

Practice name	<input type="text"/>		
See Registration guide (pg 3) for instructions			
Practice phone	<input type="text"/>		
PHN	<input type="text"/>		
ADDRESS			
Street	<input type="text"/>		
Suburb	<input type="text"/>		
Postcode	<input type="text"/>		
PRACTICE DETAILS			
HPI-O	800 _ _ _ _ _ For more information on HPI-O numbers see Registration guide HPI-O section.		
Messaging	<input type="checkbox"/> HealthLink	<input type="checkbox"/> Medical Objects	
	HealthLink EDI:	<input type="text"/>	
Clinical software	<input type="checkbox"/> Best Practice*	<input type="checkbox"/> Medical Director	
	Software version:	<input type="text"/>	
	* Best Practice users will need to have their Best Practice database password available for setup.		
Number of GPs who will use SeNT	<input type="text"/>		
BP/MD ID	<input type="text"/>		
See your Clinical Software: Help > About			
Terminal server setup	<input type="checkbox"/> Yes <input type="checkbox"/> No		
See Registration guide (pg 7) for instructions	If yes, IE version 11 or above? <input type="checkbox"/> Yes <input type="checkbox"/> No		
The following items need to be checked/installed on every workstation at the practice that will use SeNT			
Windows version	<input type="text"/>		
See Registration guide (pg 8) for instructions			
Internet browser used & version	<input type="checkbox"/> Internet Explorer	<input type="checkbox"/> Chrome	<input type="checkbox"/> Other (please specify)
See Registration guide - (pg 9) for instructions	Version: <input type="text"/>	<input type="text"/>	
NASH Certificate	<input type="checkbox"/> Yes <input type="checkbox"/> No		
(Practice Medicare NASH Certificate) current and available	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	<input type="text"/>		
Phone	<input type="text"/>		
Email	<input type="text"/>		
IT CONTACT			
Name	<input type="text"/>		
Phone	<input type="text"/>		
Email	<input type="text"/>		

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.bpacolutions.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**.

The screenshot shows the 'Options' dialog box with the 'Practice' tab selected. The 'Practice name' field is highlighted in yellow and contains the text 'HCN Samples Database'. Other fields include Address (205 Bourbong Street), City/Suburb (Bundaberg), Postcode (4670), Phone (1300 788 802), Fax (07 4151 1896), E-mail (hcn.samplesdb@hcn.samplesdb.com.au), Practice ID (888888), and Organisation Type (dropdown menu). There are 'Save' and 'Cancel' buttons at the bottom.

Figure 1. Medical Director practice name

The screenshot shows the 'Licence Details' dialog box. The 'Practice Name' field is highlighted in yellow and contains 'HCN Samples Database'. The 'Product Name' is set to 'Medical Director'. The 'Licence Key' field is highlighted in green and contains a valid key. Below, there is a table for 'Medical Director Licence Details' with columns for Product, Expiry, and Users. The table shows 'Medical Director (Demo)' with an expiry of 1/02/2021 and 20 Prescribers, and 'Surgical Audit Tool' with an expiry of 1/02/2021 and 20 Prescribers. There are 'Save' and 'Cancel' buttons at the bottom.

Figure 2. Edit practice name in Medical Director

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**.

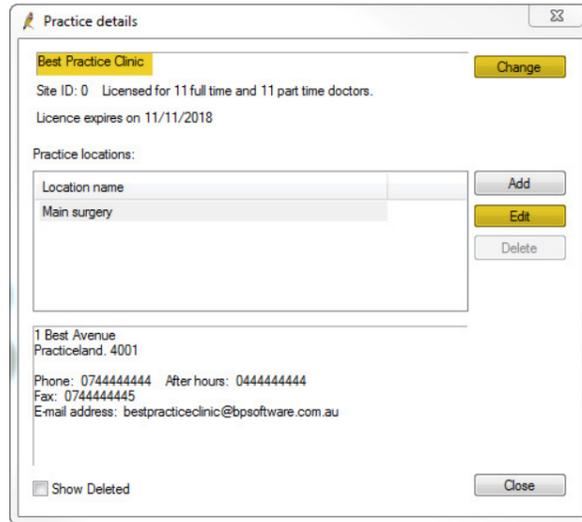


Figure 3. Best Practice practice name

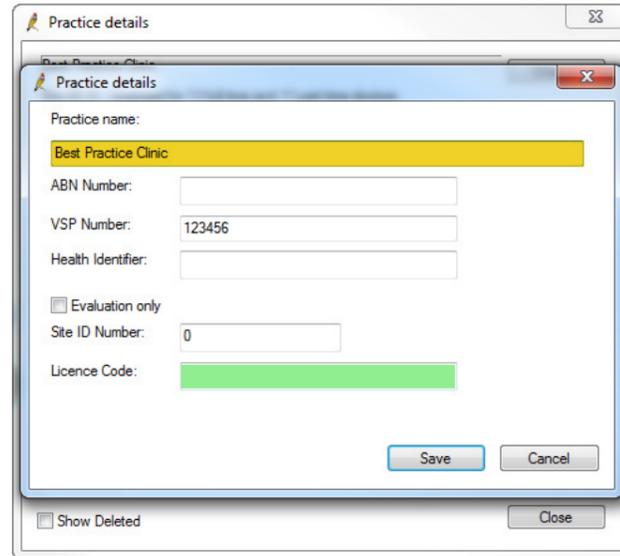


Figure 4. Edit practice name in Best Practice

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 listed beside **Issued To**. See areas in yellow in **Figures 5 and 6**.

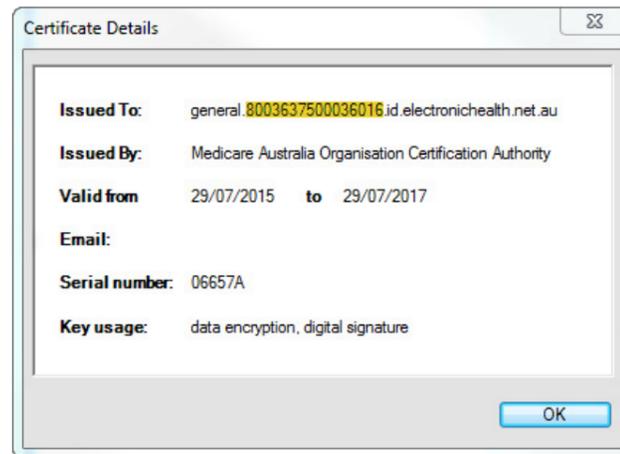
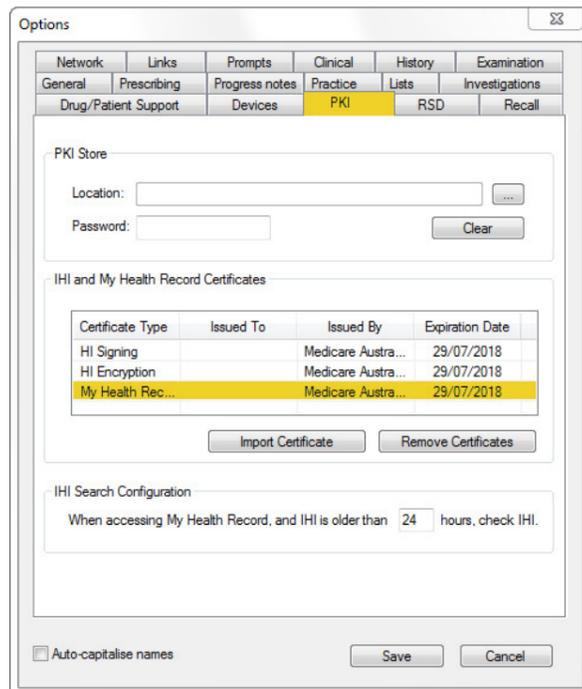


Figure 6. Medical Director HPI-O number

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 , 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**.

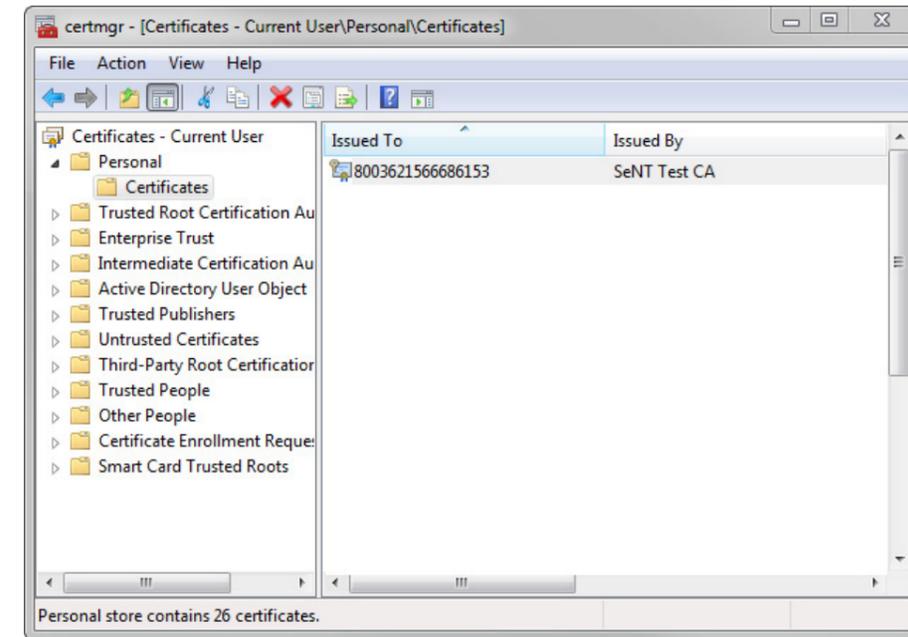


Figure 7. Certificate manager

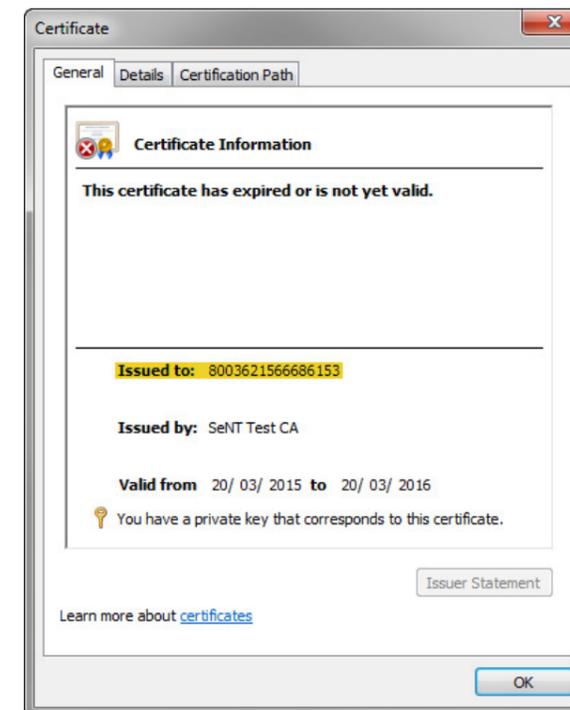


Figure 8. Best Practice HPI-O number

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**.

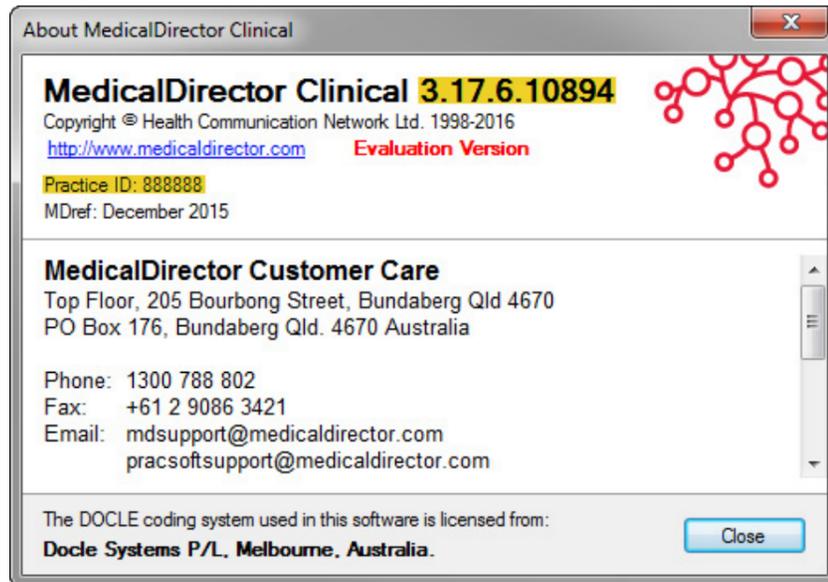


Figure 9. Medical Director details

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**.



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.



Figure 11. Remote Desktop Connection icons.

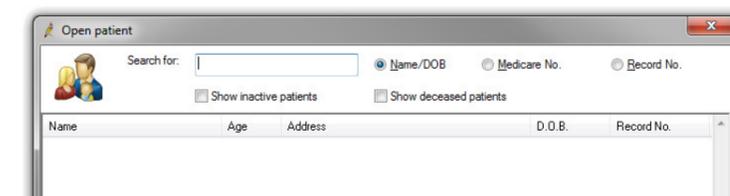
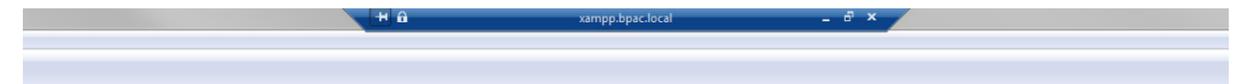


Figure 12. The Remote Desktop Connection toolbar

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**.

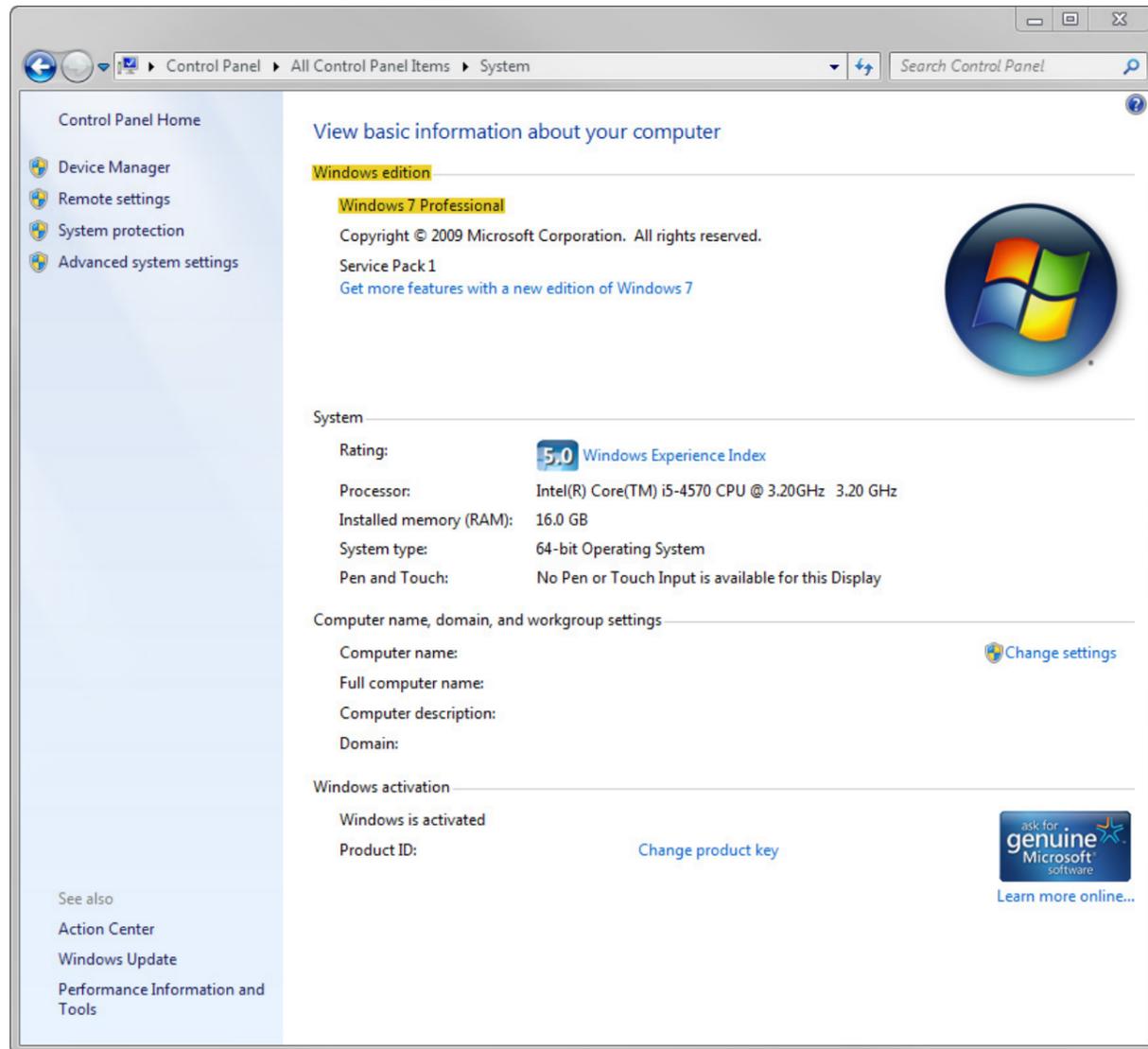


Figure 13. Windows version details

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**.

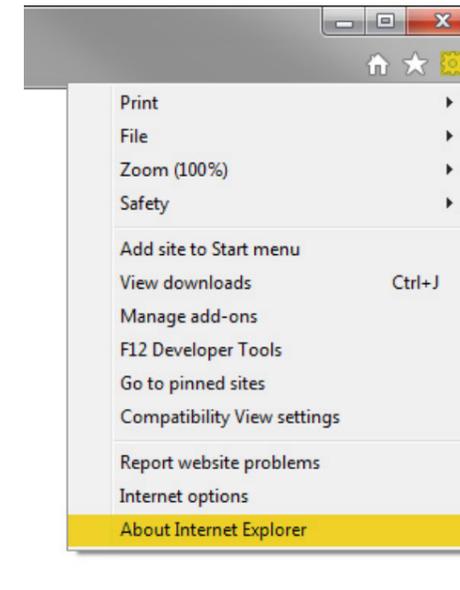


Figure 14. Internet Explorer tools.



Figure 15. Internet Explorer details.

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**.

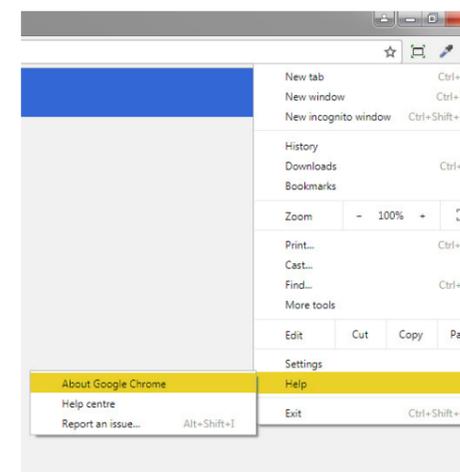


Figure 16. Google Chrome menu

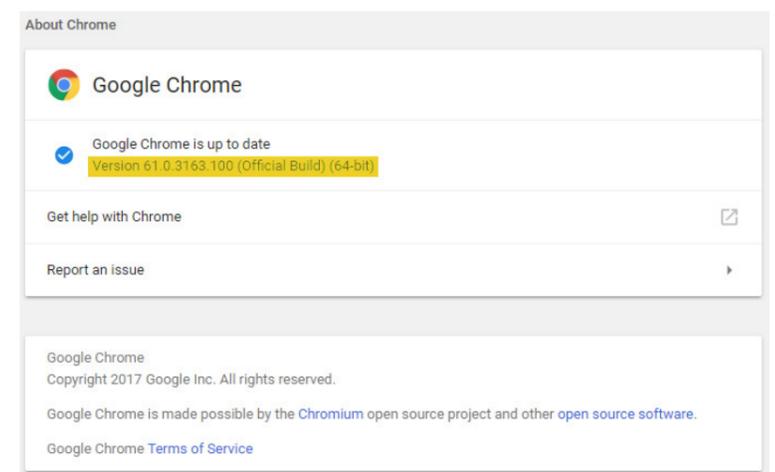


Figure 17. Google Chrome details

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.

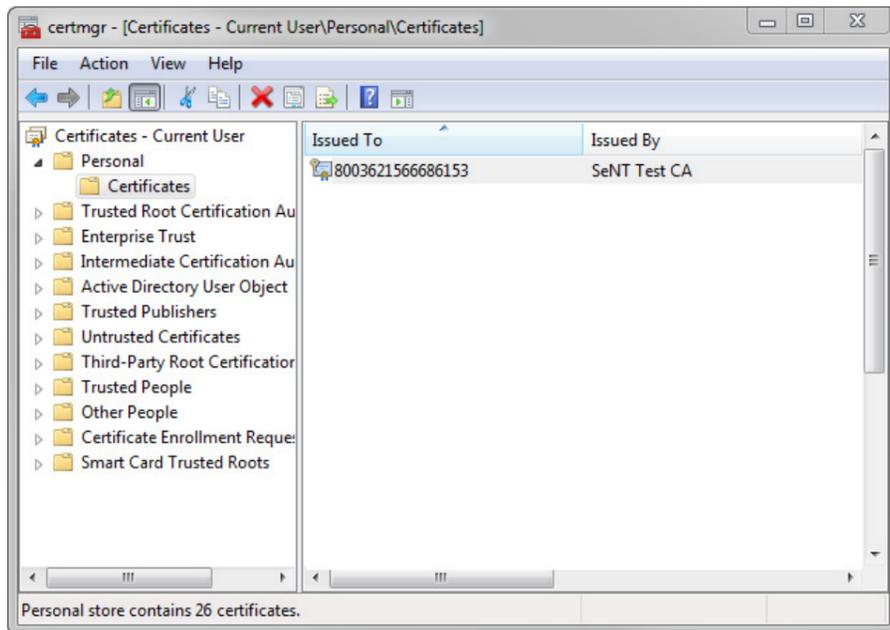


Figure 18. Certificate manager.

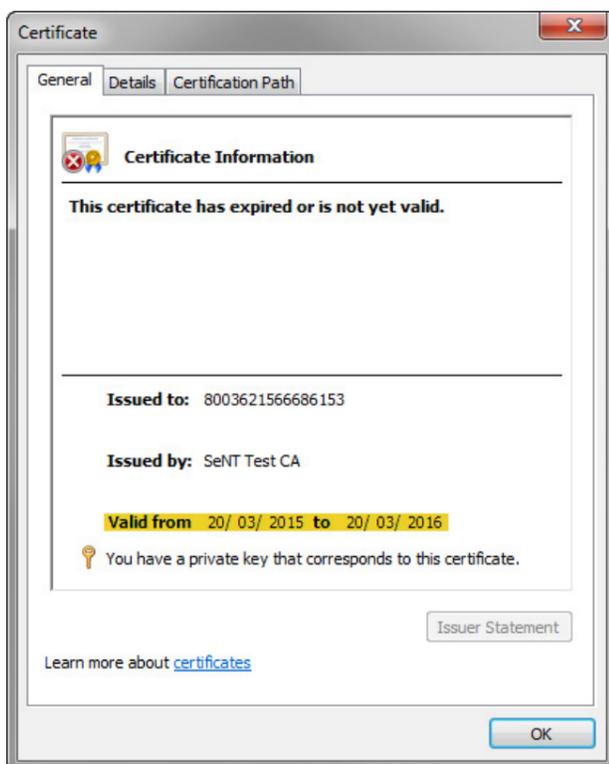


Figure 19. Test NASH certificate expiry date information

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**.

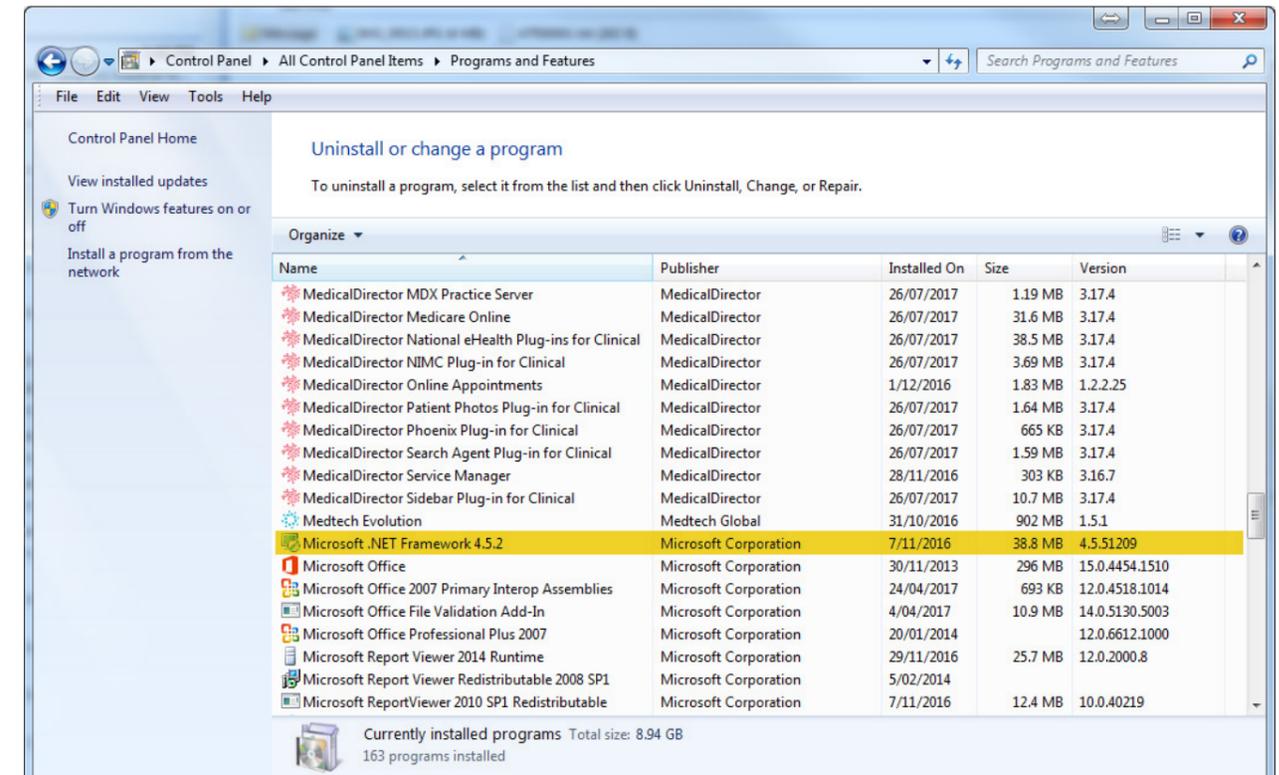


Figure 20. Microsoft .NET version

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 password is, then you will need to ring BP and get it reset. This is an 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.

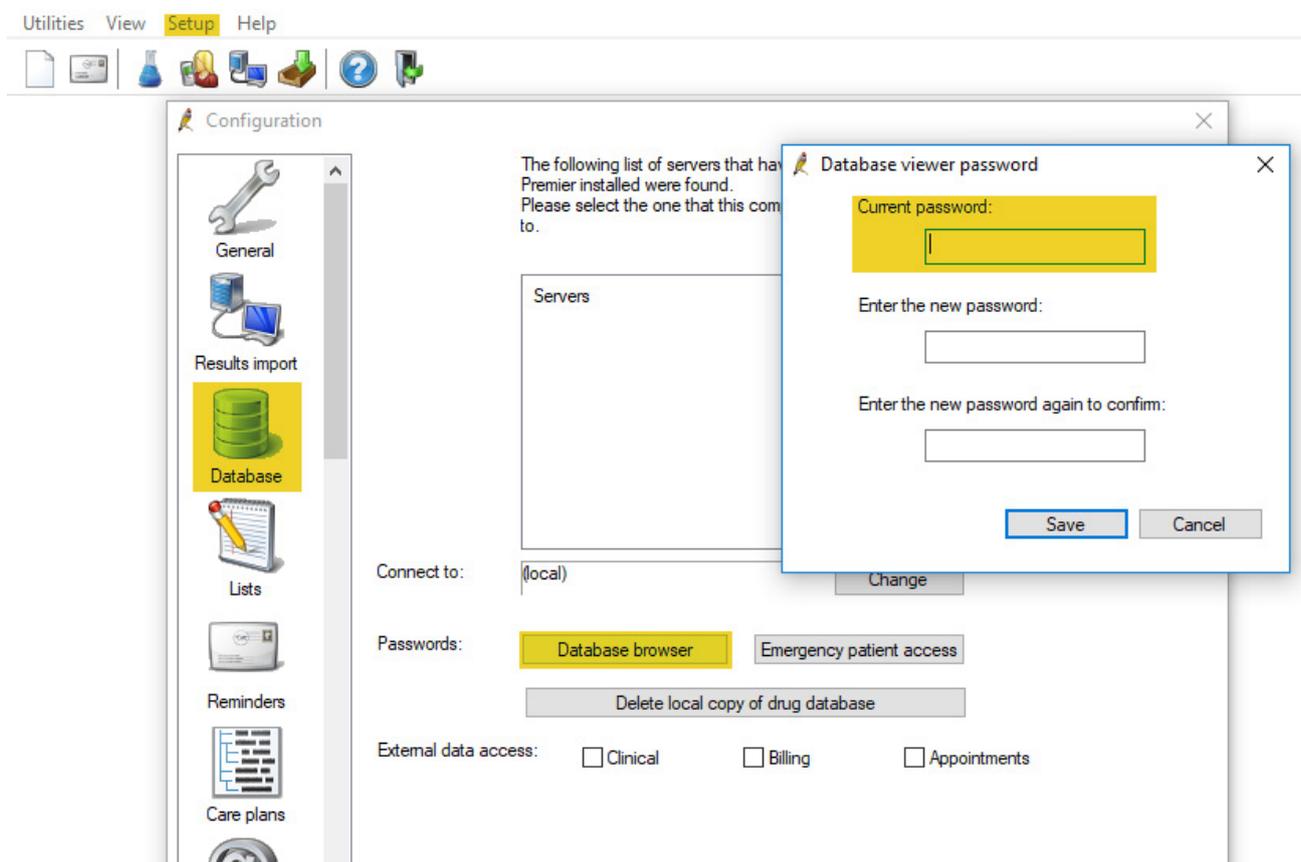


Figure 21. Finding your Best Practice database password