

Updating your Practice (Location) Name in Best Practice

Purpose

Use this guide to update your practice (location) name in Best Practice and ensure all clinicians are linked correctly.

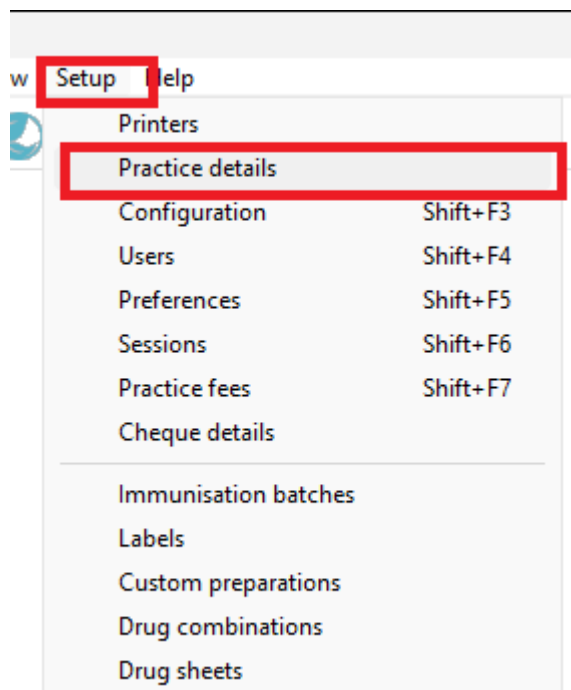
This is commonly required when a practice name changes or when aligning with eReferral registration.

Before you start

- You must have **administrative access** in Best Practice
- This guide **updates an existing location** — do **not** create a new one unless instructed
- Allow **5–10 minutes** to complete

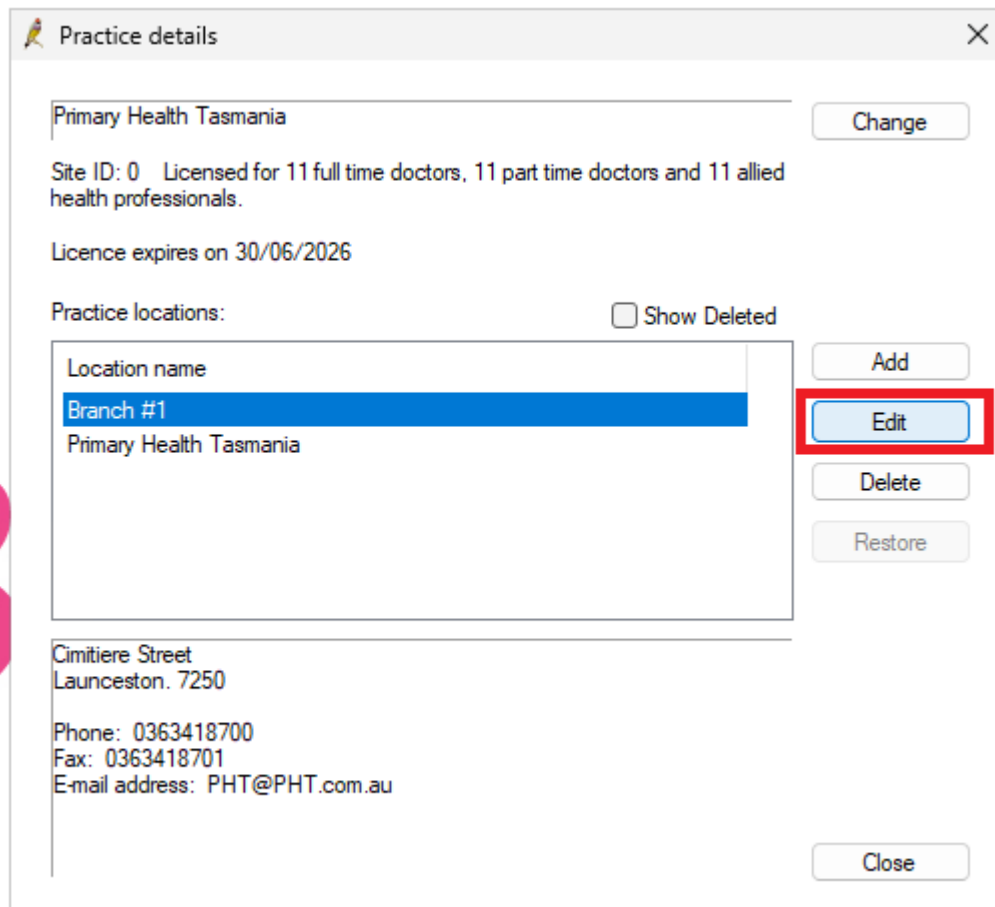
Step 1: Open Practice Details

1. Open **Best Practice**
2. Select **Setup**
3. Select **Practice Details**



Step 2: Edit the Location Name

1. Under **Practice locations**, select the relevant **Location name**
2. Click **Edit**




The screenshot shows a 'Practice details' window with the following content:

- Primary Health Tasmania (with a 'Change' button)
- Site ID: 0 Licensed for 11 full time doctors, 11 part time doctors and 11 allied health professionals.
- Licence expires on 30/06/2026
- Practice locations: Show Deleted
- A list of locations with 'Branch #1' selected (highlighted in blue) and 'Primary Health Tasmania' below it.
- Buttons: Add, Edit (highlighted with a red box), Delete, Restore
- Address: Cimitiere Street, Launceston. 7250
- Contact: Phone: 0363418700, Fax: 0363418701, E-mail address: PHT@PHT.com.au
- Close button

Step 3: Update the Location field

1. In the **Location** field, enter the exact practice or organisation name that should appear in eReferrals and formal directories.
 - Example: *East Hobart Medical Centre*
2. Click **Save**

 Location details ✕

Location:

Address 1:

Address 2:

City/Suburb:


Postcode: MM Location:

⚠ Important: Check clinician usual locations

If clinicians are not linked to the correct location, referrals and messages may fail.

Step 4: Review clinician locations

1. Go to **Setup → Users**
2. Check the **Usual location** column for each clinician

 Users

This copy of Bp Premier is licenced for 11 full time and 11 part time doctors.
There are currently 3 full time and 0 part time doctors in the system. Include inactive use

Name	Category	Status	Provider No.	Prescriber No.	Usual location
Ms Apple Cake	Receptionist				Primary Health Tasmania
Dr Sonya Dimmich	Principal doctor	Full time	279776LJ	1234567	Primary Health Tasmania
Dr Kathy Lowry	Principal doctor	Full time	279776LJ	1234567	Primary Health Tasmania
Mrs Florence Nightingale	Practice nurse				Primary Health Tasmania
Ms Rebekah Sheahen	Practice manager				Primary Health Tasmania
Mrs Eliza Taylor	Practice manager				Primary Health Tasmania
Dr Maxine Williams	Principal doctor	Full time	084649VJ	1234567	Primary Health Tasmania

Step 5: Correct if required

If a clinician's usual location is incorrect:

1. Select the clinician
2. Click **Edit**
3. Open **Location Manager**
4. Set the correct location as **Usual location**
5. Click **Save**

Usual location: Primary Health Tasmania

Provider No.: [] **Location Manager**

User Location Manager

Select locations the user can log in at:

Location

- Primary Health Tasmania (Usual location)
- Branch #1

Usual location

Save Cancel

✔ You're finished when:

- The updated practice/location name appears in **Practice Details**
- All clinicians show the correct **Usual location**
- The updated name appears when creating a referral

Appendix: Detailed Guide & Explanations

Why this matters

Best Practice uses **Location** as a key identifier for:

- eReferrals
- Messaging and provider linkage
- Clinician default settings

Updating the name without checking clinician locations is one of the most common causes of referral issues.

What should the Location name match?

- Use the **official organisation or practice name**
- Match the name used for:
 - eReferral directory registration
 - Formal correspondence
- Avoid abbreviations unless formally used

✓ *Good:* East Hobart Medical Centre

✗ *Avoid:* EHMC / Main Surgery / EHM Centre

What NOT to change

Do not modify the following unless explicitly instructed:

- Site ID
- Minor ID
- Health Identifier

Changing these may disrupt integrations and historical data.

Common mistakes (and how to avoid them)

Mistake: Creating a new location instead of editing the existing one

→ *Fix:* Always edit the existing location unless directed otherwise

Mistake: Updating the location name but skipping clinician checks

→ *Fix:* Always complete the Users → Usual location review

Mistake: Using different naming across systems

→ *Fix:* Confirm the required naming standard before saving

If something doesn't look right

- Exit without saving if unsure
 - Confirm:
 - You edited the correct location
 - The name matches advised standards
 - Contact your local support team if guidance was provided with this request
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