



**Stay on course
with Saffron SP3!**

JADE TO SAFFRON SP3

UPGRADE GUIDE

 Bp Premier | Saffron SP3

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Intended for usage with Bp Premier version Saffron SP3 and later. Some features in this User Manual may be available only in versions later than Saffron SP3.

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About this Guide

This guide summarises the activities required to upgrade from any version of Bp Premier Summit or later to Saffron SP3. If you are upgrading from versions Summit, Lava, or Indigo, or Jade, you will need to note updated system requirements. Use this brief guide in conjunction with the full **Bp Premier Saffron SP3 Upgrade Guide**.

To view the version you are on, select **Help > About** in Bp Premier.

If you are upgrading from Summit

Version Lava introduced adjustments, deposits, and write-offs to the management module, and new management reports to accommodate the database changes. Best Practice Software strongly recommend upgrading at the end of a disbursement or financial reporting period. The new management reports cannot be run on financial data recorded before the upgrade.

If you are running version Lava, Indigo, or Jade, you can upgrade at any time outside of normal practice hours.

Information for IT service providers and practice managers

Large practices that have to upgrade multiple workstations can take advantage of Bp Premier [silent installations](#). Instead of running the upgrade through the upgrade wizard, you create a configuration file, deploy the file to all upgrading computers, and run from the command line.

IMPORTANT Silent installations require experience with Windows batch files, the command line, and access to the C:\ drive.

System requirements

As of February 2022, system requirements for Bp Premier are:

Microsoft Windows

Version	Windows 8	Windows 8.1	Windows 10	Windows 11
Saffron SP3	✗	✓ See note	✓	✓

NOTE Saffron SP3 can run on Windows 8.1, however, you must install [this Windows 8.1 update](#) before installing or upgrading to Saffron SP3.

Microsoft Windows Server

Version	Windows Server 2008 R2 SP1	Windows Server 2012	Windows Server 2012 R2	Windows Server 2016	Windows Server 2019	Windows Server 2022
Saffron SP3	✗	✓	✓	✓	✓	✓

Microsoft SQL Server

Version	SQL Server 2008 R2	SQLServer 2012	SQL Server 2014	SQL Server 2016	SQL Server 2017	SQL Server 2019
Saffron SP3	✗	✓	✓	✓	✓	✓

End of extended support

In 2017, Microsoft ended extended support for Windows XP, Windows Server 2003, and SQL Server 2005. In January 2020, Microsoft ended extended support for Windows 7, Windows Server 2008, and SQL Server 2008.

If you are running Bp Premier on an operating system or SQL Server version no longer supported by Microsoft, Best Practice Software strongly recommend upgrading before you upgrade to Bp Premier Saffron SP3. Your instance of Bp Premier will continue to run on unsupported versions. However, your operating system and database will no longer be receiving security patches or general updates from Microsoft.

[This knowledge base article](#) contains instructions on upgrading your version or edition of SQL Server. [This Microsoft Support article](#) provides more information on the Microsoft product lifecycle and extended support.

Steps to upgrade

Before you upgrade

Step	Upgrade item
1.	If you have not yet done so in Saffron SP2, connect to Medicare Web Services . You must connect to Medicare Web Services to use patient verification, online claiming and AIR functionality in Saffron SP3.
2.	Back up your Bp Premier database. Best Practice Software also recommend testing that the backup restores successfully to a test (trial) server
3.	Synchronise any remote laptops with the Bp Premier database and log out.
4.	Log all users out of the server and all workstations
5.	Download the Saffron SP3 upgrade file and copy the file to the Bp Premier server and all workstations (remote and local), ready to run.
6.	Review the Saffron SP3 Release Notes .
7.	Download the most recent Data Update to the Bp Premier server and run the Data Update. If you have automatic Data Updates set up, you will already be up to date. NOTE If you have installed the data update immediately prior to the most recent, you only need to install the incremental data update. If you are more than a month behind, install the comprehensive data update. If you have gone some time without running a data update, you may be asked to install an interim data update before you are able to install the most recent.

Upgrade

Step	Upgrade item
1.	Run the upgrade file on the Bp Premier server first. Select the 'Server' option at the start of upgrade. See this knowledge base article for more information.
2.	<p>At the end of the upgrade, the Upgrade Wizard will show the Setup third-party integrations panel. Select any database integrations that your practice uses and proceed with the upgrade. This knowledge base article provides more information on the Bp Partner Network.</p> <p>If you are running a silent install, after the upgrade is complete, go to Configuration > Setup > Database > Setup third-party integrations and select the database integrations for your practice.</p>
3.	Run the upgrade on each workstation immediately after the server upgrade. Select the 'Client' option at the start of upgrade.
	IMPORTANT Workstations that are not upgraded will be unable to access new features and may not be able to connect to the server.

After you upgrade

Step	Upgrade item
1.	If you have not already done so in Saffron SP2, register a B2B device via the PRODA tab in Setup > Configuration .
2.	If your practice links to billing software, or exchanges files between Bp Premier and other software, check that the linking is working as expected after the upgrade.
3.	<p>If you did not select database integrations to enable during the upgrade process, go to Setup > Database > Setup third-party integrations, select the database integrations for your practice, and click OK.</p> <p>IMPORTANT All legacy database integrations, such as the BPSAppointments account, are disabled after upgrade to Saffron. You must enable the partner specific role for any third-party integrations your practice uses after upgrading, or these integrations will cease to function.</p>

Step	Upgrade item
4.	Select Management > Reports to view all of the reports added in the latest program and data updates. You will have to grant access to any new reports to users that will be running those reports. Cloning another user's reports will make this process easier. This knowledge base article explains how.
5.	Review the new user permissions and user preferences described in the following tables. You will need to update your users' permissions to control access to new features. New permissions are normally disabled by default.
6.	Review the Known Issues for Saffron SP3 to see all issues resolved since Summit and any outstanding issues

Permissions, preferences and configuration settings

New user permissions

The following user permissions for new functionality have been added since Summit. Set permissions from **Setup > Users > Edit > Set permissions**. [This knowledge base article](#) provides more information about user permissions.

Permission	Description
Clinical Notes - Add / Edit	Restricts ability to delete clinical notes.
Bp Backup	Restricts ability to access the backup function
BDI	Restricts access to Bulk Document Importer. Previously controlled by Correspondence In.
HealthLink	Restricts access to HealthLink forms.
Printers	Restricts access to printer configuration.
Word Processor - Allow Clinical access	New option to allow access to clinical data in the Word Processor. The 'Allow' access level now restricts the user to non-clinical data only.

Permission	Description
Subpoena Tool	Restricts access to the Subpoena Tool function.
Send Bp Comms Messages	Previously called 'Send SMS Messages'. Now restricts access to all Bp Comms messages.
Prescribe on behalf of	Restricts ability to nominate another provider to prescribe on behalf of in the New Rx function.
Medicare refunds	Restricts access to Medicare refund functionality.
PRODA setup	Restricts access to the PRODA section in Setup > Configuration.

New user preferences

The following user preferences have been added since Summit. Set user preferences from Setup > Preferences. [This knowledge base article](#) provides more information about user preferences.

Preference	Description
Clinical > Usual visit type	Set the Default Visit type.
Letters > Default address book	Set the default online directory to use (HealthLink, HealthShare, or local contacts).
Prescribing > Enable real-time prescription monitoring	Enable real-time prescription monitoring for this provider.
General > Resize patient photo if larger than	Resize a patient photo if larger than the specified dimensions.
Clone	You can now clone the preferences of an existing user.
General > Enable NCSR functionality	Set National Cancer Screening Register (NCSR) use at an individual level.

New configuration settings

The following configuration settings have been added since Summit. You may need to turn on settings to access new functionality in **Setup > Configuration**.

Configuration Option	Description
Billing > Check the Credit Payments box when reversing payments	Sets the default for the Credit payments... checkbox when payments are reversed, indicating how refunds should be credited. This knowledge base article provides more information.
Appointments > Show Invoiced and Paid Status	Displays appointments with the new Invoiced and Paid statuses. This knowledge base article explains the appointment book statuses.
Appointments > Display record number on appointment	Displays the patient's record number in bookings
Reminders > Reminder reason > Clinically significant	Indicates the reminder is clinically significant. This knowledge base article explains what this option might mean for your practice.
Bp Comms	New tab for setting up Bp Comms messaging. Previously SMS reminders were set up from the Appointments tab.
Appointment Reminders > Configure replies	Can now specify custom reply messages instead of the default 'Yes' or 'No'. This knowledge base article describes how.
Msg Queue	New tab for setting up the Bp Messaging Service, required for Bp Comms.
Database > Backup drug database at the end of a data update	Backs up the drug database automatically after running a monthly data update. This knowledge base article provides more information.
Templates	New tab for the maintenance of all message templates. This knowledge base article describes how to set up Bp Comms templates.
Bp Service	New tab for managing Bp Service, which replaced Bp Link in version Lava. This knowledge base article provides more information on switching to Bp Service for practices running older versions.
FHIR	New tab for managing third party access to Bp Premier via FHIR. This knowledge base article provides more information on FHIR connections.

Configuration Option	Description
General > Enable National Cancer Screening Registry Integration	Allows users to download the National Cancer Screening Registry (NCSR) integration. This knowledge base article provides more information in setting up NCSR integration
Security	New tab for configuring security settings. This knowledge base article describes the new security settings available
General > Enable ePrescriptions	Enables the use of electronic prescriptions, or eScripts, at the practice. This knowledge base article provides more information about setting up eScripts.
General > Online Directory for Contacts, Online Directory for Messaging Provider	Online Directory for contacts enables an online directory to be selected. Online Directory Messaging Provider enables a messaging provider to use when sending messages to members of the online directory to be selected. This knowledge base article provides more information.
General > Import certificates	New drop-down menu for selecting a location to import a NASH certificate for. This knowledge base article provides more information.
General > Max document database size	New drop down menu for selecting the Max document database size. This knowledge base article provides more information.
PRODA	New tab for managing connection to Medicare Web Services via PRODA. This knowledge base article provides more information.
Bp Service > Use Bp Service for automatically deploying the data update.	Select this option and click Configure Data Update to set up data updates to download and apply automatically. This knowledge base article provides more information.
Lists > Configure visit types	You can now remove items from the visit types list. This knowledge base article provides more information.

Abbreviations





Abbreviation	Meaning
ABN	Australian Business Number
ADHA	Australian Digital Health Agency
AIP	Active ingredient prescribing
API	Application Programming Interface
App	Application
ASL	Active Script List
BHA	Best Health App
BMI	Body Mass Index
Bp	Best Practice
CST	Cervical Screening Test
DVA	Department of Veteran Affairs
eScript	Electronic Prescription
FHIR R4	Fast Healthcare Interoperability Resources (Release 4)
GBR	Guidance-based requests
HL7	Health Level Seven
HPV	Human papillomavirus
KB	Knowledge Base
LBC	Liquid Based Cytology
MBS	Medicare Benefits Schedule
MC	Masterclass
NASH	National Authentication Service for Health
NCSR	National Cancer Screening Register
NDE	National Data Exchange
NIP	National Immunisation Program
ORU	Observation Result

Abbreviation	Meaning
PBS	Pharmaceutical Benefits Scheme
QRG	Quick Reference Guide
Rx	Medical prescription
S8	Schedule 8 drugs - Drugs of addiction
SP	Service Pack (i.e., SP1 – Service Pack 1)
XML	Extensible Markup Language (file)

Legend

For ease of use, release information has been categorised under the following groupings to help you to identify the nature of the content. We've also included links to various resources throughout the Guide that will provide you with more information about the feature, function or workflow described.

Using the legend below, you can tell at a glance the nature of the release information and what type of resources are available on a particular topic.

Icon	Description
Release information	
	Workflow changes: Major workflow changes that, in many cases, must be incorporated or at least considered once using new version.
	Watch-outs for staff: Not necessarily a change of workflow but things that might throw staff off, such as warnings or new prompts that should be addressed in staff education.
	Quick wins: New features or updates that require little change management to incorporate - some nice added bonuses.
	Long term benefits New features or updates that offer significant strategic and/or procedural benefit but would likely require a planned change process.

What you've missed

At Best Practice we are continuously working to improve our products and bring you the latest features and functionality that technology has to offer. While we go into the details of each release in the next section, here's a summary of the releases you missed since your purchase/install of Bp Premier:




Release version	Release date	Release resources
JADE SP1	September 2019	Release notes (PDF) Jade SP1 - Navigating Best Health, an introduction to Bp's new Patient App (Video) [39:17] Jade SP1 - Patient Communication using Bp Comms Video [54:56]
JADE SP2	December 2019	Release notes (PDF)
JADE SP3	July 2020	Release notes (PDF) Jade SP3 - Introducing Electronic Prescribing Video [54:25]
JADE SP4	October 2020	Release notes (PDF)
SAFFRON	January 2021	Release notes (PDF) Saffron Series - Secure Messaging Video [11:25] Saffron Series - Management Reports Video [02:13] Saffron Series - Bp Comms for Clinical Only Video [04:22] Saffron Series - Next Phase ePrescribing Video [16:49] Saffron Series - NCSR Video [11:21] Saffron Series - Medicare Refunds Video [11:25] Saffron Series - Active Ingredient Prescribing Video [04:42]
SAFFRON SP1	June 2021	Release notes (PDF)
SAFFRON SP2	October 2021	Release notes (PDF)
SAFFRON SP2 REV1	November 2021	Release notes (PDF)
SAFFRON SP3	March 2022	What's new in Bp Premier (KB article)

IMPORTANT The good news is that by upgrading, you will have access to ALL the new features, functions and workflows included in the each of these release versions.

Features









Jade SP1

New Jade SP1 features are comprised of updates to Clinical Reminders, Follow Up Reminders and Inbox and Follow Up Inbox functionality.

Category	Feature	Who it affects / Resources	
	Activation of the Best Health App .	✓ Practice managers	✓ Admin/Reception
		✓ Clinicians	✓ IT
		Best Health App Masterclass FAQ (KB article) Jade SP1 - Patient Communication using Bp Comms (Masterclass video) Jade SP1 - Navigating Best Health, an introduction to Bp's new Patient App (Masterclass video)	
	Improved filtering options in the Contact Notes list and Follow up reminders screens, as well as the Follow Up Inbox.	✗ Practice managers	✓ Admin/Reception
		✓ Clinicians	✗ IT
	Time taken to download the Bp Premier database to a laptop for remote use greatly decreased (now takes minutes rather than hours).	✓ Practice managers	✗ Admin/Reception
		✓ Clinicians	✗ IT
		Download the Bp Premier database for remote use (KB article)	
	Enhanced links between Clinical Reminders and Contact Notes. All contact attempts for a reminder can be viewed in one list.	✗ Practice managers	✓ Admin/Reception
		✓ Clinicians	✗ IT
		Follow up sent reminders (KB article)	




Jade SP2


Jade SP2 includes changes to memory handling, the Online Claiming Workflow and Gender Identity fields.

Category	Feature	Who it affects / Resources	
	Third party software integrators that are not part of the Bp Partner Network will cease to function	 Practice managers  Clinicians	 Admin/Reception  IT
		Bp partner network (Best Practice Software website) Best Practice Software Partner Network (KB article)	
	New help menu option to connect to remote assistance for software support added.	 Practice managers  Clinicians	 Admin/Reception  IT
	Data lock added to the Online Claiming module. Only one user at a practice can check for payments at a time, improving data integrity.	 Practice managers  Clinicians	 Admin/Reception  IT
	Some functions re-engineered to improve memory usage and performance. This means that additional logins are required for some system tasks, such as the Subpoena Tool.	 Practice managers  Clinicians	 Admin/Reception  IT
	Nutrition Plus education fact sheets added to Patient Education materials.	 Practice managers  Clinicians	 Admin/Reception  IT
	More options available in the patient demographic to help identify patients of varying gender identities.	 Practice managers  Clinicians	 Admin/Reception  IT
		Jade SP2 Birth Sex, Gender Identity and Pronoun FAQ (KB article) Recording Birth Sex, Gender Identity, and Pronouns (QRG PDF)	
	Ability to specify that a patient has opted out of de-identified data extraction added.	 Practice managers  Clinicians	 Admin/Reception  IT
	Better memory handling in the Follow up Inbox, Appointment Book, and Clinical Reminders improving overall system performance.	 Practice managers  Clinicians	 Admin/Reception  IT

Jade SP3

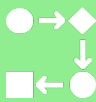
Electronic Prescribing is introduced in Jade SP3. Electronic Prescription tokens can now be sent to patients via email or SMS, or in paper form. User password and permission changes will also be logged from in the Auditing function, and viewable to users with the user permission View security audit.



Category	Feature	Who it affects / Resources	
	Electronic Prescribing: <ul style="list-style-type: none"> new 'eScripts' functionality allows your practice to use token method to send electronic scripts to patients. Clinicians will be prompted for password for each separate instance of prescribing an S8 Rx. 	✓ Practice managers ✓ Clinicians	✗ Admin/Reception ✓ IT
		JADE SP3 - Introducing Electronic Prescribing (Masterclass) Set up electronic prescribing (KB article) Electronic Prescribing (KB article) Frequently asked questions about electronic prescribing (KB article) Frequently Asked Questions from our eScripts Masterclasses (KB article) Electronic Prescribing (QRG PDF)	
	Prescribing: <ul style="list-style-type: none"> the Repeat interval field now defaults to blank, so a value must be entered when prescribing S8 drugs. for Tasmanian based practices, the dose window in the New Rx wizard will include a checkbox for Unusual Dose. 	✓ Practice managers ✓ Clinicians	✗ Admin/Reception ✗ IT
	Security auditing – the User Logins screen has been renamed to Security Audit. This will be the central location for future enhancements to security auditing.	✓ Practice managers ✓ Clinicians	✗ Admin/Reception ✗ IT
		Audit record changes and user activity (KB article)	
	Electronic Prescribing – PBS code for extemporaneous compounding medicines is now supplied with the eScript for prescriptions of this type.	✓ Practice managers ✓ Clinicians	✗ Admin/Reception ✗ IT
	Patient record – Fields for Loss of taste and Loss of smell have been added to the General page of the History & Examination window.	✗ Practice managers ✓ Clinicians	✗ Admin/Reception ✗ IT
	eRx – To help reduce dispenser error, the 'ItemTradeName' XML field now includes product name and description when sending via eRx.	✗ Practice managers ✓ Clinicians	✗ Admin/Reception ✓ IT
	MBS updates – From this release, MBS Referral and Attendance Groups will be updated in Data Updates and no longer require a Program Update to be updated.	✗ Practice managers ✓ Clinicians	✓ Admin/Reception ✗ IT

Category	Feature	Who it affects / Resources	
	GBR – For practices with GBR enabled and requesting from a GBR lab, the CST Details window will open pre-populated with information from the clinical record, if the 'Cervical/Vaginal screening' context and a relevant additional test is ticked.	<div>✗ Practice managers</div> <div>✓ Clinicians</div>	<div>✗ Admin/Reception</div> <div>✗ IT</div>
	Results imports – When importing an ORU file, the OBR-13 segment is now displayed in new imported results as 'Clinical notes'.	<div>✓ Practice managers</div> <div>✓ Clinicians</div>	<div>✗ Admin/Reception</div> <div>✗ IT</div>
	Immunisation – Schedule changes to the National Immunisation Program (NIP) included, effective from 1 July 2020.	<div>✓ Practice managers</div> <div>✓ Clinicians</div>	<div>✗ Admin/Reception</div> <div>✗ IT</div>
	Online claiming – Items 99 and 104 paid correctly when claimed together. Processing Item 288 with other psychiatrist items (e.g., 296, 306, 302, 291, 348, 352) also fixed.	<div>✓ Practice managers</div> <div>✓ Clinicians</div>	<div>✗ Admin/Reception</div> <div>✗ IT</div>
	Security auditing – User permission changes, including a provider's prescribing permission, are logged and viewable from the Security Audit screen.	<div>✓ Practice managers</div> <div>✗ Clinicians</div>	<div>✗ Admin/Reception</div> <div>✓ IT</div>
	End of Extended Support – Microsoft ended extended support for Windows 7, Windows Server 2008, and SQL Server 2008 in Jan'20. These components should be upgraded before upgrading to Jade SP3, otherwise your operating system and database will no longer receive security patches or general updates from Microsoft.	<div>✓ Practice managers</div> <div>✗ Clinicians</div>	<div>✗ Admin/Reception</div> <div>✓ IT</div>

Jade SP4


Jade SP4 was a minor release containing COVID-19 billing adjustments.


Category	Feature	Who it affects / Resources	
	Medicare billing – COVID-19 incentives are no longer populated after running the October 2020 Data Update and the service date is before 20/04/2020, or on or after 01/10/2020.	<div>✓ Practice managers</div> <div>✓ Clinicians</div>	<div>✓ Admin/Reception</div> <div>✗ IT</div>

Category	Feature	Who it affects / Resources	
	Medicare billing – In accordance with telehealth billing, changes effective 1 October 2020 include: <ul style="list-style-type: none"> ‘At risk of COVID-19’ checkbox no longer appears in the Finalise billing screen at end of consult. A custom schedule for billing patient can be selected and the COVID prompt no longer appears when Store/Print is selected. 10981/10982 can be backdated prior to 1 October 2020 and can be billed separately. 10990/10991 appears if bulk billing incentive applies to the patient. 	✓ Practice managers ✓ Clinicians	✓ Admin/Reception ✓ IT
	Telehealth DVA – MT88/MT89 continues to be applied to the patient invoice when claiming telehealth items on the DVA schedule.	✓ Practice managers ✓ Clinicians	✓ Admin/Reception ✗ IT
	Prescribing – Ritalin LA capsules now show correct dose description in the Authority item.	✗ Practice managers ✓ Clinicians	✗ Admin/Reception ✗ IT
	GBR – When ordering GBR pathology, the ‘Use again’ function puts the correct test name into the eOrder message.	✗ Practice managers ✓ Clinicians	✗ Admin/Reception ✗ IT

Saffron


The Saffron release comprises a raft of new initiatives and features, including the next phase of Electronic Prescribing, Secure Messaging, National Cancer Screening Register integration, Medicare refunds and more.

Category	Feature	Who it affects / Resources	
	Medicare Refunds > Online claiming – A new Refund/Adjust Payment screen is available to handle whole refunds of Medicare payments.	✓ Practice managers ✗ Clinicians	✓ Admin/Reception ✗ IT
		Medicare Refunds (Saffron Series MC) Medicare Refunds (KB article)	
	AIP - Active ingredient prescribing introduced	✗ Practice managers ✓ Clinicians	✗ Admin/Reception ✗ IT
		Understanding Active Ingredient Prescribing (KB article) Active ingredient prescribing (Saffron Series MC)	

Category	Feature	Who it affects / Resources	
	Medicare Refunds > User permissions – A new user permission now controls access to the Medicare refunds function.	✓ Practice managers ✗ Clinicians	✗ Admin/Reception ✓ IT
	Prescribing > Remote download – Only the password security settings password lockout period, number of login attempts, and password complexity remain in effect when in remote download mode.	✓ Practice managers ✗ Clinicians	✓ Admin/Reception ✓ IT
	Other > Bp Comms and Licencing – Sending messages to SMS and Best Health App (BHA) are now available for sites with a Clinical-only licence. Clinical-only sites will be able to use all electronic prescribing sending methods after upgrading to Saffron.	✓ Practice managers ✗ Clinicians	✓ Admin/Reception ✓ IT
		Bp Comms for clinical in Saffron (KB article) Bp Comms for Clinical Only (Saffron Series MC)	
	Security – New Security tab in Setup > Configuration controls password security options. <ul style="list-style-type: none"> minimum password length enforced lockout timeout from failed login attempts enforced inactivity timeout and account lock when using eScript functionality enforced creation of a new password after a set time enforced password reuse time limit passwords checked for compliance with password security settings maximum password length increased to 20 characters enforced password complexity, while case sensitivity enforced when logging in if 'Strong' enabled. 	✓ Practice managers ✗ Clinicians	✓ Admin/Reception ✓ IT
		Manage Password and access security (KB article) Password security QRG (QRG PDF)	
	Secure Messaging – An alert will appear if the intended recipient of a secure message cannot accept the HL7 version.	✓ Practice managers ✓ Clinicians	✓ Admin/Reception ✓ IT
		Secure messaging (Saffron Series MC)	
	Prescribing > eScripts – Maximum quantity authorised to dispense included when prescribing controlled drugs via eScript.	✗ Practice managers ✓ Clinicians	✗ Admin/Reception ✗ IT
		Next Phase electronic prescribing (Saffron Series MC)	

Category	Feature	Who it affects / Resources	
	Prescribing > eScripts – Authorisation reference number included when prescribing controlled drugs via eScript. Label corresponds to the state of issue (e.g., “Approval number” in QLD and ACT).	✗ Practice managers ✓ Clinicians	✗ Admin/Reception ✗ IT
	Prescribing > eScripts – Revalidation prompt checks for password security compliance when prescribing controlled drugs via eScript.	✗ Practice managers ✓ Clinicians	✗ Admin/Reception ✗ IT
	AIP – No NDE pre-check is performed when prescribing a custom preparation, regardless of whether a monitored drug has been added as an ingredient.	✗ Practice managers ✓ Clinicians	✗ Admin/Reception ✗ IT
	Secure Messaging > Certificate Validation – Impending NASH certificate expiry alerted to Principal Doctor and Practice Manager on login.	✓ Practice managers ✗ Clinicians	✗ Admin/Reception ✓ IT
		Applying for a NASH PKI certificate (Services Australia website)	
	Secure Messaging > Messaging Configuration – New drop-down list added to Online Directory Messaging Provider to record the messaging provider used for when a FHIR R4 compliant online directory is chosen.	✓ Practice managers ✗ Clinicians	✗ Admin/Reception ✓ IT
	Secure Messaging > Messaging Configuration – New button and pop-up screen (Configure Sending Facility) added to configure your practice as an endpoint in the secure messaging chain.	✓ Practice managers ✗ Clinicians	✗ Admin/Reception ✓ IT
	Secure Messaging > Online directories – Search by suburb and postcode enabled in online directories.	✓ Practice managers ✓ Clinicians	✓ Admin/Reception ✓ IT
	Secure Messaging > Online directories – Local contacts access the most up-to-date details from the online directory when addressing a synchronised contact.	✓ Practice managers ✗ Clinicians	✗ Admin/Reception ✓ IT
	Secure Messaging > Results acknowledgement – HL7 acknowledgements updated to support conformant HL7 2.4 standard.	✗ Practice managers ✗ Clinicians	✗ Admin/Reception ✓ IT
		Send and follow up eReferrals (KB article)	



Category	Feature	Who it affects / Resources	
	Secure Messaging > Results acknowledgement – Scheduled tasks run daily to identify sent messages not acknowledged or have received a negative acknowledgement.	✓ Practice managers ✗ Clinicians	✗ Admin/Reception ✓ IT
		Set up results acknowledgement and notifications (KB article)	
	Secure Messaging – Letters now sent via HL7 2.4 with a PDF display segment when a compatible online directory and recipient chosen.	✓ Practice managers ✗ Clinicians	✗ Admin/Reception ✓ IT
	Secure Messaging > Medicare certificates – Dual NASH SHA-1 certificate detected if a site imports a certificate with a policy number of 1.10.1.1, disabling the Medicare radio button in the import certificate utility.	✓ Practice managers ✗ Clinicians	✗ Admin/Reception ✓ IT
	Medicare Refunds > Report – Management Reports show service adjustments as 'Written off' and payment adjustments with a status of 'Medicare or DVA refund'.	✓ Practice managers ✗ Clinicians	✗ Admin/Reception ✗ IT
		Management reports (Saffron Series MC)	
	Prescribing > Contact notes – New contact note reason 'eScript Token' added and will automatically be created when an eScript is prescribed.	✓ Practice managers ✓ Clinicians	✓ Admin/Reception ✗ IT
	Prescribing > eScripts <ul style="list-style-type: none"> tokens can be sent via BHA or SMS, Bp Comms credits required. eScripts can be resent via BHA or SMS eScripts sent via Bp Comms to patients instead of eRx. 	✓ Practice managers ✓ Clinicians	✗ Admin/Reception ✓ IT
	Prescribing – Both quantity (no. of units) and unit size (e.g., 30 grams) sent to eRx when prescribing a cream or similar type of drug.	✗ Practice managers ✓ Clinicians	✗ Admin/Reception ✗ IT
	Prescribing > RTPM – Medications checked against NDE when sent if Real-time prescription monitoring is enabled..	✗ Practice managers ✓ Clinicians	✗ Admin/Reception ✗ IT
		Real Time prescription monitoring (KB article)	
	Prescribing > Utilities – Bp Utilities updated to handle new password security parameters.	✗ Practice managers ✗ Clinicians	✗ Admin/Reception ✓ IT

Category	Feature	Who it affects / Resources	
	Other > Auditing – Bp Utilities > Security audit can be exported as CSV document containing data on screen according to selected filters.	<div>✗ Practice managers</div> <div>✗ Clinicians</div>	<div>✓ Admin/Reception</div> <div>✗ IT</div>
	Other > Installation – SQL Server 2019 an option for new installations of Bp Premier Saffron.	<div>✗ Practice managers</div> <div>✗ Clinicians</div>	<div>✗ Admin/Reception</div> <div>✓ IT</div>
	Other > Patient Demographics – 'Practice nurse' users can be selected as a patient's Usual Doctor in demographics.	<div>✗ Practice managers</div> <div>✓ Clinicians</div>	<div>✓ Admin/Reception</div> <div>✗ IT</div>
	Prescribing – 'Consent to Upload to ASL' checkbox added to Add/Edit Rx workflow to indicate that Rx will be uploaded to the patient's ASL.	<div>✗ Practice managers</div> <div>✓ Clinicians</div>	<div>✗ Admin/Reception</div> <div>✗ IT</div>
	Prescribing > RTPM – 'Enable real-time prescription monitoring' checkbox available in user preferences for all Australian states. NB: RTPM is currently available in Victoria only.	<div>✓ Practice managers</div> <div>✗ Clinicians</div>	<div>✗ Admin/Reception</div> <div>✗ IT</div>
	NCSR > FHIR – New 'FHIR' tab added to Setup > Configuration for setting FHIR permissions for FHIR-enabled vendors.	<div>✓ Practice managers</div> <div>✗ Clinicians</div>	<div>✗ Admin/Reception</div> <div>✓ IT</div>
		Set up a FHIR connection (KB article)	
	NCSR – NCSR integration enabled for practice in Configuration and for provider in User preferences.	<div>✓ Practice managers</div> <div>✓ Clinicians</div>	<div>✗ Admin/Reception</div> <div>✓ IT</div>
		Set up NCSR Integration (KB article)	
	NCSR – Open NCSR Hub from the patient clinical record.	<div>✗ Practice managers</div> <div>✓ Clinicians</div>	<div>✗ Admin/Reception</div> <div>✗ IT</div>
		Using the NCSR Hub (KB article)	

Saffron SP1


Saffron SP1 includes a number of workflow changes and enhancements, such as changes to the way e-ordering is set up, further improvements to Medicare refunds, and more.

Category	Feature	Who it affects / Resources	
	E-Ordering – set up is now organised in a new screen accessed via View > Contacts > Setup > E-Ordering .	 Practice managers	 Admin/Reception
		 Clinicians	 IT
		Set up pathology e-ordering in Saffron SP1 (KB article) Set up imaging e-ordering in Saffron SP1 (KB article)	
	Add Rx - The 'Allow brand substitution' checkbox is now opt-out rather than opt-in.	 Practice managers	 Admin/Reception
		 Clinicians	 IT
		Add or cease Rx (KB article)	
	Acknowledgements – the set up process for acknowledgements has changed.	 Practice managers	 Admin/Reception
		 Clinicians	 IT
		Set up a messaging provider (KB article)	
	Electronic Prescribing – a new 'Verify eScript' screen will appear when sending electronic prescriptions.	 Practice managers	 Admin/Reception
		 Clinicians	 IT
		Electronic Prescribing (KB article)	
	IHI Validation - when a patient's Medicare or DVA number changes, you will be prompted to revalidate their IHI number.	 Practice managers	 Admin/Reception
		 Clinicians	 IT
		Patient Health Identifier validation (KB article)	
	E-Ordering – an alert will appear when using the old e-ordering setup workflow indicating that the new workflow should be used.	 Practice managers	 Admin/Reception
		 Clinicians	 IT
		Set Up Pathology and Imaging E-Ordering in Saffron (KB article)	
	Electronic prescribing – when creating a new user with prescribing capability, an alert appears if they are not correctly set up for electronic prescribing.	 Practice managers	 Admin/Reception
		 Clinicians	 IT
		Electronic Prescribing (KB article)	
	Electronic Prescribing – an alert appears when attempting to send an electronic prescription if the provider is not set up correctly.	 Practice managers	 Admin/Reception
		 Clinicians	 IT
		Electronic Prescribing (KB article)	

Category	Feature	Who it affects / Resources	
	Electronic Prescribing – you can now send electronic prescriptions using Medisecure.	✓ Practice managers	✗ Admin/Reception
		✗ Clinicians	✗ IT
		Electronic Prescribing (KB article)	
	Medicare refunds – partial refund options are now available.	✓ Practice managers	✓ Admin/Reception
		✗ Clinicians	✗ IT
		Refund a Medicare payment (KB article)	
	Subpoena tool – you can now export data to PDF.	✓ Practice managers	✓ Admin/Reception
		✗ Clinicians	✗ IT
		Subpoena tool (KB article)	
		Subpoena tool (QRG)	
	Cancellation list – you can add patients without an appointment to the cancellation list.	✓ Practice managers	✓ Admin/Reception
		✗ Clinicians	✗ IT
		Rebook a patient from the cancellation list (KB article)	
	E-Ordering – You can now complete all your e-ordering configuration through one screen.	✓ Practice managers	✓ Admin/Reception
		✗ Clinicians	✗ IT
		Set Up Pathology and Imaging E-Ordering in Saffron (KB article)	


Saffron SP2

Saffron SP2 includes Medicare Web Services functionality, plus a number of workflow changes and enhancements, such as changes to the Follow up Inbox workflows, outgoing email improvements, and more.

Category	Feature	Who it affects / Resources	
	Medicare Web Services - Services Australia is upgrading the technology used by Practice management software that connects to Services Australia for some digital health services. In Saffron SP2, Medicare, DVA, and Concession verification will use Medicare Web Services. Online claiming and the Australian Immunisation register will begin using Medicare Web Services as of Saffron SP3.	✓ Practice managers	✗ Admin/Reception
		✗ Clinicians	✓ IT
		Medicare Web Services and PRODA (KB article)	

Category	Feature	Who it affects / Resources	
	Concession card verification - You can now verify whether or not a patient is eligible for a concession card via the patient demographic.	✓ Practice managers	✓ Admin/Reception
		✗ Clinicians	✗ IT
		Add a new patient (KB article)	
	Follow up Inbox - Saffron SP2 introduces the ability to choose not to mark reports in the follow-up inbox as Contacted, and introduces the Attempts column for keeping track of the number of times a contact attempt has been made for a report.	✓ Practice managers	✓ Admin/Reception
		✗ Clinicians	✗ IT
		Marking results as contacted in the Follow up Inbox (KB article)	
	Add AHPRA numbers to invoices - As of Saffron SP2, an option for adding AHPRA numbers to invoices is available under Setup > Configuration > Billing .	✓ Practice managers	✗ Admin/Reception
		✗ Clinicians	✗ IT
		Add AHPRA to invoice templates (KB article)	
	Add a duration for once only prescriptions - As of Saffron SP2, when prescribing medication using the New Rx wizard in the patient record, if Once only prescription is selected, you will have the option to indicate the duration that the medication should be taken for, or to indicate that the medication should be taken until finished. This information will be printed on the prescription.	✗ Practice managers	✗ Admin/Reception
		✓ Clinicians	✗ IT
		Add or cease Rx (KB article)	
	Password workflow improvements - The Force password change on next login checkbox has been added to the New user and User details screens, and is ticked by default in the New user screen. When Force password change on next login is ticked, the user will be required to change their password when they next log into Bp Premier.	✓ Practice managers	✗ Admin/Reception
		✗ Clinicians	✗ IT
		Add, update or deactivate a user (KB article)	
	Modified Monash category - As of Saffron SP2, you can set your location's Modified Monash Category via Setup > Practice details > Add . Select the option applicable to your practice location from the MM Location menu.	✓ Practice managers	✗ Admin/Reception
		✗ Clinicians	✗ IT
		Add practice location details (KB article)	
	Automatic Data Updates - As of Saffron SP2, you can set up Data Updates to download and apply automatically as they are released.	✓ Practice managers	✗ Admin/Reception
		✗ Clinicians	✗ IT
		Upgrade the drug database automatically (KB article)	

Category	Feature	Who it affects / Resources	
	Restore production data to a test server - You can tick or untick a checkbox to indicate whether or not the data is being restored to a production server or to a test server. If you indicate that the data is being restored to a test server, production functionality will be disabled on restore.	✓ Practice managers	✓ Admin/Reception
		✗ Clinicians	✗ IT
		Back up and restore Bp Premier (KB article)	
	Gender identity improvements - Pronoun fields in the word processor now include the options They , Their and Them , as well as He/She, His/Her, and Him/Her, and the non-binary title 'Mx' has been added to the Title field in the New patient or Edit patient screens	✓ Practice managers	✓ Admin/Reception
		✓ Clinicians	✗ IT
		Create a document template (KB article)	
		Add a new patient (KB article)	
	Visit types can be configured - All available visit types display in Bp Premier by default. In Saffron SP2, visit types can be removed if required.	✓ Practice managers	✗ Admin/Reception
		✗ Clinicians	✗ IT
		Configure visit types (KB article)	
	Business names can be added for individual doctors - In Saffron SP2, the New user and Edit user details screens include a Business name: field.	✓ Practice managers	✗ Admin/Reception
		✗ Clinicians	✓ IT
		Add, update or deactivate a user (KB article)	
	DASS21 added to clinical functions - The Depression, Anxiety and Stress Scale - 21 Items (DASS21) are a set of three self-report scales designed to measure the emotional states of depression, anxiety and stress. In Saffron SP2, the DASS21 has been added as an option under Clinical in the patient record.	✗ Practice managers	✗ Admin/Reception
		✓ Clinicians	✗ IT
		Available clinical functions (KB article)	
	Three week recurring appointment interval - You can now set the frequency for recurring appointments to three weeks.	✓ Practice managers	✓ Admin/Reception
		✓ Clinicians	✗ IT
		Book a recurring appointment (KB article)	
	Online cardiovascular risk calculator - The option to use the Australian Chronic Disease Prevention Alliance's cardiovascular disease calculator is available via Clinical > Cardiovascular risk in the patient record. Click Online CVD Check to open a browser window displaying the calculator.	✗ Practice managers	✗ Admin/Reception
		✓ Clinicians	✗ IT
		Available clinical functions (KB article)	


Category	Feature	Who it affects / Resources	
	Document viewer - An improved Document viewer has been included in Saffron SP2. The new document viewer is faster and more robust than the previous viewer.	✓ Practice managers	✗ Admin/Reception
		✓ Clinicians	✗ IT
		Document viewer (KB article)	
	Latest news section - The Latest News section provides an easy method for accessing recent information about Bp Premier, such as recent updates and known issues, recent newsletter articles, and tips and tricks.	✓ Practice managers	✓ Admin/Reception
		✓ Clinicians	✗ IT
		Bp Premier Latest News (KB article)	
	Outgoing email improvements - Saffron SP2 adds improved outgoing email functionality, including the ability to send PIN-protected PDF documents, and improved TLS encryption.	✓ Practice managers	✗ Admin/Reception
		✓ Clinicians	✓ IT
		Setting up Bp Premier to use email (KB article)	



Saffron SP2 Rev1


Saffron SP2 Rev1 was a minor release containing a small number of bug fixes.

Saffron SP3

Saffron SP3 includes Online Claiming and AIR functionality delivered via Medicare Web services, improvements to the immunisations workflow, the ability to view AIR data in Bp Premier and more.

Category	Feature	Who it affects / Resources	
	Send Immunisations to AIR from the Immunisations screen - Individual immunisations can be sent directly to the AIR from the Immunisation screen in the patient record. You are no longer required to send immunisations to the AIR in bulk, however this workflow is still available if required.	✓ Practice managers	✗ Admin/Reception
		✓ Clinicians	✗ IT
		Record and send immunisations to AIR (KB article)	
		Immunisations and sending to AIR (QRG)	
	Medicare Web Services - Online Claiming and Australian Immunisation Register functionality is now delivered via Medicare Web Services. You must set up Medicare Web Services at your practice to use online claiming and AIR functionality in Saffron SP3.	✓ Practice managers	✗ Admin/Reception
		✗ Clinicians	✓ IT
		Medicare Web Services (KB article)	

Category	Feature	Who it affects / Resources	
	Hospital services claim changes - Each hospital services batch must be made up of claims from a single hospital. If you are creating a batch for hospital services, a dropdown menu listing all hospitals with vouchers to be processed will appear, and you can select the hospital you wish to create a batch for.	<div> <div>✓ Practice managers</div> <div>✗ Clinicians</div> </div>	<div> <div>✓ Admin/Reception</div> <div>✗ IT</div> </div>
		Send a batch (KB article)	
	Medicare Web Services for clinical-only practices - If your practice has a clinical-only Bp Premier licence and you wish to use the Australian Immunisation Register (AIR) functionality available in Saffron SP3, you must connect Bp Premier to Medicare Web Services.	<div> <div>✓ Practice managers</div> <div>✗ Clinicians</div> </div>	<div> <div>✗ Admin/Reception</div> <div>✓ IT</div> </div>
		Connecting to Medicare Web Services for Clinical Only Practices (KB article)	
	Direct bill claim numbers - Direct bill claim numbers will reset to A0001 every day for each provider. To search for a particular batch, use the claim number in combination with the batch date.	<div> <div>✓ Practice managers</div> <div>✗ Clinicians</div> </div>	<div> <div>✓ Admin/Reception</div> <div>✗ IT</div> </div>
		Online Claiming: Direct Bill (KB article)	
	AIR provider numbers - If providers without individual provider numbers require access to send immunisations to the AIR and view AIR data, you must add an AIR provider number for the practice location via Setup > Practice details > Practice locations > Edit .	<div> <div>✓ Practice managers</div> <div>✗ Clinicians</div> </div>	<div> <div>✓ Admin/Reception</div> <div>✗ IT</div> </div>
		Access Australian Immunisation Register information (KB article)	
	New statuses when performing a check for payments - Depending on the claim's status with Services Australia, the following alerts may appear:	<div> <div>✓ Practice managers</div> <div>✗ Clinicians</div> </div>	<div> <div>✓ Admin/Reception</div> <div>✗ IT</div> </div>
	<ul style="list-style-type: none"> REPORT_NOT_FOUND REPORT_NOT_READY REPORT_NOT_AVAILABLE 	Check for payments (KB article)	
	Edit pendable patient claims - if a patient claim requires further assessment by an operator, an error will appear indicating that the claim has been marked as pendable, and you will have the opportunity to make adjustments to the invoice before resending to Medicare.	<div> <div>✓ Practice managers</div> <div>✗ Clinicians</div> </div>	<div> <div>✓ Admin/Reception</div> <div>✗ IT</div> </div>
		Invoice and claim (KB article)	
	Correlation ID numbers - The Correlation ID column has been added to the Online Claiming Screen in Saffron SP3. You may need to provide the correlation ID to Medicare when contacting them about a batch.	<div> <div>✓ Practice managers</div> <div>✗ Clinicians</div> </div>	<div> <div>✓ Admin/Reception</div> <div>✗ IT</div> </div>
		Send a batch (KB article)	

Category	Feature	Who it affects / Resources	
	Record vaccinations given overseas - You can now select Given overseas from the Billing provider: field in the Immunisations screen to record a vaccination that was not received in Australia. The Country: field will be enabled, and you can select the country that the vaccine was received in.	✗ Practice managers	✗ Admin/Reception
		✓ Clinicians	✗ IT
		Record and send immunisations to the AIR (KB article)	
	New preventative health notifications - Preventative health notifications for breast cancer screening and bowel cancer screening will display in the patient record for eligible patients.	✗ Practice managers	✗ Admin/Reception
		✓ Clinicians	✗ IT
		Enable preventative health notifications (KB article)	
	Hyper links in Internal messages - You can add hyper links into the body text of internal messages.	✓ Practice managers	✓ Admin/Reception
		✓ Clinicians	✗ IT
		Send internal messages (KB article)	
	New user categories - the user categories Contract Doctor and Registrar can be selected from the Category: drop-down menu.	✓ Practice managers	✗ Admin/Reception
		✗ Clinicians	✗ IT
		Set up a Provider (KB article)	
	Access Australian Immunisation Register information - Australian Immunisation Register information can be accessed from Bp Premier via the View AIR screen in the Immunisation section of the patient record.	✗ Practice managers	✗ Admin/Reception
		✓ Clinicians	✗ IT
		Access Australian Immunisation Register Information (KB article)	