

# Bp Comms – Introducing the Best Health App



So you've decided to move your practice to Bp Comms for all your electronic messaging. Use this guide if you are already using our SMS appointment feature in your practice and you would like to take advantage of our full SMS and App messaging capabilities.

## Review and Update

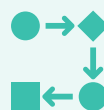
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### Review and update Patient Consents

- Consider consents already obtained. 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).

### Review and update Practice policies and procedures

- 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.



## Configure

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### Configure Bp Comms

- In Setup > Configuration > Bp Comms, set up contact methods.
- Contact Sales to purchase a Comms Pack for credits.
- Turn on consents and enrolment settings.
- In Setup > Users, enable permissions.



- In Setup > Configuration > Templates, create your SMS templates.
- In Setup > Configuration > Appt Reminders, set up appointment reminders defaults and automation.
- Configure appointment reminder replies.
- In Setup > Configuration > Bp Service, set up automated SMS schedules.

## Educate

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### Educate Practice Team

- Overview of changes to practice policy and procedure
- Specific role/responsibility training
- Procedure for educating and enrolling patients
- Publish timeframes for roll out



### Educate 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.

## Roll-out

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### Roll-out your new processes

- On the 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



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## Resources

Go to **Help > Online** to access our Knowledge Base documentation which includes release notes, upgrade guides, FAQs, known issues guide and quick reference guides. Subscribe to our Vimeo channel @ **BpOnline** to watch our free Masterclass series. Register for a **BpVirtualClassroom** session via our website, or organise a tailored remote training session. Contact the Training Team on **1300 40 1111** to book a session.

