

Bp VIP.net Topaz SP1 Rev 2 Release Notes

These release notes describe all enhancements and modifications made to Bp VIP.net since version Topaz SP1 (2.1.529.008).

Release Date	12 August 2022
Release version	Topaz SP1 Revision 2 (version 2.1.530.013)
Notes last updated	30 August 2022
What is in this release?	Bp VIP.net 2.1.530.013 contains bug fixes and new features.
Which version can I upgrade from?	<p>There is no version dependency for upgrading to 2.1.530.013. If you experience difficulties upgrading from your version, contact Best Practice Software Specialist Product Support.</p> <p>Users updating from Topaz Revision 2 (2.1.526.057) or lower will need to update the .NET Framework to version 4.8 before updating Bp VIP.net. The operating system and database requirements have not changed since the last release.</p>
When should I upgrade?	Best Practice Software recommend running the program upgrade outside of business hours to minimise the impact of the upgrade on your practice.
How do I upgrade?	Upgrade instructions are included in these release notes.
What do I do after upgrading?	You do not need to perform any configuration after you upgrade.

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Upgrade Bp VIP.net to Topaz Revision 2 (2.1.530.013)

You should be able to upgrade to 2.1.530.013 from any version of Bp VIP.net. Best Practice Software recommend that the upgrade be performed outside of normal business hours.

Notes on upgrading

- If you did not upgrade to the most recent version Topaz SP1 (2.1.529.008), [review the release notes](#) to see the changes in that version.
 - Check the version of Microsoft .NET Framework on the Bp VIP.net server and workstations. Topaz SP1 Revision 2 requires a **minimum .NET Framework version of 4.8**.
 - Copy the install file to and run the upgrade from the **SQL Server database computer** first. This will upgrade the Bp VIP.net database structure in preparation for terminal server or workstation upgrades.
 - If your practice uses Terminal Services, you must run the installation from the Terminal Server (after upgrading the database server).
 - Log in to the Bp VIP.net server computer as a Windows **administrator**. You may require Windows administrator permissions to install and update some Bp VIP.net components.
1. Back up your existing database before upgrading and **test that the backup restores successfully**. Information on how to back up and restore your database is available on the knowledge base.
 2. To upgrade within Bp VIP.net:
 - Log into Bp VIP.net as an administrator-level user. Go to **Help > What's New**. Bp VIP.net will launch a web browser to the Bp VIP.net [downloads](#) page. Select the heading for Bp VIP.net Topaz SP1 Rev 2 (2.1.530.013) and select the **Download** button. The **setup.zip** file will download to the default Windows downloads folder.
 3. Copy the setup.zip file to the folder nominated in **Setup > Facility Preferences > General Preferences > Login/Tasks** tab > **New version location** field. This field must contain a UNC path to a network location accessible by Bp VIP.net workstations.
 4. When a user next logs in to a workstation, Bp VIP.net will detect that a new setup.zip file exists in this folder and will automatically upgrade the workstation.
 5. If your practice uses a MIMS database, check your version of MIMS and update to the latest version if available.

New Features

SMS Messaging

Changes have been made to the **Send TXT Messages** screen to include a character count. The limit for the first message is 160 characters, all additional messages are limited to 153 characters. The other 7 characters are used to stitch the messages together.

1. Go to **Setup > Facility Preferences > General Preferences**.
2. Select the **Communications** tab.
3. Tick the checkbox **Extend character limit beyond 160** to enable the setting.

***Note:** When using **Autotexts** for appointment reminders, the character count will display as ??? as the Autotext fields may contain names or dates of varying character lengths.*

Clear Bad Lab Results

The button **Clear Bad Lab** has been added to the **Bad Labs** screen to remove results that have been sent in the wrong format or to the incorrect location. Previously users needed to locate the bad lab result file in the file system where the raw information was held to remove it or request assistance from Bp VIP.net Support.

1. With the bad lab result selected, click **Clear Bad Lab**.
2. A confirmation screen will ask the user to enter a three-digit code provided to confirm that the appropriate measures have been taken to ensure the patient's record stays true and correct.
3. Select **OK** or the **F12** key to save and return to the **Bad Labs** screen.

Organisation Details

An additional field **Payer Name** has been added for the Organisation Role, Insurer. This field will be displayed in the IMC and IHC payment reports if populated for the organisation.

1. Go to **Medicare Online Claiming**.
2. Select option **1. Get Healthfund Information**.
3. **Update** the relevant values to populate the Payer Name for the Insurer.

IMC and IHC Claim Reporting

When requesting reports from the **IMC and IHC Claim Reporting** screens, the **Payer Name** for **Insurers** displays as a column when searching for the **Fund**.

Two columns have been added to the **IMC and IHC Claim Reporting** screens, **Processing** and **Payments**. These columns display the status of the Processing and Payments Reports for each claim.

Enhancements

Function	Release Notes	Key
Patient Search	From the Patient Search (F2) screen, the results now display with the column headings Surname, Firstname where Surname was previously blank.	68404
Medicare Web Services	Medicare Web Service error messages have been updated to include a direct link to the MWS Troubleshooting article on the Bp VIP.net Knowledge Base.	69083
Medicare Claiming	The Print Medicare Form button has been disabled from the Transactions (F8) screen for claims with a status of Pendable (EZ) or Rejected. The function is also disabled for IMC and IHC claims.	68552
IMC and IHC Claim Reporting	When searching for IHC and IMC reports by Fund , the search box now displays as Insurers and the column Payer Name has been added.	69069
Medicare Web Services Log	A new utility, Medicare Web Services Log , has been added to Bp VIP.net. This utility shows information on all Medicare Web Services transactions for detailed troubleshooting purposes. This utility is to be used by advanced users and Bp VIP.net Support.	69248
Information Icons	The green information icons found throughout Bp VIP.net provide additional information on the functions the icon is found next to. The text in the informational pop-outs have been reformatted for improved readability.	69326
SMS Messaging	When creating Bulk Appointment Reminders through the Appointment Book and filtering by Location , the checkbox Hide Inactive has been updated to Show Inactive to shorten the list of available locations in the preview screen.	23957
Payments	A column has been added to the Payment (F6) screen in the invoice details section for the Provider and location related to the invoice for Australian users.	69364
Transactions	A column has been added to the Transactions (F8) screen for the Provider and location related to the invoice.	69390
Financial Summary Batch Reports	Updates have been made to Financial Summary Batch Reports to handle duplicate batch numbers.	68776
Search	Australian users can now use the Search (F2) function to search by Batch Number and Correlation ID .	69364

Bug fixes

Function	Release Notes	Key
Prescribing	Previously when prescribing authority items with non-authority items the Approval Number would copy to the non-authority item incorrectly. Approval Numbers for authority items no longer copy to non-authority items on the same prescription.	67135
IMC Claim Reporting	Additional details supplied in the yellow preview pane at the bottom of the IMC Claim Reporting screen were no longer populating as in previous versions. The display of this additional information has been restored.	69176
Day Stay Billing	Item 31340 could not be billed for Day Stay Episodes . This has been resolved and the item can be billed without issue.	64675
Prescribing	The Frequency field in the Prescription Item Details screen had to be clicked twice before the drop-down list would expand. The field now expands by selecting it once.	69048
Patient Claims Report	Pendable claims and Rejected claims were displayed incorrectly in the Patient Claims Report results. The report now displays all results correctly.	69121
Setup Charges	When multiple changes were made to fees in the Default and Provider Charge tabs and the user attempted to edit a single fee for an organisation with multiple changes applied, the manual change would not be applied due to the pre-existing conditions set on the charge. This has now been resolved.	68106
Setup Charges	An unsupported work-flow has been removed due to issues caused with Charge values not saving correctly when using the supported work-flow. Users should continue to double-click to edit Charges .	68106
Medicare Web Services	Due to the grace period provided by Services Australia for clinics to update to MWS compliant software by 28 August 2022, the Medicare Web Services toggle has been restored in the Facility Preferences screen.	69250
IMC and IHC Claim Reporting	Previously the Clear From List button was not clearing selected claims from the list when selected in the IMC and IHC Claim Reporting screens. This has now been resolved, once cleared from the list the claim is visible when selecting All from the reporting options and an asterisk is used to indicate that the claim was removed from the list.	69237

Function	Release Notes	Key
OEC Reporting	<p>When selecting the red X button to close the screen after running an OEC Report, the report would save as a blank record in the patient's Incoming Correspondence.</p> <p>If the Email button was selected and no email client was associated with Bp VIP.net, the report would also save as a blank record to the patient's correspondence. The only way the report could be saved was by selecting the Close button.</p> <p>This has now been resolved, the report will save to the patient's Incoming Correspondence regardless of which option is used to close the report.</p>	69158
Medical Desktop	<p>Previously when opening the Patient Details (F3) screen and selecting the link to access another UDF such as a Patient Details Page, the Medical Desktop (F11) would lock for the patient in focus unnecessarily.</p> <p>Now, only Claims Page, Medical Desktop and Medical Desktop Page will lock the Medical Desktop for the patient in focus.</p>	67880
MyComms	<p>Previously when applying a Letterhead to a Letter Template and transmitting Outgoing Correspondence or Referrals via RSD, the Letterhead would not send as a part of the message, only the Footer would transmit.</p> <p>Now the Letterhead transmits as intended when the Letterhead is included in the template used.</p>	54542
PRODA Menu	<p>Users could only access the PRODA menu under an Administrative login in Bp VIP.net. This has been resolved.</p>	69172
MyComms	<p>Previously the Referral/Discharge sent pop-up when sending RSD was occasionally hidden by the Recipients window and the user could not continue without selecting OK. This meant that the user could not proceed. This has been resolved and the pop-up will no longer be hidden or out of view for the user</p>	69127
Transactions	<p>Users could not use the tab key to move from a patient's batched invoice in the Transactions (F8) screen to go to the Organisation's Transactions (F8) screen to the batch. This has been restored and users can use the tab key to navigate to a batch.</p> <p>The user can only tab from Patient to Organisation for batches as batches may have multiple patient invoices.</p>	69212
Medicare Web Services	<p>Previously Bp VIP.net would stop the user from claiming when items on the invoice had one fully paid non-MBS item and one fully paid MBS item. Bp VIP.net would stop claiming and produce error message: Cannot send claim until MBS items are paid in full.</p> <p>This has been resolved and claiming is not blocked in this scenario.</p>	69182

Function	Release Notes	Key
Medicare Web Services	<p>Previously Bp VIP.net would not stop the user from claiming when items on the invoice had one fully paid MBS item and one unpaid MBS item. Bp VIP.net should stop claiming and produce error message Cannot send claim until MBS items are paid in full.</p> <p>This has been resolved and claiming is blocked in this scenario.</p>	69182
IMC Claim Reporting	<p>The IMC Processing Report previously displayed the Fund Explanation Text as the HealthFund Status Text, and did not display the Fund Explanation Code on the report, showing instead in the IMC Claim Reporting screen under ErrorCodes.</p> <p>This has been resolved. The Fund Explanation, Status and Details present as intended.</p>	69332
Medicare Reciprocal Health Care Card Holders	<p>When performing an OPV check for a patient with a Medicare Reciprocal Health Care Card, a warning message would return informing the user that the patient has a Medicare Reciprocal Health Care Card. This warning message is only intended as a notification, but would previously stop the user from billing the patient if the OPV check was performed prior to creating a new Consultation (F5).</p> <p>This has been resolved and the notification message will no longer stop the user from billing the patient.</p>	69380
IMC Claiming	<p>Previously users could not send IMC Claims for patients under 12 years of age due to an incorrect error message. Claiming was also blocked when the Fee was fully redirected. These issues have now been resolved and the correct error messages have been updated to trigger for patients under 14 years of age.</p>	69396
Consultation	<p>When attempting to bill an Organisation the user could not create a Consultation (F5) due to errors. The errors were caused by patient-only fields present on the Consultation (F5) screen. These fields are now removed when billing organisations and the error no longer occurs.</p>	69362
Financial Summary	<p>Results returned from the Group by Batch filter in the Financial Summary previously returned incorrectly, This functionality has been restored and the results display accurately.</p>	69082
Consultation	<p>PCI Claims could not be sent from the Consultation (F5) screen if the patient had a Health Insurer listed in their Patient Profile (F3) that did not have a BrandID. This has been resolved and claiming is not blocked in this scenario.</p>	69357
SMS Messaging	<p>When sending SMS messages from the Send TXT Message screen, carriage returns were included in the messages as characters. This has been resolved, carriage returns no longer show in the character count and are not included in the SMS message.</p>	68892

Function	Release Notes	Key
Tasks	When pasting copied content from an email including images into the Task Details in Bp VIP.net an error would occur. This has been resolved, after saving the task the images will be stripped from the content and converted to text.	69401
User Defined Forms	The requirement for User Defined Form Rules to have a Medical Note attached before triggering has been removed.	23317
HealthLink RSD Messaging	Previously when sending RSD Messages a delay would cause Bp VIP.net to appear frozen. This issue has been resolved.	69063
Report Builder	Report Builder could not be accessed from Bp VIP.net without Internet Explorer installed. Report Builder will now launch using the default browser set for the workstation.	69463
Investigations	In previous versions, the Investigations icon would reverse colour when any lab results with a status of Acknowledged Sent or Received were imported into Bp VIP.net. In recent versions this feature was no longer reversing colour for new imported lab results. This functionality has been restored. The logged-in user can select the icon to stop the flashing for their duration of their session. When an abnormal result is imported during the active session the icon will not resume flashing until the user has logged out and logged in again.	41266
Day Stay Reporting	Day Stay Episodes could not be transmitted to Health Funds if there were existing episodes from previous months or years that had not been transmitted. Users can now send Day Stay Episodes to Health Funds for reporting purposes without issue.	69459
Medicare Web Services	When running the Bulk Billing Payment Report for Unprocessed batches the Payment report was returned and the batch moved from Unprocessed to Paid in the Bulk Billing Reporting screen, but the payment did not reconcile in the Organisations Transactions (F8) screen and the batch remained owing. This has been resolved and Paid batches will reconcile in the Transactions screen.	69379
Financial Summary Batch Reporting	Filters in the Financial Summary using the Groups option for Batch results previously included batches without the matching filter in the Show drop-down selection. Issues with Batch Reporting using the Financial Summary have been resolved and report results return correctly.	69082
Bulk Bill Payment Reporting	When running Payment reports for Bulk Billing batches with a large database, Bp VIP.net would produce a System Out of Memory error. Updates have been made that make the return of report data faster so that no errors will occur when running reports.	69246
Report Builder	As Internet Explorer is officially retired, functions that rely on Internet Explorer such as Report Builder in Bp VIP.net would not work if the browser is uninstalled, This has been resolved and Bp VIP.net will now use the workstation's default web browser.	69463

Function	Release Notes	Key
Bulk Bill Payment Reporting	When running Bulk Billing Payment reports, some users experienced issues with batches missing from the report. The batches processed correctly in Bp VIP.net but did not display on the Payment report. This has been resolved and batches show on the Payment report correctly.	69329
Day Stay Reporting	Users transmitting Day Stay Episodes to the Health Funds for reporting purposes could not create a new batch if there were existing episodes from previous months or years that had not yet been transmitted. This has been resolved and users can continue to transmit Health Fund data without issue.	69459
Medicare Web Services	When running the Payment report for IMC Claims some users experienced claims being incorrectly reconciled in Bp VIP.net when the claim had been rejected. This has been resolved and the Payment reports will reconcile claims correctly.	69528
Medicare Web Services	When sending IMC Claims to Health Funds, some invoices would be sent with the full owing amount redirected to the Health Fund incorrectly, instead of the redirected amount set on the invoice. This has been resolved and the amount set to redirect on the invoice is what is sent to the Health Fund,	69618
Medicare Web Services	When sending IMC Claims to Health Funds Bp VIP.net would not honour the Private Fund Details such as Work Type and Payee ID set from Setup > Providers > This Clinic. > Modify > Medicare Online.. This issue has been resolved and details set for providers will be honoured when creating IMC Claims.	69327
IMC and IHC Claim Reporting	Previously, Bp VIP.net would display Error Codes incorrectly in the IMC and IHC Reporting screen grids. This has been updated and the Error Codes now display correctly in the grid under the column heading Processing .	69318
IMC Claim Reporting	Payment reports for IMC Claiming in Bp VIP.net would not show all transactions included in the filters set and exclude claims that were not displayed in the preview grid. This has been resolved and Payment Reports will show all patient claims selected in the filters.	69549
Medicare Web Services	When sending a Bulk Billing invoice for a Subsidiser that has no Batching Method set in the Organisation (F3) Charging Details screen through Medicare Web Services, Bp VIP.net would produce an error. This has been resolved.	69711