Bp Premier Guide to Linking to eClaims

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Intended for usage with Bp Premier version Jade SP2 and later. Some features in this User Manual may be available only in versions later than Jade.

Link to eClaims

A practice can use Bp Premier for recording Clinical data only and use the eClaims package for the appointment book, billing, and other management functionality. This approach maintains your Patient demographics in the billing package but synchronises changes with Bp Premier.

NOTE This method has been advised by ACSS eClaims support to General Products Support directly for assistance with mutual clients who require assistance with the link options.

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1. Open the eClaims application. From the main E-Claims screen, select **Maintenance** > **System Setup**. The **E-Claims Radiology** screen appears.
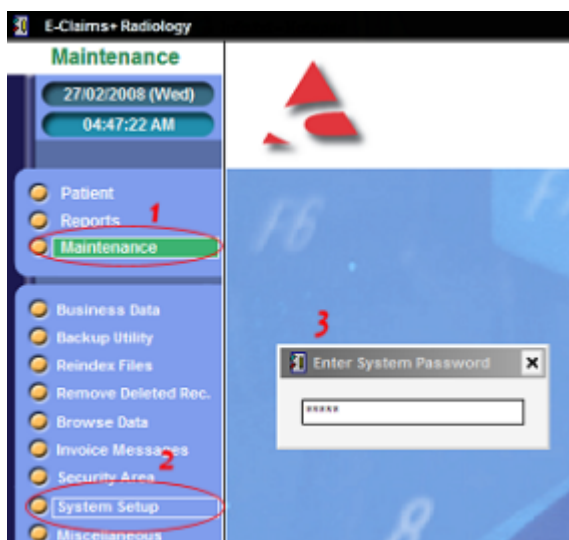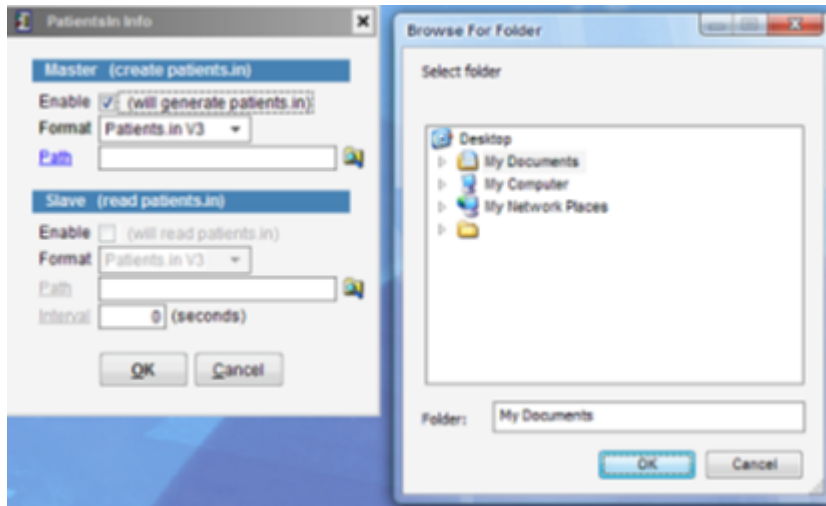

2. Enter your E-Claims system password in **Enter System Password**. The default password is 'admin'. The **System Setup** screen appears.
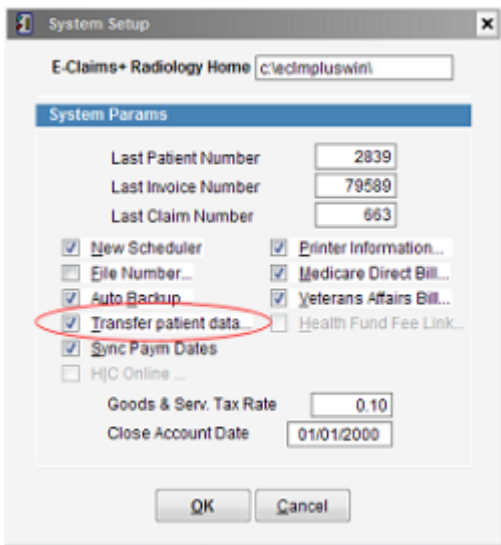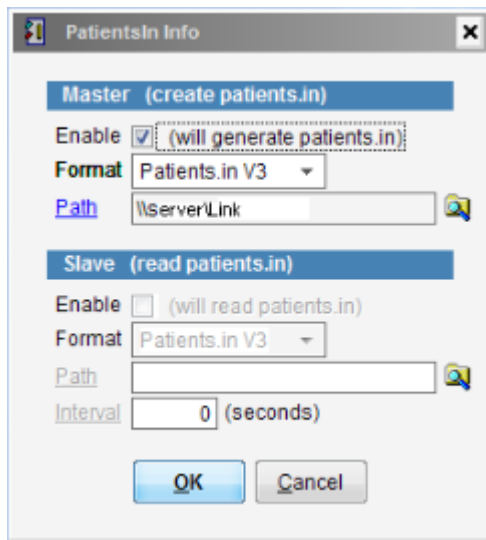
3. Tick the **Transfer patient data** checkbox. Click on the 'Transfer patient data' text to open the **Patientsin Info** screen. The **Path** field shows the default path for E-Claims.
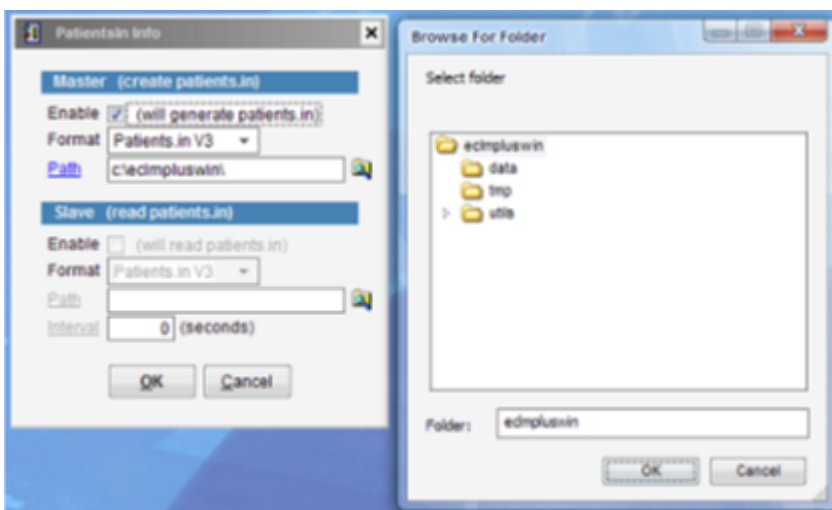
4. Untick and reselect the **Enable** checkbox to clear the **Path** field.

5. Select the File Explorer icon at the end of **Path** to open a file explorer. Browse to the folder you want to use as the path for E-Claims.

ACSS E-Claims advise that for standalone server installations, **Path** can be a local path for example, 'C:\Link'.

However, for network installations, or a server with one or more clients, **Path** MUST be set to a UNC path. You must browse via the network to the server's local path to select the UNC setting (for example, '\\Server-\Link'). ACSS E-Claims stores the path in a global setting and all Best Practice workstations must have exactly the same setting.
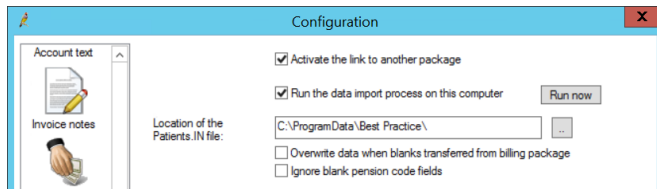
6. Once E-Claims has been configured, you need to configure Bp Premier to tell the system where the Patient-s.in file can be found.

Troubleshoot billing linking

Customers can link Bp Premier to certain third party billing packages to allow the transfer of demographic data. Occasionally, the link can fail due to various issues. Below are some common causes of link failure and how to resolve them.

IMPORTANT If a patient demographic record has not been transferred from your billing package, do **not** manually enter them into your Bp Premier clinical module before troubleshooting the link. Manual entry often leads to duplicated files with separate data, which requires data re-entry or merging.

Do not duplicate the patient in the billing package. Any record created in the billing package will need to be paired with a like entry in Bp PremierClinical.

Problem	Solution
BP Service is not running on the server computer	Ensure that BpService is running in Windows Services.
Link options have not been set in Bp Premier.	Ensure that the **Location of the Patients.IN** field is correct and the folder actually contains a file named 'patients.in'. The Bp Premier user must have access to the **Setup** > **Configurations** menu If there is no patients.in file, refer to your billing package documentation or network administrator to obtain the location of this file.
Another clinical package is open (for example, Medical Director) that also has a link to billing package option set. A race for the link file occurs: the first package to access the link file imports the patient demographic change and purges the link file.	Ensure that any legacy clinical packages do not have link to billing package options set. For more information on how to do this, refer to the package's help file, or contact your network administrator.
Another "Link file processor" type utility is running somewhere on the network.	Ensure that any instances of a Link file processor type utility are disabled (including removing any **Load at startup** options). For more information on how to do this, refer to the package's help file, or contact your network administrator.

Retesting

In the event of another package or a link file utility reading and purging the link file:

1. Check all steps listed above and ensure that all instances of other clinical packages and link file processor type utilities no longer access the link file.
2. Perform a minor change to any patients demographic in the billing package (for example, change "st" to "street"). This should rewrite the demographics to the link file and give Bp Premier the opportunity to read the data.