

Bp Comms – Patient Consent – SMS Only



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 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 Premier 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.

In this example, one (1) patient has consented to receive Clinical Reminders by **SMS**. The other nine (9) patients prefer **Letter**.

Store for location:
Bundaberg Clinic

Send Message

Add ReminderGraph

Add ActionAdd Past History

Add CST resultAdd INR

< Previous

Next >

Skip

Finish



Send reminders

☒ Mail merge

☒ Letter (9)

☒ SMS (1)

Templates:
- Bp Comms: Clinical Reminder Me...
- Letter: Reminder letter

Bp CommsLetter

Template: Clinical Reminder Message

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



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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.

Edit Bp Comms Template

Name: Message about Change of Practice Hours

Type: Search Utility

Hi <PPreferredName>, <UsrLocation> is changing practice hours and will now be open on Monday, Wednesday and Thursday evenings. <Optout> <UsrPhone>

<PSurname>
 <PFirstName>
 <PPreferredName>
 <UsrFullName>
 <Practice>
 <UserName>
 <UsrLocation>
 <Optout>

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.

Future versions of Bp Premier may offer additional methods of communication, such as to a patient's email address or the Best Health App (BHA) launched in the JADE SP2 release.

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 releases a new communication method, we will provide you with all the information necessary so that your patients can make informed consent decisions.



Bp Premier