

Bp Comms – Patient Consent – SMS and App



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What is being consented to?

Consent Options

- ☐ This patient has chosen to opt out of receiving electronic messages.
- 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 Knowledge Base.

Consent	Description	Includes
Appointments	Allows your clinic to send appointment reminders to patients from the Appointment Book.	Manual and scheduled Appointment Reminder sending, individual message 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, Individual messages from Inbox and Follow up Inbox, Message from patient record, Send Patient Summary (App only).
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. Send Patient Education Leaflets or MIMs CMI (App only) Express consent required.

How does Bp Premier apply consent?

No Consent? Bp Premier does the work for you. Patients will not receive messages if they haven't consented for that function. When using the mail merge functionality, the system will generate a letter for them.

In this example, one (1) patient is set up for **SMS** and one (1) is set up for the **App**. Six (6) patients have not consented to Bp Comms (**Letter**).

Send reminders

☒ Mail merge

☒ Letter (6)

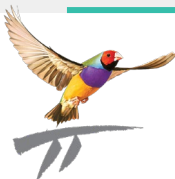
☒ SMS (1)

☒ App (1)

Templates:
- Bp Comms: Clinical Reminder Me...
- Letter: (None selected)

Bp Comms Letter

Clinical Reminder Message



Store for location:

Bundaberg Clinic

Send Message

Add Reminder

Graph

Add Action

Add Past History

Add CST result

Add INR

< Previous

Next >

Skip

Finish

This patient has consented to **Clinical Communications** and has a message type enabled. The send message would be greyed out if the patient had not consented to Bp Comms.

You can choose a **Practice Preferred Contact Method**. If a patient is enrolled for both SMS and App messages, the system will send via the Practice's Preferred Contact Method.



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Next, link the patient's signed consent form. This can be done quickly at reception.

Scan and Link at the time of enrolment

1. Under Consent options, click **Open Bulk Document Import** to import a signed patient consent form into the Patient File.
2. Click **Link to signed consent** to select the most recent consent form.

Scan and Link later

1. Click **Open Bulk Document Import** and scan signed consent forms into the patient files.
2. Open the Patient Details, access Bp Comms consent options.
3. Click **Link to signed consent** to select the most recent consent form.
4. Repeat for each patient.

Consent Options

☐ This patient has chosen to opt out of receiving electronic messages.

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)

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

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 Patient's Mobile Number in Demographics

1. Click **Bp Comms Consent**.
2. Under SMS 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.

SMS: Enabled

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

Record Patient's Mobile Number in Demographic

1. Click **Bp Comms Consent**.
2. Invite the patient to the location as listed (a) or select an alternative location (b) by clicking on **Enrol**.
3. Status shows as 'Pending' (c) until the patient sets up the app > it changes to Enrolled (d).

Best Health App: Not Enrolled (patients need to enrol at each location)

(Active) Bundaberg Clinic

The patient cannot receive reminders/messages via the App from this location.

Enrol

Best Health App: Pending (patients need to enrol at each location)

(Active) Bundaberg Clinic

Enrolment invitation sent, awaiting patient to accept/decline.

Enrol

Best Health App: Not Enrolled (patients need to enrol at each location)

(Active) Bundaberg Clinic

(Active) Bundaberg Clinic

(Active) Coral Cove Clinic

(Inactive) Maryborough

Enrol

Best Health App: Enrolled (patients need to enrol at each location)

(Active) Bundaberg Clinic

The patient can receive reminders/messages via the App from this location.

Enrol

NB The patient needs to be invited separately to each location.

Be aware that Health Awareness communications 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 template includes these fields.

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 opened until 1pm on Monday, Wednesday and Thursday evenings. <Optout> <UsrPhone>

<PtSurname>
 <PtFirstName>
 <PtFullname>
 <UsrPhone>
 <Practice>
 <UserName>
 <UsrLocation>
 <Optout>

Bp Premier