

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.

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Pre-Configuration Checks for Best Practice

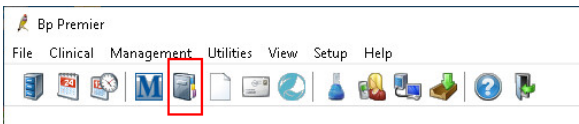
If you have not done so already please confirm you have followed the instructions [here](#) before proceeding

Sending

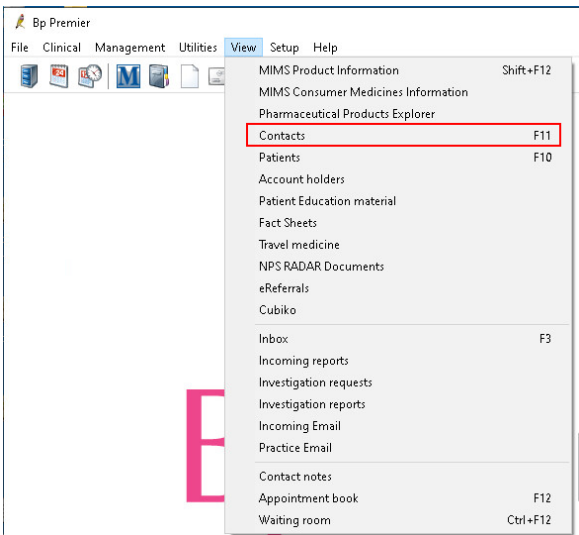
Contacts

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.



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.

Alternatively **Add new** can be used to create a completely new contact.

The screenshot shows the 'Contacts' application window. At the top, there is a search bar with the text 'CRUICE' entered. Below the search bar, there are filters for 'Include' (All, Individuals, Companies/Institutions) and 'Filter by' (Postcode, Suburb). A list of contacts is displayed, with 'Dr Tony Cruice' selected. To the right of the list, the details for 'Dr Tony Cruice' are shown, including 'General Practice' and 'Provider No.: 0495024J'. At the bottom of the window, there are buttons for 'Add new', 'Add at address', 'Edit', and 'Delete'. The 'Add new' button is highlighted with a red box.

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](#) to 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.

The screenshot shows the 'Contact details' form. It includes fields for 'Type' (Individual or Company/Institution), 'Title', 'First name', 'Surname', 'Greeting', 'Category', 'Address', 'Phone', 'Fax', 'Mobile phone', 'Pager', 'A/H phone', 'Provider No.', 'Health Identifier', 'PKI key ID', 'Attach HeSA Certificates', 'Skype', 'E-mail', 'Website', 'Messaging provider', 'Account ID: (if applicable)', 'School ID', and 'Comment'. The 'Provider No.' field is highlighted with a red box and contains the value '0495024J'. The 'Messaging provider' dropdown menu is also highlighted with a red box and shows 'Medical Objects' selected. At the bottom of the form, there are 'Save' and 'Cancel' buttons.

For Providers that don't have a Provider No an MO Routing ID can be entered in the **Account ID** field instead.

Contact details

Type: ☒ Individual ☐ Company/Institution

Title: Mr First name: Eli

Surname: Brown

Greeting: Eli

Category: [dropdown]

Addresses: Address Phone Fax Add Edit Delete Import

Mobile phone: Pager: A/H phone:

Provider No.: Health Identifier:

PKI key ID: Attach HeSA Certificates Skype:

E-mail: [dropdown] Website:

Messaging provider: Medical Objects Account ID: (if applicable) EB45580041Q

School ID:

Comment:

☐ Available to assist at operations

Save Cancel

Click **Save** to complete the Contact.

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.



OR

Test Test

File Open Request Clinical View Utilities Bp Comms Help

Name: Test Test D.O.B.: 19/01/2003 Age: 19 yrs Birth Sex: Female

Address: 123 Fake Street Maroochydore 4558 Phone: Email:

Medicare No.: Record No.: Pension No.: Comment:

Occupation: Tobacco: Alcohol:

Blood Group: Parity: Pregnant: No

Allergies / Adverse Drug Reactions: Reactions: Notifications:

Item	Reaction	Severity	Type	Due	Reason
Not recorded			Outstanding requests	18/05/2022	There are 16 outstanding
			Action	25/05/2022	Follow up request: Plan?
			Preventive health	26/05/2022	A smoking history should

There are unchecked reports for this patient!

Expand Collapse

Test Test

Past visits

Current Rx

Past history

Add Edit Delete Print

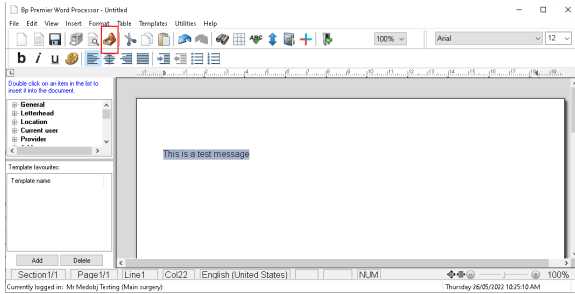
Script date: 25/05/2022 Tick the boxes of the items that you. Items in red have been calculated

Drug name	Strength	Dose
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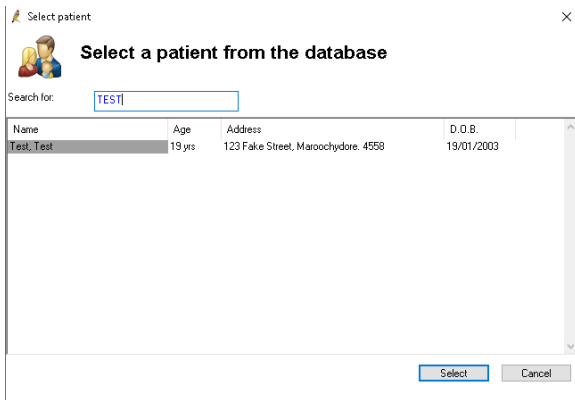
3. Once the message content is complete, click on the Send **HL7 file** button.

WARNING

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

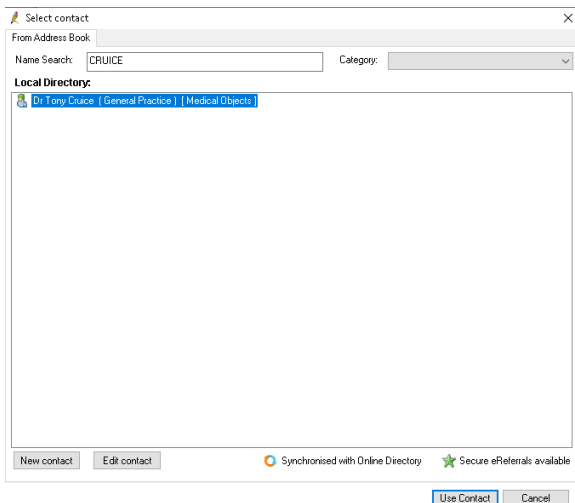


4. If the letter was created outside a patient file a dialogue will display requesting a patient to associate the letter with. Search and select the appropriate patient.



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 set up 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.



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.

Document details [X]

From:

To:

Subject:

Comment:

☐ Confidential ☐ Save as draft

☐ Add follow up note to actions

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

Select provider [X]

Name	Location
Dr 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 Export [X]

The document has been successfully exported to
\\bppsaffronvm\BPDontDelete\Out\BPS2022052603907435
44.REF.

If the dialogue shows a path that contains the users documents folder in its path, the contact that was selected in step 5 above is not set to specifically use Medical Objects and needs to be corrected then the message resent.

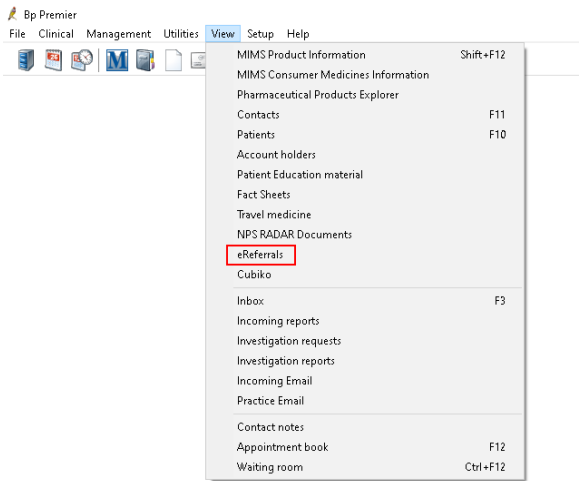
HL7 Export [X]

The folder C:\Users\tony\Documents\Best Practice\Export\ does not exist!
The document cannot be exported.

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 eReferrals**.



- 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.

eReferral Followup
File Clinical Management Utilities View Setup Help

Start date: 14/05/2022 | Messaging provider: All | Status: All

☐ Hide positive and resolved queries

Date	Patient	Provider	Address	Messaging Provider	Status	Details	Message ID
14/05/2022	Test Test	Hi Medical Testing	Dr Tony Cooper	Medical Objects	Acknowledged		BP_182252524.0 BP_182252524.0