Update the drug database

Best Practice Software releases Data Updates (also called 'drug updates') roughly at the beginning of each month. Updated information includes:

- Pharmaceutical Benefits Scheme (PBS) changes
- MIMs medicine information
- Medicare Benefits Schedule (MBS) fee updates
- Updated and new word processor templates
- Updated and new management reports.

Download the Bp Premier Data Update

> **NOTE** The Bp Premier data (drug) update only needs to be installed on the Bp Premier server and can be run LIVE meaning that all users can be accessing the system while the update is being performed.

1. Open the Best Practice Software website **www.bpsoftware.net** in a browser.
2. Select **Resources** > **Bp Premier Downloads** from the menu.
3. Under the **Data Updates** section, click the **Data Update** type for the month you need to install. The row will expand to show the update details.
4. Click **Download** to download the .exe file to the default Downloads folder, or right-click the **Download** button and select **Save link as...** or **Save target as...** to download the file to a known location.

Always download the file to a local folder before running the file. If you receive the following message from Internet Explorer:

Do you want to run or save **BPS_Data_180629_comp.exe** (246 MB) from **bp-cdn.cfi3ofcl0jo9umd.maxcdn-edge.com**?   [Run] [Save ▼] [Cancel]   ×

Do not click **Run**, but click **Save** instead. The file will be downloaded to your Windows downloads folder.

If you are using Internet Explorer, you will receive a message similar to the following when the download is complete:

BPS_Data_180629_comp.exe is not commonly downloaded and could harm your computer.   [Delete] [Run] [View downloads]   ×
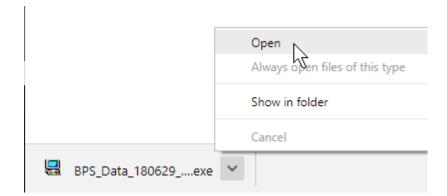
If you downloaded the file from the Bp Premier server computer, you can click **Run** to start the Data Update install.

If you are using another browser, such as Chrome, the download notification will appear at the bottom of the browser:

If you downloaded the file from the Bp Premier server computer, you can click the notification or click the up arrow and select **Open** to run the Data Update install. If you need to copy the file to the Bp Premier server, click the up arrow and select **Show in folder** to view the contents of the download folder and copy the file.
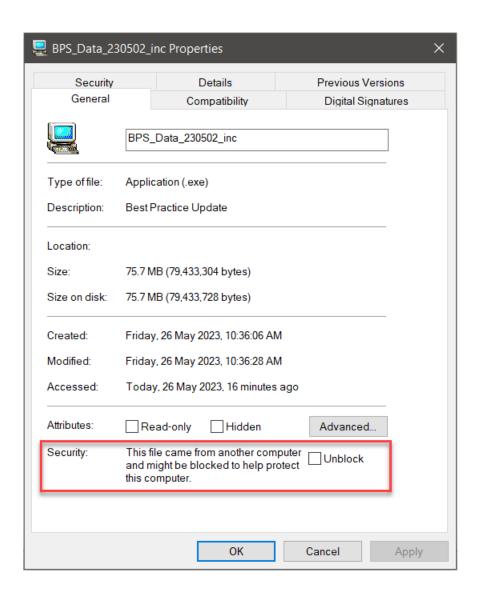

Install the Data Update

1.   Run the Data Update file you downloaded on the Bp Premier server computer as a Windows Administrator.

If you are unable to open the Data Update file, your anti-virus software or firewall may be blocking you from opening it.
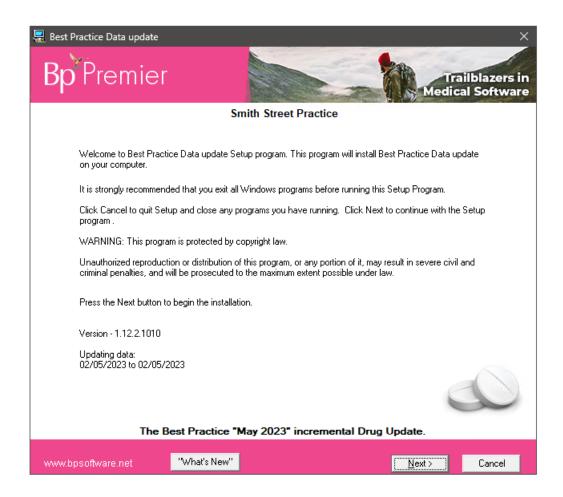
To unblock the file, right-click the Data Update file icon and select **Properties**. The Properties screen will appear.

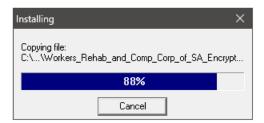Tick **Unblock** in the security section at the bottom of the General tab, then click **Apply** and **OK**.

2. If Windows User Access Control or SmartScreen asks for confirmation, click **Yes** or **Run Anyway** to proceed. The Data Update install screen will appear.
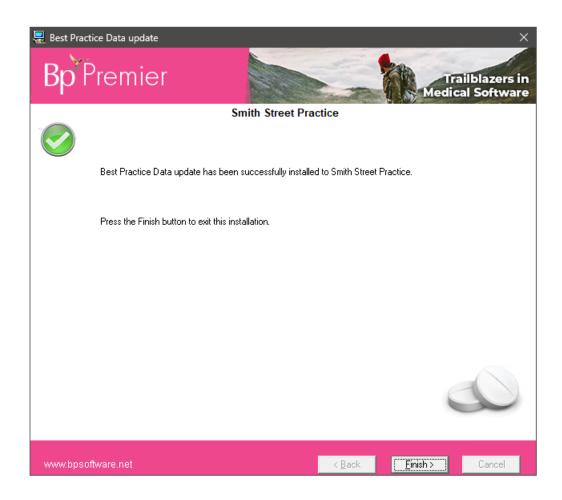
3. Click **Next**. The installer will begin installing the Data Update. This will take a few minutes, depending on the size and type of the update (comprehensive updates will take longer). Progress will be indicated on screen. Do not close any of the installation screens while the Data Update is being installed.

4. When Data Update installation is complete, the **Finish** screen will be displayed.

Data Update installation is complete.

Frequently asked questions

How do I find out when a new Data Update is available?

As soon as they are available for download, Best Practice Software emails the primary contact for each practice the notice that a new Data Update is available, usually through Best Practice Software's **Elevate** newsletter. Watch for this newsletter in your primary contact's email address, or the email address you nominated to receive system update notifications.

> **TIP** If you cannot find the **Elevate** e-newsletter in your nominated email inbox, check your email client's spam or junk folder. Make sure to mark Elevate emails as 'not junk' so that they are received in your regular inbox and you never miss a Data Update notification.

Read the information provided with the update link to ensure that your system has the prerequisite program and drug updates. Each month, two types of updates are made available:

- Incremental - if your system has the previous month's update
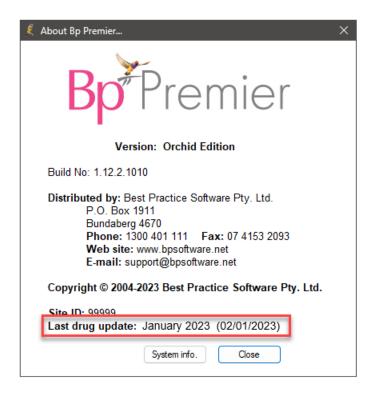- Comprehensive - if you have missed at least one or more previous data updates.

If you would like to be notified about updates, contact the Best Practice Software relationship support team on +61 7 3223 7700.

How do I find out what's in a data update?

Best Practice Software publish the contents of a Data Update in a What's New section of the online Knowledge Base. Select Help > Online in the software to open the knowledge base in your default browser.

I don't know if I need a comprehensive or incremental Data Update

To check the drug database version you currently have installed, log in to Bp Premier and select **Help** > **About** and inspect the **Last Drug Update** field.

In this example, the last drug update to be applied was January 2023. If the current date is May 2023, the drug database is several months out of date, and you would download the most recent **comprehensive** Data Update. If the Last Drug Update is April 2023, you only need to download the **incremental** May 2023 update to bring this up to date.

If you are not sure which update you require, contact General Products Support.

How often should I apply a Data Update?

Best Practice Software advise keeping your installation of Bp Premier up to date with the latest **monthly** Data Update to ensure that providers are prescribing up-to-date medication and that your Medicare claims use the current fees. A reminder message will appear when logging into Bp Premier if the last drug database update is more than three months old.

Can I back up and restore the drug database?

Yes. You can set a configuration option to automatically back up the drug database every time you install a monthly Data update. You can also back up the drug database on the server, and restore the drug database on the server or a workstation.

Do I need special permissions to apply a Data Update? Do I need to log everyone out?

After you download the Data Update file, you must run the file as a **Windows Administrator**. The Data Update installer requires some administrator-level access to install components. If you are not sure whether you are logged in to the Bp Premier server as a Windows administrator, your IT support can assist.
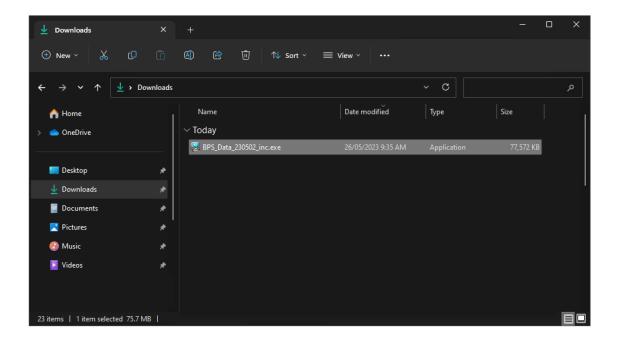
If your Windows operating system has User Account Control or Windows SmartScreen enabled, Windows may ask you for confirmation when you double-click the data update file. Click **Yes** or **Run anyway** to proceed.

You do **not** need to log users out of Bp Premier to install the data update. You can run a data update during business hours with users logged in.

I downloaded the Data Update, but I can't find the file

If you don't specify to download a file to a specific location on your computer, files are downloaded to the default Windows downloads directory for your Internet browser. For most browsers, the default location will be This PC > Downloads, or My Computer > Downloads, or a similar path depending on your version of Windows.

In the example, the incremental update for 02/05/2023 has been downloaded to the Windows **Downloads** folder.