

Bp Premier | Orchid

Bp Premier Orchid Release Notes

These release notes describe the changes made to Bp Premier since Saffron SP3 Rev1 build 1.11.3.974.

Release Date	24 January 2023
Release version	Bp Premier version Orchid (1.12.0.998)
Notes last updated	23 January 2023.
What is in this release?	This release includes clinical enhancements described in New Features on page 3 .
Which version can I upgrade from?	You can upgrade to version Orchid from Bp Premier version Saffron SP1 (1.11.1.934) or later. To check the current program version that you have installed, select Help > About .
Which data update do I need?	You must install the June 2022 Data Update or later before you can upgrade to version 1.12.0.998. However, Best Practice Software recommend making sure you have the most recent Data Update installed before you run a program upgrade.
Which database and operating system versions are supported?	Windows operating system Windows 10 or higher is supported. Microsoft Windows Server 2012 and higher is supported. Microsoft SQL server 2012 and higher is supported.
When should I upgrade?	Best Practice Software recommend running the program upgrade outside of business hours.
How do I upgrade?	Brief upgrade instructions are included in this document.
What do I do after upgrading?	No configuration is necessary to enable new features.

Upgrade to Orchid 1.12.0.998

You must have the **June 2022** data update or later installed before you upgrade to 1.12.0.998.

1. Back up your Bp Premier database before running the upgrade.
2. Synchronise all workstations in remote database mode with the Bp Premier server before you upgrade.
3. [Download and run](#) the latest Drug Update on your Bp Premier server computer.
4. Log all users out of the server and all clients before you upgrade.
5. Download and run the 1.12.0.998 update on your server and all clients.
6. Log back in to Bp Premier and resume use.

Upgrade notes

For information on registering with PRODA, select **Help > Online** to open the Bp Premier knowledge base and search for 'proda'. For information on setting up Medicare Web Services in Bp Premier, search for 'mws'.

Upgrade notes

Enhanced password security

Password security has been enhanced in Orchid. Bp Premier now enforces case sensitivity for user passwords, regardless of whether or not strong password complexity is enabled in **Setup > Configuration > Security**.

If your practice did not previously have strong password complexity enabled, ensure users are aware that case sensitivity will be enabled on upgrade.

Legacy eOrdering set up functionality has been partially removed

As of Orchid, eOrdering providers must be configured in the **Setup E-Ordering** screen accessed via **View > Contacts > Setup > E-ordering**. eOrdering contacts can no longer be set up via **View > Contacts > Add new**.

eOrdering will continue to function for any providers that had been configured for eOrdering prior to the upgrade. However, the eOrder path for the provider can no longer be changed by editing the contact. To change settings for an existing provider, you must merge the provider using the enhanced eOrdering functionality. Instructions on merging providers for eOrdering are provided in the Bp Premier Orchid Knowledge Base.


In Bp Premier Orchid Service Pack 1 legacy eOrdering functionality will be fully removed. In this version, legacy eOrder labs will no longer generate eOrders. Only providers configured through the Setup eOrdering screen will have functionality to generate eOrders.

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Where do I find more information?



Select  from the main screen of Bp Premier or select **Help > Online** from Bp Premier to open the Knowledge Base from any main screen toolbar.

New Features

Add multiple observations

As of Orchid, you can add multiple sets of observations to a patient record in one day.

If a set of observations have already been added to a patient record on a single day and the **Add** button in the observations section is clicked again, you will have to option to edit the existing set of observations or create a new set.

Only one set of observations can be marked as the day's Primary observations. Only the primary observations for the day will save to Today's notes.

Adding observations via other clinical functions in Bp Premier (for example, adding a BMI via Clinical > BMI) will enter the observation into the primary set of observations for the day.

Add medical exemptions for immunisations

Medical contraindications and natural immunities can now be uploaded to the Australian Immunisation Register via Bp Premier using the **Add medical exemptions** screen.

To access the **Add medical exemptions** screen from the patient record, select **View AIR** in the immunisations section, and select either the **Medical contraindications** or the **Natural immunity** tab.

Set text for outgoing emails

In Orchid, custom text can be added to the body of outgoing emails. The limit for custom outgoing email text is 500 characters.

If set, outgoing custom text will apply to all emails sent from the practice, and will be the same text for all providers.

You may wish to use outgoing email text to include information in your emails such as:

- practice details (address, phone number, email address)
- privacy disclaimer
- a 'no reply' message, for example: 'This email address is not monitored. If you need to contact us, please call us on 07 xxxx xxxx.'

Improved patient search

When using the Patient list (F10) or Open patient (F2), when creating or finding an appointment, creating patient accounts and viewing patient billing history, patients can now be searched for using the following information:

- first name
- last name
- combination of last name and first name
- preferred name e.g. surname, preferred Name
- home phone number
- work phone number
- mobile number
- email e.g. admin@brisbanestreetpractice.com
- home address
- postal address e.g. 1 Brisbane Street
- record number
- preferred name
- Medicare number
- IHI
- postcode
- date of birth e.g. DD/MM or DD/MM/YYYY, 02/01/91.

Internal message search functionality added

In the Messages window, internal messages can now be searched for by message subject, from user (unless searching on sent messages), sent to user, or patient.

Messages can also be sorted by message date, from user or patient, in ascending or descending order.

Email invoices and receipts directly from the patient and account billing history

Invoices and receipts for privately billed accounts can now be emailed directly to patients and contacts from the patient billing history and account holder history screens.

A contact note will be automatically recorded if an email has been successfully sent. This contact note will record that the invoice was sent via email and will contain the patient name and email address used.

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Bp Cloud Connector

A new component of Bp Premier, Bp Cloud Connector, will be installed as part of the installation or upgrade to Orchid. Bp Cloud Connector is a core component that will support cloud services available in future releases of Bp Premier and other Best Practice Software products that may integrate with Bp Premier.

As part of Bp Cloud Connector, two new Windows Bp services will be installed:

- Best Practice Field Controller
- Best Practice Field Recovery Agent

Other enhancements

Bp Function	Release Notes	Key
Webview2	Issues were experienced with Webview2, the third-party application used to view documents in Bp Premier. In Orchid, we have rectified the identified issues and built additional resilience into the document viewing process in Bp Premier.	71180/71144
Online Claiming	Programmatic changes have been made to support the claiming of MBS item 294.	70843
System Requirements	When updating Bp Premier or performing a fresh install .NET Framework 4.7 will now be installed.	70548
Supplied queries	The supplied query Patients with no allergies or nil known recorded has been edited for improved accuracy.	67841
Online help	A new 'lightbulb' icon is available from the toolbar on main Bp Premier screens that will open the Bp Premier Knowledge Base in the default browser.	58127
Bp eMail	You can now choose whether or not PDF documents attached to emails are PIN protected by default via Setup > Preferences > General	69524
Bp eMail	When sending an email from the patient billing history, the email template will now include the ABN. The claim number will now be included on the email template for emails sent from the account holder history. For invoices sent to someone other than the patient, the greeting will default to 'To whom it may concern.'	70247
Bp eMail	The Email Sending Window that appears for the duration that an email is being sent is now modal, allowing the user to interact with Bp Premier immediately after sending an email. Sending an email from the patient record now records a contact note.	69682
Bp eMail	When using the Practice email account to send emails from the patient billing and account holder history, the logged-in location will now appear in the from field rather than the sender's name.	70076

Bp Function	Release Notes	Key
eOrdering	When merging an existing eOrdering contact with an eOrdering provider via View > Contacts > Setup > E-ordering , the existing lab's preferences will be retained. If more than one existing lab is being merged with an eOrdering provider, one lab can be selected. The user preferences and eOrder path for the selected lab will be retained.	59449
Healthlink	When the word processor is opened from the patient record, clicking the Healthlink Smartform icon opens the list of available Smartforms.	32672
Immunisations	The patient's immunisation list can be filtered by disease using the Filter by disease drop down menu. All diseases that the patient has been immunised for will appear in the menu, ordered alphabetically.	64133
Immunisations	Immunisations that were sent to the AIR prior to upgrading to Medicare Web Services now have Sent listed in the AIR Status column.	69104
Installer	The list of operating systems compatible with Bp Premier has been updated in the installer.	68272
Installer	The Medicare online claiming client adaptor install logic has been removed.	69762
Medicare Web Services	Medicare Web Services errors are now encrypted when logged. Any Medicare Web Services errors logged without encryption via previous Bp Premier versions are removed.	68854
My Health Record	Special characters can now be uploaded to My Health Record without causing an error.	44520
Patient demographic	A prompt will now appear when saving patient demographic information if the HI number is unverified.	64024
Patient demographic	You can now choose to perform HI lookups and validations via an existing HI number (validations only), or via Medicare or DVA number (lookups and validations).	64026/64032
Patient record	When the patient record is opened, the patient's IHI number is automatically validated.	61582
Patient record	Multiple observations are catered for in other areas of Bp Premier that display or collect observation information.	68233
Patient record	Using the location AIR Provider Number, users can upload immunisations to AIR via Medicare Web Services, allowing AIR payments to be recorded against the practice location rather than the specific provider.	69671

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Bp Function	Release Notes	Key
Social and family history	<p>Additional options are now available when recording sexuality in the family and social history screen in the patient clinical record.</p> <ul style="list-style-type: none"> ■ Asexual ■ Gay ■ Lesbian ■ Pansexual ■ Skoliosexual ■ Queer 	58947
Patient verification	When a bulk patient verification is performed via the appointment book, the patient's Verified status in the patient demographic now changes to the show the current date.	67368
Preferences	A new option has been added to Setup > Preferences > General that enables a prompt to appear in the Finalise Visit window when you replace an existing item number with a new item number.	68518
Prescribing	Printed scripts for S8 and S4 drugs will contain the patient's Date of Birth where required by the state's Department of Health, based on the prescribing provider's Usual Location (not the logged-in location at time of prescribing).	67640/70053
Prescribing	Navigation in Consumer Medicines Information is working correctly.	68457
Reports	The Payment by Payment Method Grouped by Payment date report no longer prints an extra page due to the edge of the report being cut off.	55486
Search Utility	When an SQL query is run via Utilities > Search , the query is logged in an audit table.	24369
Utilities	The Bp Backup utility has been updated to put databases into SINGLE_USER mode before restoring.	32944

Bug fixes

Bp Function	Release Notes	Key
Tyro EasyClaim	If the date of claim in Bp Premier differs from the lodgement date that Medicare stores due to different time zones, Bp Premier will now reconcile the claim if the payment and processing reports are correct.	69712
Online Claiming	If the date of claim in Bp Premier differs from the lodgement date that Medicare stores due to different time zones, Bp Premier will now reconcile the claim if the payment and processing reports are correct.	70828
eOrdering	Pathology Contacts with an EORDERLABID and/or NATACODE greater than 0 in CONTACTS table no longer results in fatal errors when opening a pathology request. Callstack indicator: <ul style="list-style-type: none"> ■ CREQUESTPAGE:SETEORDERMSHDETAILS Line: 20 	70486
Patient Health Summary	When printing a Patient Health Summary from the patient record using the File > Print Health Summary, if the Health Summary contained any PDF's, JPG, PNG, or HTML files, the files would print on an empty page with the text "PK". These are now printing correctly.	70350/ 69091
HI Lookups	A fatal error no longer occurs when performing HI lookups in certain situations. Callstack indicator: <ul style="list-style-type: none"> ■ DEMOGRAPHICSWINDOW:VALIDATEHI Line: 156 ■ DEMOGRAPHICSWINDOW:LOOKUPHI Line: 192 	64622
Installer	When Setup 3rd Party is unticked in the installer, the third-party setup window no longer appears.	70229
Contact Notes	The fields can now be navigated through in the Contact List by using the tab key in a logical order.	58292
Sessions	Users will no longer be able to save a standard session or create extra sessions with a blank length. A prompt will now appear asking the user to select a length for the session.	59804
Online Claiming	When printing a processing report with no data, an error will no longer occur. The user will now be prompted to choose a report to print.	61522
WorkCover QLD	When sending an account to WorkCover QLD, the account will now use the Billed to user's ABN. The Location ABN will be used if the user does not have an ABN recorded. If the Location doesn't have an ABN recorded, it will use the Practice ABN.	68280

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Bp Function	Release Notes	Key
Patient Record	When closing the Utilities > Deleted Clinical Data window, the patient clinical record will now refresh if opened.	68692
Online claiming	The column headings will now display correctly when printing the Online Claiming list from Management > Online Claiming > File > Print list.	69120
Patient Record	Users will no longer be able to save immunisation batch details if no expiry date has been entered.	69297
Patient Record	When opening the patient record, an error will no longer occur for immunisations where the AdministeredBy and/or CreatedBy was recorded by a user not at that practice.	69624
BP Utilities	Bp Utilities > Restore missing note — Visits that were not saved and closed prematurely now have a status other than 'Blank' to show that the notes contain content.	61505
e-Ordering	Selecting Help > About from the Contacts window now launches the correct About Bp Premier window.	69483
e-Ordering	The ORM file is now successfully saved to the selected directory when creating an eOrder for pathology or radiology.	70075
Invoices	The Notes from provider field in Account Details no longer appears blank after storing or holding an invoice.	69425
Online claiming	Service details, when adjusting an Online Claiming service, allowed you to exceed 50 characters, which could result in an error resending service to Medicare. This is fixed.	69247
Patient claiming	The error message when claiming 'Object reference not set to an instance of an object' is now more informative.	69159
Online verification	Bulk OPV Check was failing for every patient after encountering an Invalid Medicare Card Number from an imported patient record. This has been fixed.	68808
Prescribing	Selecting an alternate availability for a drug in New Rx now shows information from the correct PBS listing.	50054
Reports	Management reports now display all DVA item codes correctly.	18884
Appointment book	The correct user is now listed in the Cancelled appointments screen when appointments are moved or cut.	67768
Billing	DVA item number OT80 can now be billed.	68367
Billing	If a private account with custom items is created for a user who has Requires a referral for Medicare billing ticked in the New user or Edit user screen, a referral prompt no longer appears.	67313
Configuration	Fixed an issue where in some circumstances, the value in the Max document database size menu in Setup > Configuration > General was not correct.	67531

Bp Function	Release Notes	Key
Electronic prescribing	When re-prescribing an electronic prescription token from the current Rx screen using MediSecure, the correct bar code is now included on printed tokens.	64676
eOrdering	The eOrdering setup screen now works correctly for users with the user categories Contract Doctor, Registrar, Senior Receptionist, Junior Receptionist or Receptionist.	69132
Electronic prescribing	A provider's first name field in the Edit user details screen no longer needs to be completed in order to send electronic prescriptions. This is useful for providers who do not have a legal first name.	65207
HealthLink Forms	When opening HealthLink forms, the error message 'Failed to authenticate the request with sessionKey' no longer appears.	68899
HealthShare Directories	The Send eReferral button in the HealthShare window now works as expected.	69003
Immunisations	<p>If an immunisation was 'given by' a user without a provider number, and the 'Billing provider' is registered at a location that the 'given by' user does not have access to, an error no longer occurs.</p> <p>Users without an individual provider number are now able to send immunisations to the AIR via Utilities > Australian Immunisation Register.</p>	69067
Inbox	When a patient record is opened from the Inbox, the patient record no longer closes if the Inbox is closed.	63425
Medrefer	An error no longer occurs when using Medrefer sign up or sign in functionality.	68676
Medicare Web Services	When updating a Minor ID, Bp Premier will now check if a PRODA B2B device is registered and active with the existing Minor ID. If a device is registered and active with the existing Minor ID, a prompt will appear indicating that changing the Minor ID will remove the PRODA B2B device.	67104
Medicare Web Services	The View MWS Log utility now works correctly.	69462
Online claiming	When sending a batch via online claiming and a validation error occurs, a single invoice can be unticked correctly.	68582
Online claiming	A certificate store no longer needs to be set up for the practice to be able to send batches.	68388
Patient demographic	If the patient demographic is opened and the IHI is checked and a match is returned but with a different IHI status (either Deceased, Retired or Expired) the IHI status is now updated to blank and unverified.	69187

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Bp Function	Release Notes	Key
Prescribing	Fixed an issue where complex instructions for prescriptions were printing twice on drug sheets and health summaries.	68141
Prescribing	The new term Regulation 49 had reverted back the old term Regulation 24 in Saffron SP3. This has been fixed.	68323
Reports	Management reports now show the correct number of items completed within a date range. If the report includes adjustments completed within the date range for items completed outside the date range, Then these items are not subtracted from the item count.	68688
SQL search	When running an SQL query via Utilities > Search , the query now uses a read-only SQL login. This resolves an identified security issue.	24371
Templates	The correct referring doctors are now printed on letters when performing a mail merge.	65345
User category	If a provider has the category of Contract Doctor or Registrar , the status column now populates correctly in Setup > Users .	69107
User category	Healthlink forms can now be submitted by users with the Contract Doctor or Registrar user category. The Provider column no longer shows No provider/non-clinical for users with the Contract Doctor or Registrar user category.	69142

Known issues

Bp Function	Issue	Fixed In	Key
TX Control	<p>When trying to view a corrupted document type, the TX Control may encounter a rare fatal error, which prevents it from being displayed in Bp Premier.</p> <p>Callstack indicator: BPDOCUMENTVIEWER:VIEWFILEONDISK Line: 16</p> <p>Workaround: If you encounter this issue, right-click the file and select Export to save the file outside of Bp Premier, You can then view the file externally using an appropriate application such as Microsoft Word or Adobe PDF Reader.</p>	Orchid SP1	70873
Online Claiming	<p>Where there has been an underpayment from Medicare as a result of a derived fee calculation, batches may reconcile with payment records created; however, the services are left in a Sent (not paid) status.</p> <p>Workaround: If you encounter this issue, right-click on the reconciled batch where there are services are marked as Not paid and select get processing report. This will reset the batch and place it in a Received status, allowing you to reconcile with Accept fee of.</p>	Not yet resolved	71109
Legacy eOrdering	<p>Pathology eOrders created for legacy Douglass Hanly Moir eOrdering contacts will no longer have the DHM prefix on ORM files after upgrading from a previous version to Orchid.</p> <p>Workaround: We recommend merging legacy eOrdering contacts on the Setup > eOrdering > Existing eOrder Contacts Detected screen to prevent this issue. See Merge eOrdering provider contacts for more information.</p>	Orchid SP1	-
Bp Email	Invoices and receipts sent via email from a Terminal Server with TLS disabled may appear blank.	Orchid SP1	71621

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