PRACTICE SET UP FORM



Practice name See Registration guide (pg 3) for instructions	
Practice phone	
PHN	
ADDRESS	
Street	
Suburb	
Postcode	
PRACTICE DETAILS	
HPI-0	800
Messaging	HealthLink Medical Objects
	HealthLink EDI:
Clinical software	Best Practice* Medical Director
	Software version:
	* Best Practice users will need to have their Best Practice database password available for setup.
Number of GPs who will use SeNT	
BP/MD ID See your Clinical Software: Help > About	
Terminal server setup See Registration guide (pg 7) for instructions	Yes No
The following items need to be checked/i	nstalled on every workstation at the practice that will use SeNT
Windows version	
See Registration guide (pg 8) for instructions	
Internet browser used & version See Registration guide - (pg 9) for instructions	Internet Explorer Chrome Other (please specify)
NASH Certificate (Practice Medicare NASH Certificate) current and available	Yes No Note: this may need to be current and installed on every PC used to send eReferrals depending on your IT set up. To find if your NASH is current, see the registration guide (pg 10).
KEY CONTACT	
Name	
Phone	
Email	
IT CONTACT	
Name	
Phone	
Email	

Continued on page 2 ...



SeNT check list before installation



If you are unable to complete or unsure of any items below please contact your IT provider.

Best Practice Install check

General Information:

- Best Practice Site ID (see Registration guide pg 6 for instructions)
- The practice is on Best Practice Premier/LAVA. (see Registration guide pg 6 for instructions)
- Best Practice Database Browser password available (IT provider will have this, it is not the password into BP)
- Windows environment: 7 and above (SeNT will not work on Windows XP) on every workstation at the practice (see Registration guide pg 8 for instructions)
- IE (Internet Explorer) version 11 and above on every workstation at the practice
- HPI-O for the practice (see Registration guide pg 4 for instructions)
- IT provider contacted and aware of install
- NASH certificate available if required
- Microsoft .NET version is 4.5 or above (see Registration guide pg 11 for instructions)

Medical Director Install check

General Information:

- Medical Director ID (see Registration guide pg 6 for instructions)
- The practice Medical Director version is 3.17.1 or above (see Registration guide pg 6 for instructions)
- Windows environment: 7 and above (SeNT will not work on Windows XP) on every workstation at the practice (see Registration guide pg 8 for instructions)
- IE (Internet Explorer) version 11 and above on every workstation at the practice (see Registration guide pg 9 for instructions)
- HPI-O for the practice (see Registration guide pg 4 for instructions)
- IT provider contacted and aware of install
- Practice is on a Terminal Server configuration version 3.17.1 or above of Medical Director. (see Registration
- guide pg 7 for instructions)
- NASH certificate available if required
- Microsoft .NET version is 4.5 or above (see Registration guide pg 11 for instructions)

This practice setup form will need to be completed for each practice. Please return this completed form to your PHN coordinator. Once this is done an appointment will be made for installation and basic training of SeNT referrals. If you have any questions or concerns please contact your PHN SeNT referral coordinator.

Registration guide

This guide will provide you with the necessary steps to ensure you have all the information needed to register with BPAC CS to use SeNT Referrals. Please ensure the details in the set up form are correct, the instructions below will assist in finding information where required.

Please complete the Sent Installation checklist before returning this form to BPAC, if you need assistance with any items please contact your IT support.

Please note:

- A minimum of 15 minutes for each workstation installation leaving time for troubleshooting if required.
- On the day we need a user with administrator privileges to login to Windows and have a GP PMS account • available.

Every practice wishing to participate needs to sign an agreement to participate before we can set them up. If they would like more information there is a fact sheet and also a two minute training/ demonstration video on the SeNT Referral: http://www.bpacsolutions.com.au/videos

We can also do a 5 minute walk through training session if they are available at the time of installation.

Practice name

For SeNT referrals to provide e-referral recipients with more accurate information, it would be best if the practice name in your clinical software reflects your actual business name. To change your Location/Practice Name in your clinical software to your actual business name, please see below.

Medical Director

Your practice name can be found by clicking Tools > Options on the Medical Director toolbar. Once the options are open click the Practice tab to view your practice name. See the area in yellow in Figure 1.

If your practice name needs to be edited click Set up > Set up users from the Medical Directory toolbar. Once the license details are open enter your correct practice name and click save. See Figure 2.

Options	x	Licence Details
Network Li Drug/Patient Sup	inks Prompts Clinical History Examination poot Devices PKI RSD Recall	Practice Details Practice Id: 888888 Practice Name: HCN Samples Database
General Presori Practice name Address City/Suburb Phone Phone (A/H) E-mail Practice ID	Investigations Practice Lists Investigations HCN Samples Database 205 Bourbong Street	Product Name: Medical Director
VSP number HPI-O No Organisation Type Service Type Use Suburb an Government prog PIP number Participates i	nes Save Cancel	Figure 2. Edit practice name in Medical Director

Figure 1. Medical Director practice name





Best Practice

Your practice name can be found by clicking **Set up** > **Practice details** from the Best Practice toolbar. If your practice name needs edit you can do this by clicking **Change**, see the areas highlighted in **Figure 3**, enter the correct name and click save. See **Figure 4**. To modify any location names click the **Edit** button shown in **Figure 3**.

🗶 Practice details	2	Practice details
Best Practice Clinic Site ID: 0 Licensed for 11 full time and 11 part time doctors.	Change	Practice details
Licence expires on 11/11/2018		Practice name:
Practice locations:		Best Practice Clinic
Location name	Add	ABN Number:
Main surgery	Edit Delete	VSP Number: 123456 Health Identifier:
1 Best Avenue Practiceland. 4001 Phone: 074444444 After hours: 044444444 Fax: 074444445		Site ID Number: 0 Licence Code:
Show Deleted	Close	Save Cancel

Figure 3. Best Practice practice name

Figure 4. Edit practice name in Best Practice

HPI-O details

Medical Director

Your practice HPI-O number can be found by clicking **Tools** > **Options** from the Medical Director toolbar. Once the options are open click the **PKI** tab. Under the **IHI and My Health Record Certificates** section double click **My Health Rec...** to open the certificate details. The HPI-O number is liseted beside **Issued To**. See areas in yellow in **Figures 5 and 6.**

Network	k Links	Prompts	Clinical	History	Examination			
ieneral	Prescribing	Progress notes	Practice	Lists	Investigations			
Drug/F	Patient Support	Devices	РКІ	RSD	Recall	Issued To:	general.8003637500036016.id.electronichealth.net.au	
PKI Stor	re					Issued By:	Medicare Australia Organisation Certification Authority	
Loca	ation:					Valid from	29/07/2015 to 29/07/2017	
Pass	sword:				Clear	Email:		
IHI and	My Health Recor	d Certificates				Serial number:	06657A	
Cer	tificate Type	Issued To	Issued By	Бхр	iration Date	Key usage:	data encryption, digital signature	
HI	Signing Encryption		Medicare Austr Medicare Austr	a 29 a 29	0/07/2018			
My	Health Rec		Medicare Austr	a 29	0/07/2018		ОК	_
		Import Cert	tificate	Remove	e Certificates	Figure 6 Madia	al Director UDLO number	
IHI Sear Wher	rch Configuration n accessing My H	lealth Record, and	IHI is older than	24	nours, check IHI.	Figure 0. Medica		

5. Medical Director PKI certificates



Best Practice

Your practice HPI-O number can be found by viewing the certificate details via the certificate manager. Click the Start button (3), type certmgr.msc into the search box at the bottom of the page and press Enter.

Under **Certificates - Current User** expand the **Personal** folder and click the **Certificates** folder. Certificates installed will be displayed in the right hand pane. You will see a NASH cert that begins with **general.80031234626**, see **Figure 7**. This is your HPI-O number.

To view the full details double click the certificate, the HPI-O is displayed beside **Issued To**. See the areas in yellow in **Figure 8.**

File Action View Help			
🗢 🔿 🙋 💼 🔏 🖹 🗙 🖻) 🛃 🛛 🖬		
Certificates - Current User	Issued To	Issued By	_
Personal Certificates	2 8003621566686153	SeNT Test CA	
Trusted Root Certification Au			
Enterprise Trust			
Intermediate Certification Au			E
Active Directory User Object			
Trusted Publishers			
Third-Party Boot Certification			
Trusted People			
Other People			
Certificate Enrollment Reques			
Smart Card Trusted Roots			
			•
۲ III ۲	•		•

Figure 7. Certificate manager

Figure 8. Best Practice HPI-O number



Clinical software details

Medical Director

The Medical Director software version and practice ID can be found by clicking **Help** > **About...** from the Medical Director toolbar. See areas in yellow in **Figure 9**.



Figure 9. Medical Director details

Note: Medical Director version 3.17a has a known bug where Medical Director is advising practices to update to 3.17.1. Alternatively, you can contact BPAC Clinical Solutions for a Medical Director patch to fix the issue.

Best Practice

The Best Practice software version and site ID can be found by clicking **Help** > **About** from the Best Practice toolbar. See areas in yellow in **Figure 10**.

🚶 About Bp Premier		
Best Practice		
Version: Lava Edition		
Build No: 1.8.5.748		
Distributed by: Best Practice Software Pty. Ltd. P.O. Box 1911 Bundaberg 4670 Phone: 1300 401 111 Fax: 07 4153 2093 Web site: www.bpsoftware.net E-mail: support@bpsoftware.net		
Copyright © 2004-2017 Pyefinch Software Pty. Ltd.		
Site ID: 0 Last drug update: September 2017 (14/09/2017)		
System info. Close		
Figure 10 Best Practice details		

Terminal server set up

One way to identify if you are running a terminal server is if you are accessing your clinical software via **Remote Desktop Connection**. Remote Desktop Connection is accessed using the icons shown in **Figure 11**, you will then be prompted to connect. Once connected you will see the blue bar shown in **Figure 12** at the top of your screen.

If you follow the step above you are likely running a terminal server environment. If you have any questions or concerns regarding terminal servers, please contact your IT support to confirm.

Remote Desktop	
Active Directory Users and Computers	
Exchange Management Co	nsole
Internet Explorer	Documents
FileLocator Lite	Pictures
Remote Desktop Connecti	on •
Snipping Tool	Computer
CoFX 2	Control Panel Devices and Printers
SeNT Referral	Default Programs
Oracle VM VirtualBox	Help and Support
Pr Adobe Premiere Pro CC 20	17 •
All Programs	
Search programs and files	Shut down ►

Figure 11. Remote Desktop Connection icons.



	Search for:	1			
		Show inactive patients			
Name		Age	Address		

Figure 12. The Remote Desktop Connection toolbar







Windows version

To find your windows version click the Start button > Control Panel > System. The windows version is listed under the Windows edition section. See areas in yellow in Figure 13.



Figure 13. Windows version details

Internet browser

Internet Explorer

To find the Internet Explorer version click the tools icon 🔅 , located on the top right of the toolbar, then click About Internet Explorer. See Figure 14. The version number will be displayed in an information popup. See areas in yellow in Figure 15.



Google Chrome

To find the Chrome version click the **tools icon** : , located on the top right of the toolbar, hover over **Help** then click About Google Chrome. See Figure 16. This will open a new tab displaying the version number. See areas in yellow in Figure 17.

					About Chrome
			☆巨	1	
	New tab			Ctrl+T	Google
	New wind	ow		Ctrl+N	V COUGIC
	New incog	nito windo	w Ctrl+	Shift+N	
	History			•	Google Chr
	Download	s		Ctrl+J	Version 61
	Bookmark	s		•	
	Zoom	- 1	.00% +	50	Get help with Chro
	Print			Ctrl+P	
	Cast				Report an issue
	Find			Ctrl+F	
	More tool	s		•	
	Edit	Cut	Сору	Paste	
	Settings				Google Chrome
About Google Chrome	Help			•	Copyright 2017 Go
Help centre	Evit		Ctrl+	Shift+O	Google Chrome is
Report an issue Alt+Shift+I			Curv	511112 - Q	Google Childrife is
					Google Chrome Te

Figure 16. Google Chrome menu



ernet Explorer				
Sinternet Explorer 11				
ion: 11.0.9600.18665 ate Versions: 11.0.42 (KB4018271) duct ID: 00150-20000-00003-AA459				
Install new versions automatically				
13 Microsoft Corporation. All rights reserved.				
Close				

Figure 15. Internet Explorer details.

e Chrome	
hrome is up to date 1.0.3163 100 (Official Build) (64-bit)	
ome	
	×
oogle Inc. All rights reserved.	
s made possible by the Chromium open source project and other open source software.	
Ferms of Service	

Figure 17. Google Chrome details



NASH certificate

Finding if the NASH is current: clicking the Start button 🚳, type certmgr.msc into the search box at the bottom of the page and press Enter.

Under Certificates - Current User expand the Personal folder and click the Certificates folder. Certificates installed will be displayed in the right hand pane. The general NASH cert installed it begin with **800123456432**. See Figure 18. To check if the expiry date is valid double click on the certificate, see Figure 19. If it isn't then a new NASH Certificate may need to be ordered.



Figure 18. Certificate manager.

Certificate							
General Details Certification Path							
Certificate Information							
This certificate has expired or is not yet valid.							
Issued to: 8003621566686153							
Issued by: SeNT Test CA							
Valid from 20/03/2015 to 20/03/2016							
You have a private key that corresponds to this certificate.							
Issuer Statement							
Learn more about <u>certificates</u>							
ОК							

Figure 19. Test NASH certificate expiry date information

Microsoft .NET version

To check if your .NET version is 4.5 or above click the Start button > Control Panel > Programs and Features. The version number is displayed beside the program name, see the area in yellow in Figure 20.

ile Edit View Tools He	lp				
Control Panel Home	Uninstall or change a program				
View installed updates	To uninstall a program, select it from the list and then	click Uninstall, Change, or Repa	air.		
off Install a program from the	Organize 🔻		8== 💌		
	Name	Publisher	Installed On	Size	Version
	MedicalDirector MDX Practice Server	MedicalDirector	26/07/2017	1.19 MB	3.17.4
	MedicalDirector Medicare Online	MedicalDirector	26/07/2017	31.6 MB	3.17.4
	MedicalDirector National eHealth Plug-ins for Clinical	MedicalDirector	26/07/2017	38.5 MB	3.17.4
	MedicalDirector NIMC Plug-in for Clinical	MedicalDirector	26/07/2017	3.69 MB	3.17.4
	MedicalDirector Online Appointments	MedicalDirector	1/12/2016	1.83 MB	1.2.2.25
	MedicalDirector Patient Photos Plug-in for Clinical	MedicalDirector	26/07/2017	1.64 MB	3.17.4
	MedicalDirector Phoenix Plug-in for Clinical	MedicalDirector	26/07/2017	665 KB	3.17.4
	medicalDirector Search Agent Plug-in for Clinical	MedicalDirector	26/07/2017	1.59 MB	3.17.4
	medicalDirector Service Manager	MedicalDirector	28/11/2016	303 KB	3.16.7
	MedicalDirector Sidebar Plug-in for Clinical	MedicalDirector	26/07/2017	10.7 MB	3.17.4
	C Medtech Evolution	Medtech Global	31/10/2016	902 MB	1.5.1
	Kicrosoft .NET Framework 4.5.2	Microsoft Corporation	7/11/2016	38.8 MB	4.5.51209
	1 Microsoft Office	Microsoft Corporation	30/11/2013	296 MB	15.0.4454.1510
	🔡 Microsoft Office 2007 Primary Interop Assemblies	Microsoft Corporation	24/04/2017	693 KB	12.0.4518.1014
	Microsoft Office File Validation Add-In	Microsoft Corporation	4/04/2017	10.9 MB	14.0.5130.5003
	🔡 Microsoft Office Professional Plus 2007	Microsoft Corporation	20/01/2014		12.0.6612.1000
	Microsoft Report Viewer 2014 Runtime	Microsoft Corporation	29/11/2016	25.7 MB	12.0.2000.8
	🔀 Microsoft Report Viewer Redistributable 2008 SP1	Microsoft Corporation	5/02/2014		
	Microsoft ReportViewer 2010 SP1 Redistributable	Microsoft Corporation	7/11/2016	12.4 MB	10.0.40219

Figure 20. Microsoft .NET version





Best Practice database password

In order for SeNT to operate it has to talk to BP and authenticate with it. The way it does this is through inputting the BP Database password in a setup screen when the program is downloaded onto each PC.

This password is usually setup on installation of BP by either your IT person or through direction from BP itself. If you do not have a record of this check to see that this was actually inputted in the first place. If it hasn't you can set it up yourself, but please keep a record of it in a safe place.

If either you or your IT provider cannot remember what this is password is, then you will need to ring BP and get it reset. This is and easy process and BP will direct you through it.

To see if you have a BP password already setup, undertake the following instructions (see Figure 21):

- Under Setup choose Configuration
- This will display options on your left choose Database
- When this option has loaded choose Database Browser
 - If there is a password present it will show and you may need to reset it via BP if you cannot remember it
 - If it is blank then you are able to fill this in and create a password.

Utilities View S	etup Help						
	🔬 🔩 🤳 🌘	2 🖡					
[🗶 Configuration			×			
	General		The following list of servers that ha Premier installed were found. Please select the one that this con to.	av 🤾 Database viewer password m Current password:	×		
			Servers	Enter the new password:			
	Results import			Enter the new password again to confirm:			
	Lists	Connect to:	(local)	Save Cance Change	1		
		Passwords:	Database browser	mergency patient access			
	Reminders Delete local copy of drug database						
	Care plans	External data acc	ess: Clinical E	Billing Appointments			

Figure 21. Finding your Best Practice database password

