INTRODUCTION

BMJ Best Practice is a decision-support tool for use at the point of care. Structured around the patient consultation, it presents the required information just as it’s needed, which is why it’s quick and intuitive to use.

This administrator user guide has been designed to provide you with an overview of BMJ Best Practice and guide you through the topic information and important features to ensure you get the most out of your subscription.
SETTING UP YOUR ACCOUNT

To access and set up the institutional features you will need to set up and administrative account.

Using this account will then allow you to access the customisation features via the 'My Institution' link and enable roaming access for your institutional users.

Setting up an account is simple
Contact the BMJ customer services team (support@bmj.com) providing the full name and email address of the institutional administrator. An account will then be created using the provided email address and with a default password, which can be updated after the first login.

Institutional branding
You can link your institutional logo onto BMJ Best Practice to be displayed to anyone accessing within your institution ensuring they are aware of the provider.

Simply provide BMJ customer services with the URL link to a hosted image, preferably in GIF format, and no more than 160 pixels in width and no more than 25kb file size. They will then add this to your account.
ACCESS

IP range access
IP range access is the preferred method of providing institutional access to *BMJ Best Practice*, and is required for additional functionality such as roaming access. IP access will be set up when you first subscribe.

Any changes to the required IP range should be communicated to BMJ customer services (support@bmj.com).

Athens authentications
Institutional subscribers are able to get access to *BMJ Best Practice* via Athens authentication.
Roaming access
As an institutional subscriber, you can choose to implement roaming access to provide their users with easy off-site access. Roaming access is provided at no extra charge to existing institutional subscribers.

How roaming access works
• If an individual user requires remote access they will need to create a new ‘My BMJ Best Practice’ account, or log into an existing account.

• For remote access set-up to be successful, this initial process must take place from within the IP range of the institution (assuming IP authentication has been set up), or after being authenticated via a referral URL, and the institution must allow remote access. For security reasons it is not possible to set up an account from outside of the IP range of the institution.

• The individual ‘My BMJ Best Practice’ account will then automatically be linked to the institutional account, and users will be granted remote access rights. When the user logs into their ‘My BMJ Best Practice’ account from outside of the institution IP range (or without using the referral URL) they will be granted access.

• Roaming access rights are based on the institutional subscription – access will be granted for the remaining duration of the institutional subscription, or for six months (whichever is the shorter period). If after six months the user wishes to renew their access they can repeat the first step.
App access

Institutional access code
Some institutions can download all topics for free using an ‘Institutional number’. Once you have downloaded the app, you are presented with a screen prompting you to ‘Login’ or ‘Create account’.

If you have previously created a ‘My BMJ Best Practice’ account, then click ‘Login’ and use these details. If not, click ‘Create account’.

To download all topics for free, enter the ‘Institutional number’ in the relevant box. After filling in all sections, click either ‘Sign-up’ or ‘Login’, and your download will begin. You must be connected to Wifi to download BMJ Best Practice app content.

Using your Institution’s Wifi/Athens/Shibboleth/referral URL/proxy server
If you usually use any of these methods to gain internet access within your institution, you may be able to download all BMJ Best Practice app content for free.

After downloading the app, simply sign in using your current ‘My BMJ Best Practice’ account details, or create an account. To download all content, you must ensure you have either signed into, or created your account whilst using your institution’s internet access.

Do not enter an institutional number. Once you are signed in, the app should automatically start to download all topics.
PERSONALISATION FEATURES

My Institution

*BMJ Best Practice* contains additional features which allow you to enhance and personalise the content to fit your local requirements. To access these features select the ‘My Institution’ link by clicking on your Institution Name in the top right hand side.

Navigation language

The main navigation elements within *BMJ Best Practice* can be customised to any one of 17 different languages. By default *BMJ Best Practice* will use the language settings of the user’s browser.

Alternatively users can simply select their preferred navigation language from the top right corner of any page.

You and your users can also search in over 60 languages, the language options are displayed under the search bar.

Select My Institution by clicking on your institution name and click on 'Default language' to choose your preferred language.
Adding institutional notes
Institutional administrators can add notes to pages within *BMJ Best Practice* on behalf of their organisation at a local, regional or national level. Individual users will be presented with these notes when they access the relevant page, in addition to any personal notes they have saved.

Open URL configuration
*BMJ Best Practice* supports OpenURL linking, the institution’s administrator should contact customer services with the following information:

- Base URL of your link resolver, to act as the prefix for any OpenURLs we construct
- Text that you would like to be displayed to your users e.g. “Access at Hope College”
- URL for the logo that you would like to be displayed to your users

Annotate pages with notes that can be viewed by users across your organisation and add new reference links using the field option at the bottom of the institutional links page.
Uploading institutional information

Institutional administrators have the ability to upload links to information that is specific to their institution and make them available to their users.

This could be relevant national, regional, or preferred institutional guidelines on diagnosis or treatment protocols, or it might be a set of patient information leaflets that is specific to a department or clinic.

To upload documents:
• Log in to the institutional administrator account and click on the ‘My Institution’ link
• Select which type of information you want to link to: ‘Institutional guidelines’ or ‘Institutional patient leaflets’
• You will then need to input:
  — The title of the guideline or leaflet to which you want to link
  — The document’s URL (e.g. a link to a website, a document hosted online, or on an intranet)
  — Summary text describing the document (‘Institutional guidelines’ only)
• Click ‘Add’ to upload your link

The ‘My Institution’ page will list all the links that have been uploaded.
You can then link individual guidelines or patient leaflets to the condition they are related to within *BMJ Best Practice*:

- Whilst logged in to your administrative account navigate to the 'diagnosis', 'treatment', 'guidelines' links or the 'patient leaflets' link in the relevant condition
- The full list of the links uploaded by the institution will be listed above the guidelines or patient leaflets included as standard within *BMJ Best Practice*
- To link to uploaded documents to the 'Guidelines' or 'Patient leaflets' page of the condition, click on the 'plus' icon (or to remove any previously linked documents from that page click on the 'minus' icon)
- When your institutional users access the relevant 'Guidelines' or 'Patient leaflets' page they will see the uploaded documents alongside international guidelines or patient leaflets included as standard in *BMJ Best Practice*

There is a limit of three document links per condition.
**USAGE STATISTICS**

*Bmj Best Practice* usage reports
Institutional subscribers can download their own usage statistics from our self-service portal. The report includes information on our sessions, page impressions, usage by section, frequently-used search terms and most-used topics.

www.bmj.com/company/bmj-for-institutions
BMJ is a healthcare knowledge provider that aims to advance healthcare worldwide by sharing information and expertise to improve experiences, outcomes and value.

From individual clinicians to major healthcare provider organisations, our range of products and services support healthcare delivery with emphasis on quality improvement and professional development.

Contact BMJ Customer Services on e: support@bmj.com or t: +44 (0)20 7383 6290