Sending directly from Best Practice

Overview:

This guide provides instruction on configuring Best Practice software to export electronic results.

If you require any assistance with the installation or configuration, or if you have any questions, please contact the Medical-Objects Helpdesk on (07) 5456 6000.

Pre-Configuration Checks for Best Practice

If you have not done so already please confirm you have followed the instructions here before proceeding

Sending

Contacts

Contacts must be set up correctly for messages to be addressed to a recipient. Otherwise, like a physical letter they will have no destination to be delivered to and thus fail.

1. Contacts can be accessed from different screens via the top button bars. In the picture below the icon can be seen in the main BP landing screen.

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Alternatively it can be accessed from View Contacts. Or by pressing F11 on the keyboard.



2. **Search** can be used to find a previous entry to update by clicking the **Edit** button once the contact to edit has been selected.

1 Overview: 2 Pre-Configuration Checks for Best Practice 3 Sending 3.1 Contacts 3.2 Export a letter for delivery 3.3 Checking delivery Alternatively Add new can be used to create a completely new contact.

Contacts ile Edit View Setup	Help				-		×
Search CRUICE Include: All Companies/Institutions	Filter by: Postcode: Suburb:		Category All General Practice Imaging provider Pathology provider				
Contact name Cate Dr Tony Cruce Gene	goy Comment nal Practice		Dr Tony General Pra Provide	Cruice ctice er No.: 0495024J			
٢		>	Add new	Add at address	Edit	Delet	e

- 3. Check that the provider you want to send to is part of the Medical Objects network before adding their details by following this guide: Provider Directory Lookup Referral Client
- 4. Enter the details of a contact you would like to receive messages.

Always set Messaging Provider to the name of the rule that was setup in the BP configuration per Step 8. This value is normally "Medical Objects".

A Provider Number or MO Routing ID is required to populate the entries. Follow the steps here t o check if a recipient is setup with the Medical Objects network. Setting up providers that aren't setup on the network is pointless as messages addressed to them and supplied to the Medical Objects will not deliver.

If possible always supply a value in the **Provider No**. field.

Type:	al Company/Ins	titution ony 			
Tille: Dr. Surname: Cruice Greeting: Tony Colegooy: General Plac Addresses: Address Mobile phone: Provider No: 04950244	✓ First name: T tice	ony V			
Suname: Cruice Greeting: Tony Colegoly: General Plac Addresses: Address Mobile phone: Provider No: 04950241	tice	~			
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Addresses: Address Mobile phone: Provider No :					
Nobile phone:			Phone	Fax	Add
Nobile phone:					Edit
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Mobile phone:					Import
Provider No : 0495024J	Pager:		A/H phone	e:	
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For Providers that don't have a Provider No an MO Routing ID can be entered in the **Account ID** field instead.

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Sumame:	Brown						
Greeting	El						
Category:			~				
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Provider No.:		Health Identifier					
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mait				Website:			
rlessaging provider:	Medical Objects		~	Account ID: (if applicable)	EB4558004	10	
ichool ID:							
Comment							
	Available to assist al	operations					
						Save	Cancel

Export a letter for delivery

- 1. A Patient Health Summary or Letter can be sent. The walk through for Patient Health Summary generation can be found here: Creating a Patient Summary in Best Practice
- 2. Letters can be generated from several places including the main landing screen or a Patient record.

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File Clinical Management	Utilities View	/ Setup	Help				
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Name: Test Test		D.O.I	B.: 19/01/2	2003	Age: 19 y	48	Birth Sex: Female
Address: 123 Fake Street Maroochydo	re 4558	Phone: Email					Emait
Medicare No:	Record No.:	Pens	ion No.:				Comment
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Expand Collapse		Add	Edit		Delete		Print
E	:	Script date:	2/05/2022	•	Tick the b Items in re	ioxes o id have	f the items that you been calculated t
Current Rx		Drug name			Strength	[Dose

3. Once the message content is complete, click on the Send $\ensuremath{\text{HL7}}$ file button.



If Veris anywhere in the body of the message the resulting HL7 will be invalid and cannot be sent.



4. If the letter was created outside a patient file a dialogue will display requesting a patient to associate the letter with. Search and select the appropriate patient.



5. Next a dialogue will display where you can search for the Medical Objects contacts you have created in the previous steps.

The entry you select must have the name, in square brackets, of the import/export rule that was see in the Best Practice Messaging configuration. In this case the rule was called Medical Objects and can be seen in the screenshot below. Failure to do this will mean the message is output to the incorrect folder and it will not be delivered.

Select contai	ct					
om Address Boi	ok					
lame Search:	CRUICE			Category:		
ocal Director	y:					
🛃 Dr Tony Cru	ice (General Practice) [Medical Objects]			
New contact	Edit contact		Sunchronis	ed with Online Directory	🗇 Secure eF	Referrals availat

6. Check the details in the next dialog that appears.

The **Save as draft** checkbox when unchecked means the message can't be changed at a later date. Select **Save** when ready to send.

🤾 Docume	nt details		×
From:	Mr M. Testing		~
To:	Dr Tony Cruice		Search
Subject:			
Comment:		,	~
Confiden	tial	Save as draft	
Add follo	w up note to actions	26/05/2022 ~	
		Save	Cancel

7. Select the from provider in the next dialogue that appears

Name	Location	
IT MAGDY ABDEL-MALEK	Main surgery	

8. A dialogue should appear indicating the letter was successfully exported to the OUT folder UNC path that was setup.

HL7 Expor	t	×	-
1	The document has been successfully es \\bpprodsaffronvm\BPDontDelete\Out\ 44.REF.	cported to BPS2022052603907435	
		ОК	
If the dial that was corrected	ogue shows a path that contains selected in step 5 above is not se then the message resent.	the users documents f et to specifically use Me	older in its path, the contact edical Objects and needs to be
HL7 Expo	t	×	
1	The folder C:\Users\tony\Documents' does not exist! The document cannot be exported.	\Best Practice\Export\	
		ОК	

Checking delivery

- 1. The best way to check delivery is to check the Medical Objects delivery report. You can find how to do this here: Delivery Report
- 2. Alternatively Best Practice contains a delivery report for the messages you send.

From the main landing page select View eRefferals.



3. The messages you send need to have a **Status** of **Acknowledged**, as it means the receivers practice software has confirmed it has the message.

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