not yet resolved.	DEV-9282

Issue	Workaround	Fixed in	Key
Shortcut to underline text should be changed back to Ctrl+U.	No workaround is available yet.	Not yet resolved.	BP-885
Atomised Report values — Header falls out of alignment with the body when there are more than 340 values.	No workaround is available yet.	Not yet resolved.	BP-882
The multiple operations rule is still applied for Private fees.	No workaround is available yet.	Not yet resolved.	BP-754
When you add a patient directly to the waiting room using the "Add to waiting room" button, the list of users that is shown does not take into account what locations a provider works at, allowing the user to add patients at any location.	No workaround is available yet.	Not yet resolved.	BP-705
Unable to select a location when importing documents via the Bulk Document Import utility.	No workaround is available yet.	Not yet resolved.	BP-698

End of support for older versions

Please note that as of 30 June 2020, Bp Premier version **Jade** has been sunset. Jade service packs 1, 2, and 3 are still fully supported.

Best Practice Software regularly provides new releases of our software, so that you have the latest mandated regulatory requirements and a range of software improvements covering security features, fixes to known software issues, and new software features. However, regular software releases present an increasing challenge to our Support team to continue supporting customers using older versions of Bp Premier.

Best Practice Software will begin 'sunsetting', or ceasing support, for older versions of Bp Premier in late 2019. When a new version of Bp Premier is released, Best Practice Software will provide notice that support will cease for an older version in approximately six months from that date.

The sunset schedule began with Indigo Service Pack 2 in April, which gave six months notice that support will cease for all versions of Bp Premier prior to version **Lava SP3**.

The following table provides a schedule of current and future sunset versions and dates.

Bp Premier Version	Build No	When Bp releases this version	Support ceases on this date
Jade	1.10.0.880	Jade SP2	30 June 2020
Indigo SP2	1.9.1.864	Jade SP2	30 June 2020
Indigo SP1	1.9.1.863	Jade SP2	30 June 2020
Indigo Rev1	1.9.0.856	Jade SP1	27 March 2020
Indigo	1.9.0.846	Jade SP1	27 March 2020
Lava SP3	1.8.8.810	Jade	10 January 2020
Lava SP2	1.8.7.804	Indigo SP2	02 October 2019
Lava SP1	1.8.6.801	Indigo SP2	02 October 2019
Lava	1.8.5.754	Indigo SP2	02 October 2019
Summit	1.8.4.642	Indigo SP2	02 October 2019

'Ceasing Support' includes the provision of version-specific templates, old reports, minimum software requirements, and access to Bp Premier Support.

The online Lava and Indigo Knowledge Bases will continue to be available users of the software.

The release after Jade SP2, which is anticipated in the first half of 2020 will remove old reports from Bp Premier entirely.

What should I do if I'm running a version that will soon be sunset?

The following instructions summarise how to upgrade your version of Bp Premier to the latest version. You may require your IT services provider.

1. Review the What's new page to find out what the latest Bp Premier version is. Download and review the release notes from the What's New page for all versions between your current version and the latest version to see the new features that have been added and if you need to take any action at your practice to work with the new features.
2. Review the system requirements for the latest version of Bp Premier. If your server or workstations do not meet the minimum requirements, you may need to upgrade your hardware or database before you can proceed with a program update.
3. Update to the latest drug database update if you haven't already.
4. Download the latest program update from the corporate website.
5. Back up the Bp Premier database and test that the backup can restore successfully.
6. Outside of regular practice hours, run the latest program update on the Bp Premier server. Follow the instructions on screen in the upgrade wizard.
7. Review the release notes for the upgrade version to see if you need to perform any post-upgrade configuration.