

How to guide

Data cleansing using Best Practice Software



Acknowledgement

Northern Queensland Primary Health Network would like to thank Wentworth Healthcare Limited provider of the Nepean Blue Mountains PHN for the use of their resource How to Guide: Data Cleansing Using Best Practice Software as the basis for this resource.



NQPHN acknowledges the Aboriginal and Torres Strait Islander peoples as Australia's First Nation Peoples and the Traditional Custodians of this land. We respect their continued connection to land and sea, country, kin, and community. We also pay our respect to their Elders past, present, and emerging as the custodians of knowledge and lore.



Contents

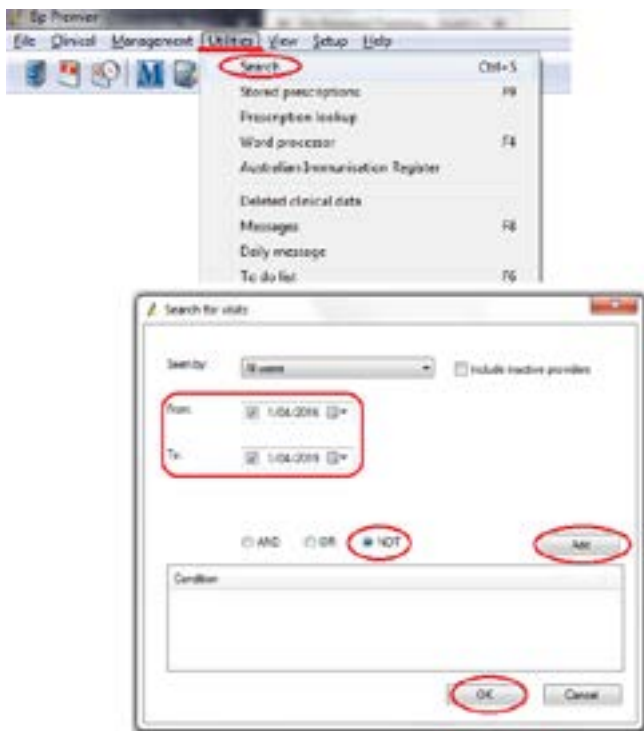
How to inactivate patients	4
.....	
How to inactivate patients individually	6
.....	
How to view inactive patients	7
.....	
To activate inactive patients	8
.....	
How to merge duplicate patient records	9
.....	
How to record allergies	10
.....	
How to record height, weight, waist, and blood pressure	11
.....	
How to clean up un-coded and free text data	12
.....	

How to inactivate patients

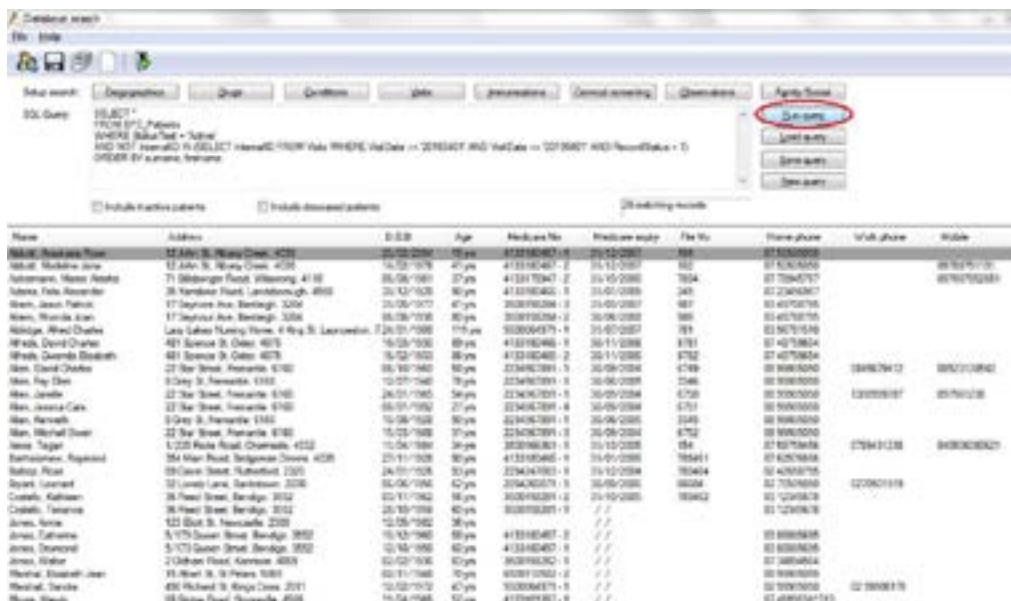
Inactivate patients with bulk Inactivation

The following steps demonstrate how to Inactivate patients with bulk Inactivation.

- a. Run Best Practice Clinical and ensure no patients files open
- b. Go to Utilities > Search > Visits
- c. Seen by (All users) > select dates from & to and tick "NOT" > Click Add > Ok



- d. Run query



e. Select all matching records, see below:

The screenshot shows a 'Database search' window with a menu on the left. The 'Mark as inactive' option is circled in red. The main window displays a list of 20 matching records with columns for Name, Address, D.O.B., Age, Medicare No., Medicare expiry, File No., Home phone, Work phone, and Mobile. The SQL query shown is: `SELECT HomeID FROM Vets WHERE VstData = 20160401 AND VstData <= 20160401 AND RecordStatus = 1`.

Name	Address	D.O.B.	Age	Medicare No.	Medicare expiry	File No.	Home phone	Work phone	Mobile
Adkins, Anastasia Rose	12 John St, Nairy Creek, 4025	25/02/2004	15 yrs	4123180467-4	31/12/2007	104	07 90000000		
Adkin, Madeline Jane	12 John St, Nairy Creek, 4025	14/02/1978	41 yrs	4123180467-2	31/12/2007	102	07 90000000		07720751131
Ackermann, Marie Anelisa	71 Bilsbonge Road, Wilmaring, 4110	06/06/1981	37 yrs	4123178947-3	31/10/2006	7894	07 73940787		07725785268
Adams, Felix Alexander	25 Yankine Road, Leederville, 4008	20/12/1928	80 yrs	4123180466-1	31/01/2000	245	07 23450987		
Aiken, Jason Patrick	17 Seymour Ave, Berleigh, 3204	31/05/1977	41 yrs	3000150294-3	31/01/2007	587	03 43780795		
Aiken, Rhonda Joan	17 Seymour Ave, Berleigh, 3204	06/06/1928	80 yrs	3000150294-2	30/06/2000	586	03 43780795		
Adkins, Alfred Charles	Lady Lanes Nursing Home, 4 King St, Lancaster	7/24/01/1903	111 yrs	5000054971-1	31/01/2007	701	03 96781910		
Ahmed, David Charles	481 Spence St, Coley, 4075	19/03/1930	80 yrs	4123180466-1	30/11/2006	5701	07 40759054		
Ahmed, Gemma Elizabeth	481 Spence St, Coley, 4075	06/10/1933	80 yrs	4123180466-2	30/11/2006	5702	07 40759054		
Alex, David Charles	22 Star Street, Fearnside, 6160	06/10/1960	50 yrs	2214507891-1	30/09/2004	6703	08 99900000	0849079412	0652110842
Alex, Fay Dier	8 Gray St, Fearnside, 6160	12/07/1948	70 yrs	2214507891-1	30/09/2004	2304	08 99900000		
Alex, Jennifer	22 Star Street, Fearnside, 6160	24/03/1963	54 yrs	2214507891-1	30/09/2004	6704	08 99900000	1300009787	037507078
Alex, Jessica Catherine	22 Star Street, Fearnside, 6160	08/03/1982	27 yrs	2214507891-4	30/09/2004	6701	08 99900000		
Alex, Kenneth	8 Gray St, Fearnside, 6160	10/06/1928	80 yrs	2214507891-1	30/09/2000	2305	08 99900000		
Alex, Michael Owen	22 Star Street, Fearnside, 6160	15/01/1968	51 yrs	2214507891-3	30/09/2004	6702	08 99900000		
Alex, Tegan	1/225 Rode Road, Chesvale, 4032	11/04/1984	24 yrs	3000184263-1	31/12/2000	154	03 58759456	0709401238	04060006021
Bartholomew, Raymond	294 Main Road, Bridgman Downs, 4029	27/11/1928	80 yrs	4123180460-1	31/01/2000	789401	07 62678886		
Bishop, Patsy	89 Gunn Street, Ruthkirk, 2232	24/03/1928	81 yrs	2294247000-1	31/12/2004	789404	02 42680795		
Black, Leonard	32 Lundy Lane, Barklytown, 2200	06/09/1906	62 yrs	2294247000-1	31/12/2000	63004	02 70500000	0270601019	
Castello, Kathleen	36 Reed Street, Berdigi, 3052	03/11/1962	54 yrs	3000150281-2	31/10/2000	789402	03 12345678		
Castello, Terence	36 Reed Street, Berdigi, 3052	28/10/1968	60 yrs	3000150281-1	///	///	03 12345678		
James, Anne	123 Elm St, Newcastle, 2900	10/05/1960	50 yrs	///	///	///	///		
James, Catherine	5/173 Queen Street, Berdigi, 3052	10/12/1960	50 yrs	4123180467-2	///	///	03 88800000		
James, Deonard	5/173 Queen Street, Berdigi, 3052	10/10/1968	60 yrs	4123180467-1	///	///	03 88800000		
James, Walter	3 Oakham Road, Kemron, 4069	02/02/1936	63 yrs	3000150282-1	///	///	07 34854584		
Marshall, Elizabeth Jean	15 Albert St, St Peters, 5033	02/11/1940	70 yrs	6000110502-2	///	///	08 90000000		
Marshall, Sandra	490 Richard St, Kings Cross, 2071	10/02/1972	47 yrs	5000054971-1	///	///	02 90000000	02 90000000	
Mears, Mandy	83 Budge Road, Newcastle, 4006	11/04/1966	52 yrs	4122401287-1	///	///	07 46895341111		

f. Click "Yes" to confirm all patients in the list will be inactive

The screenshot shows the same patient list as above. A dialog box is overlaid on the list, asking: "All patients in this list will be marked as inactive! Are you sure you want to continue?". The 'Yes' button is circled in red.

How to inactivate patients individually

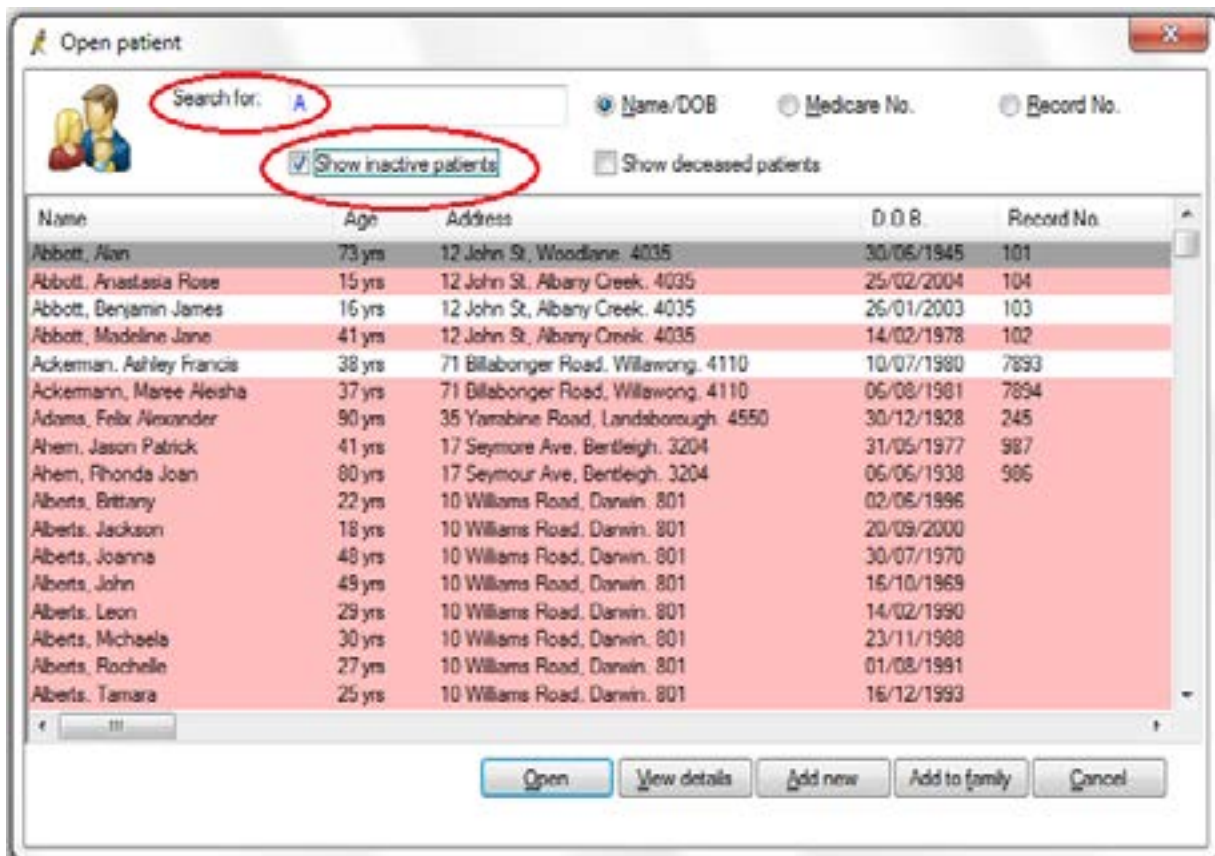
From the main Screen > F10 > Search patient > Mark as Inactive > Save

The screenshot displays the 'Edit patient' form in the Best Practice Software interface. The form is divided into several sections for patient information:

- Search for:** A search bar at the top left, circled in red.
- General Information:** Fields for Title, Family name (Ackermann), Given name (Ashley), Maiden name (Fensch), Preferred name (Ashley), Date of Birth (10/01/1980), Sex (Male), and Divorce status.
- Address:** Fields for Address Line 1 (71 Bilsinger Road), Address Line 2, City/Suburb (Bilsington), Postcode (4118), and Postal Address.
- Health Identifier:** Fields for HI Status, Medicare No. (411110967), Person/ACC No., Person card type, DVA No., Safety Net No., Record No. (7810), Patient ID (41), Usual doctor (Dr Frederick Findeane), Usual visit type, Usual account (Schedule fee), Health Ins. Fund (Medicare), Health Ins. No. (781110968), and Expiry (4/04/2018).
- Personal Details:** Fields for Religion (NIL), Head of family (Self), Next of kin (Heese Ackermann), Emergency contact, Occupation, and Health Care Home (NIL).
- Registration:** A section with checkboxes for 'Registered for C/TG PMS Co-payment relief' and 'Inactive' (which is checked and circled in red), and 'Deceased'.
- Buttons:** At the bottom right, there are buttons for 'Internal details', 'Bank account', 'Medicare/DVA eligibility check', 'Save' (circled in red), and 'Cancel'.

How to view inactive patients

From the main screen > File > Select "Open patient" > in Search, enter the patient name > tick "Show inactive patients"



To activate inactive patients

From the main Screen > F10 > Search patient > Untick Inactive > Save

The screenshot shows the 'Edit patient' form with the following fields and values:

- Title: Miss
- Family name: Abbott
- Given name: Anastasia
- Middle name: Rose
- Preferred name: Anastasia
- Date of birth: 25/02/2004 (Age: 10 yrs)
- Sex: Female
- Ethnicity: [Dropdown]
- Address Line 1: 12 John St
- Address Line 2: [Empty]
- City/Suburb: Albert Creek Postcode: 4026
- Postal Address: [Empty]
- City/Suburb: [Empty] Postcode: [Empty]
- Home phone: 07 90909090 Work phone: [Empty]
- Mobile phone: [Empty] Contact via: [Dropdown]
- Email: [Empty]
- Consent to SMS reminders: [Unchecked]
- Health Identifier: [Empty]
- H Status: [Dropdown]
- Medicare No: 412215047 PIN: 4 Expiry: 12/98
- Pension/ICC No: [Empty] Expiry: 4/04/2019
- Pension card type: [Dropdown]
- Driv Lic: [Dropdown] Conditions: [Dropdown]
- Safety Net No: [Empty]
- Record No: 124 Patient ID: 1
- Usual doctor: Dr Frederick Androsone
- Deny access to other users: [Unchecked]
- Usual visit type: [Dropdown]
- Usual account: Schedule fee
- Health Ins. Fund: Medisave
- Health Ins. No: 123123123 Expiry: 4/04/2015
- Region: District
- Head of family: Alan Abbott [Set]
- Next of kin: Alan Abbott [Set]
- Emergency contact: [Empty] [Set]
- Occupation: [Empty] [Set]
- Health Care Home: [Dropdown] 4/04/2015 MCH
- Created By: [User] Created On: 11/02/2004
- Last Updated By: Frederick Androsone Last Updated On: 01/04/2019 05:02:31 PM
- Registered for CTS PBS Co-payment relief: [Unchecked]
- Inactive: [Checked] (circled in red)
- Deceased: [Unchecked]
- Date of death: 4/04/2019 Cause: [Dropdown]
- Referral details: [Button]
- Bank account: [Button]
- Medicare/DVA eligibility check: [Button]
- Save: [Button] (circled in red)
- Cancel: [Button]

How to merge duplicate patient records¹

Important: Merging patient records is permanent and cannot easily be reversed. Best Practice Software recommend that permission to merge patients should only be granted to administrator-level users.

Select the patient to merge with

Search for:

Name	External ID	Age	Address	D.O.B.
Hinton, Esme		35 yrs	385 Horace Gr, Gtjurk, 3315	25/09/198

Legend: Inactive Deceased Select Cancel

Steps

- a. Select "View" > Go to patients (or press F10)
- b. Search for patient (by Surname, First name) > Select the patient record that you want to keep
- c. From main menu Select "Edit" > Merge > Click yes (If you are sure you have the right patient to merge)
- d. Select the patient to merge by Surname, and by doing this step, it will confirm the file is no longer appear in the database.

¹http://kb.bpsoftware.net/au/bppremier/indigo/Content/KB_Home.htm

How to record allergies

Go to patient screen > Click the Reaction button. See below:

- a. To indicate that the patient has no known allergies > tick Nil known > click Save.
- b. Of the patient has an allergy > click Add > select "Allergy" > select "Nature of reaction" > select "Severity" > Save

Note: if patient has multiple allergies, repeat this step.

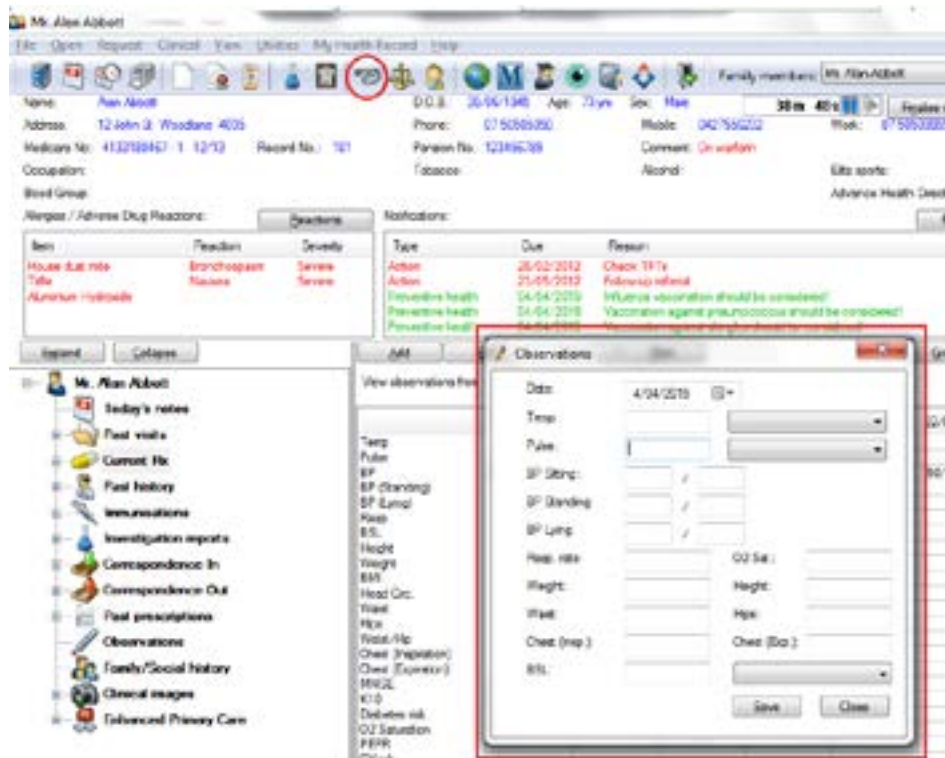
The screenshot displays the 'Allergies/Adverse reactions' window. In the background, there is a table with columns for 'Item', 'Reaction', and 'Severity'. Below the table is a 'Comment:' field and an 'Add' button. A red circle highlights the 'Nil known' checkbox. In the foreground, the 'Add reaction' dialog box is open. It features a search bar with 'PEN' entered. Below the search bar is a list of drug classes: 'Drug class' (selected), 'Ingredient', 'Specific product', 'Non drug', and 'Other'. The 'Nature of reaction' dropdown is set to 'Rash' and the 'Severity' dropdown is set to 'Moderate'. The 'Comment:' field contains the text 'Visible rash with slight itch. |'. At the bottom of the dialog, the 'Save' button is circled in red, along with the 'Cancel' button.

How to record height, weight, waist, and blood pressure

There are different ways to record height, weight, waist and blood pressure (BP) as follows.

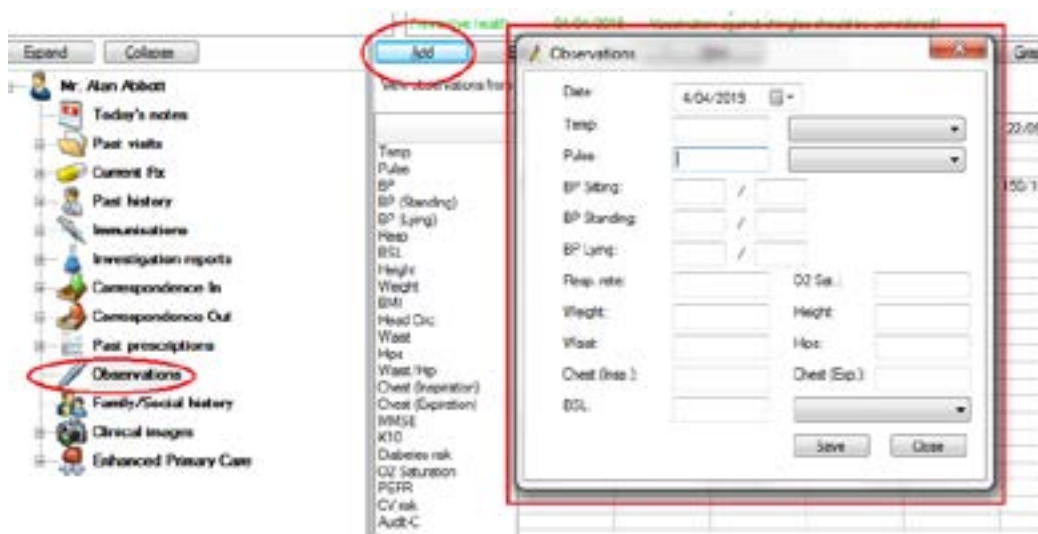
Option 1:

From patient screen > click on record observation icon > record the relevant observations.



Option 2:

On the left hand side of the patient screen, click Observations > Click Add > Fill relevant information > click Save.



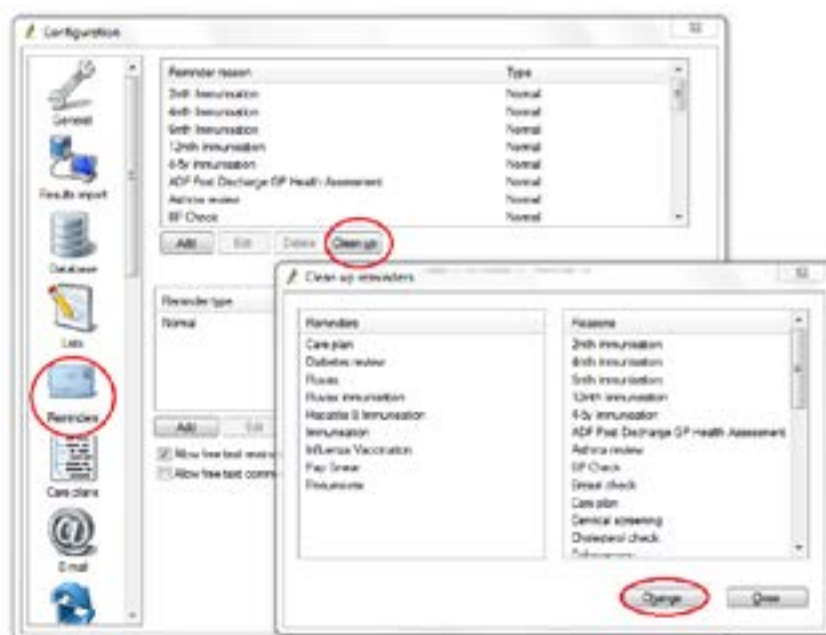
How to clean up un-coded and free text data²

Bp Premier's clean-up functions map free text items to a coded item that your practice uses as a standard.

Clean up reminder reasons

The following steps demonstrate how to Inactive patients with bulk Inactivation.

1. From the main Best Practice screen, select Setup > Configuration > Reminders
2. In the Reminder Reason section, click "Clean Up". The Clean-up reminders screen will appear. Best Practice Clinical and ensure no patients files open to Utilities > Search > Visits



Clean up un-coded Past History items

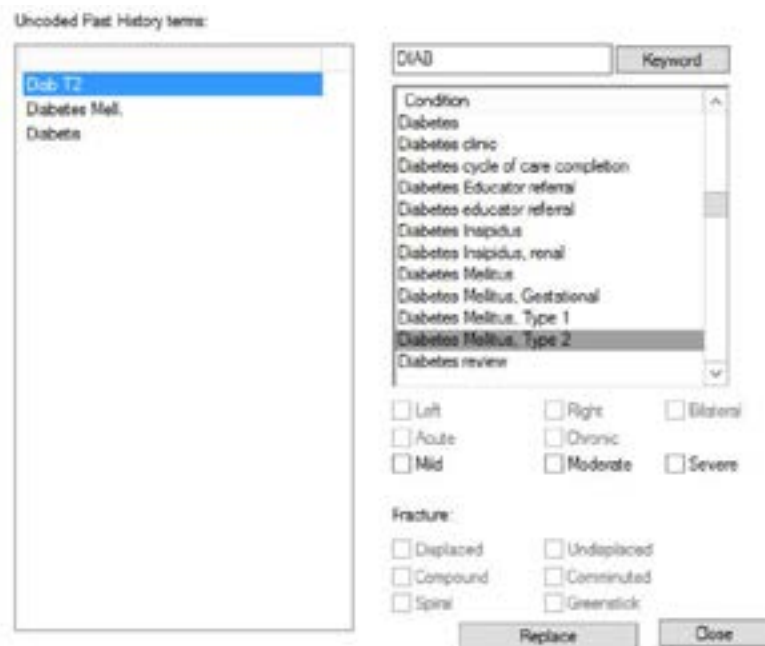
Note: Past history clean-up is not accessed through the Bp Premier main screen, but through the Bp Premier Utilities functions.

Past History user permission set to 'Add/Edit/Delete' to use this clean-up function.

Steps:

1. Windows 7: Start > Programs > Best Practice Software > Best Practice > BP Utilities Windows 8 or later: Windows Logo > Apps > BP Utilities
2. Select your user name from the drop down list and enter your password
3. Double-click on the Clean-up history icon. The Past History Clean-up screen will appear. The Un-coded Past History Items list shows all past history entries entered into the database, from a conversion or free text. The Conditions list is the list of coded conditions entered into Best Practice.

² http://kb.bpsoftware.net/au/bppremier/indigo/Content/KB_Home.htm



4. On the left hand side, select the items that will be merged to a coded condition (Use “Ctrl + click” to select multiple items)
5. To filter the coded Condition list, enter the coded condition you want to map to into the keyword search field and click Keyword
6. Select the condition to merge to and click “Replace”. In the example above, several free text abbreviations for diabetes are being remapped to the coded condition ‘Diabetes Mellitus - Type 2’
7. A prompt will display to ensure you wish to merge the selected items to a category. Make sure that you have the correct items selected and click “Yes”
8. Repeat steps 4 - 7 for any other un-coded items you want to clean up. Click Close to close the Past History clean-up screen.

