Your New FYDO Dashboard!

We’re excited to announce the launch of a **long-awaited update** to your FYDO Dashboard!

The first stage of this update will deliver valuable new content, and allow you to click on links to find helpful information, including:

- **FYDO Updates** – Stay informed with the latest news and insights.
- **FYDO Information** – Have Altura Health contact information at your fingertips.
- **Feature Spotlights** – Learn more about existing FYDO features you may not be using yet!
- **New Feature Announcements** – Be the first to know when new tools and enhancements go live.

We know many of you have been eagerly awaiting this Dashboard refresh, and this is just the beginning! We’ll continue expanding and refining it to give you faster, easier access to the information you need.

Thank you for being part of the FYDO journey — we’re thrilled to keep building better solutions for you!

If you have any questions or feedback, feel free to reach out to our Altura Health Team.

Updating a Username

There may be instances when a user needs to change their name in FYDO. This can be done by the user themselves, by following the steps below.
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1. Hover over **User Profile** *(Your Initials)*
2. Select **Edit Profile**

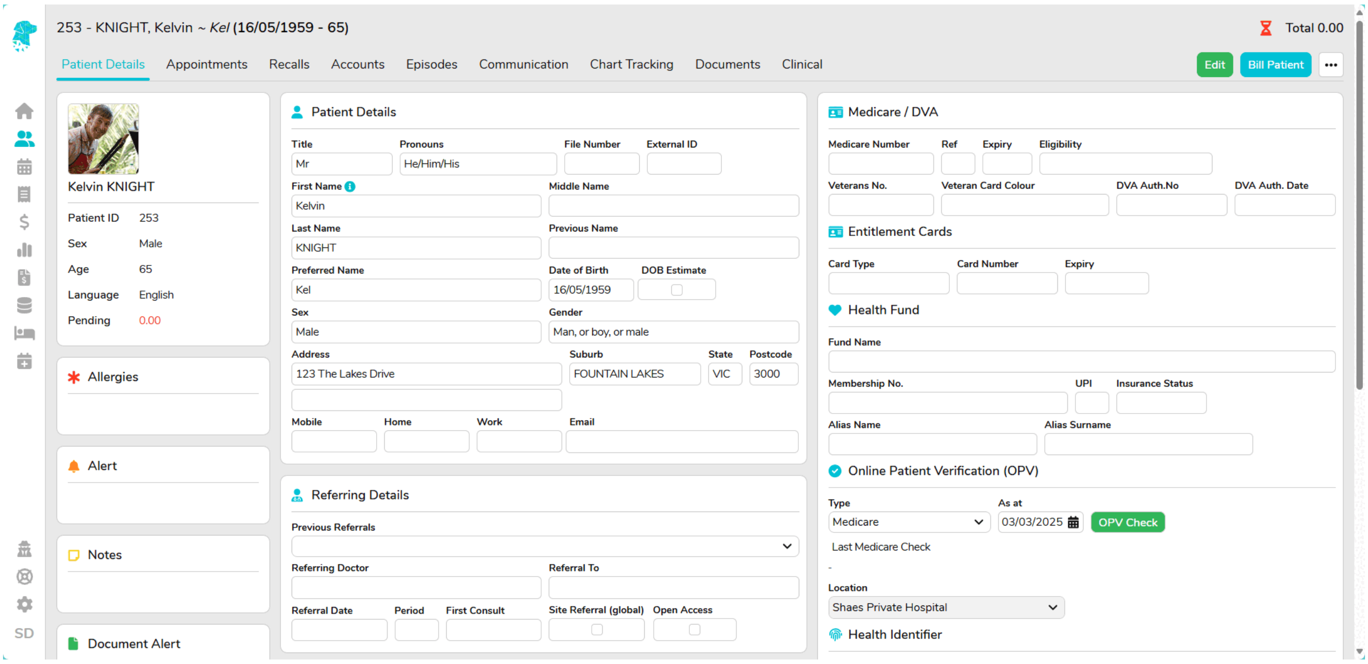
3. While on the **User Details** tab, select **Edit**

4. Amend the required **First Name** or **Surname** fields

5. Click **Save**

Re-Order Patient Screen

Users can customise the **Patient Screen** and display the details that are most relevant to them!



Access to this feature is managed at the User Group level, via **Settings > User Groups**, by amending the option under **Patient** for **Reorder.**

Users with the appropriate access levels can customise the layout of the patient screen by navigating to any patient and selecting **Reorder Content** from the **Menu** in the top-right corner.

This allows users to choose which groups of information are visible and hide irrelevant details using the eye icon.

Information groups can also be **Reordered** by dragging them to the appropriate spot. The layout can be displayed across two columns or condense it into a single column if needed.

Once the desired order has been selected, click **Save Order** and the view will be displayed whenever the **Patient Screen** is opened.

SMS Automation in FYDO

Stay connected with your patients effortlessly with the new **Automated SMS** feature in FYDO!
This feature allows you to automatically send SMSs to patients before and after their admissions, at timeframes that work for you!
– Need to send patients their admission times? Done.
– Need to remind patients to complete their Admission Form? No problem.
– Want to send a Post-Discharge follow-up or request feedback via a Patient Survey? It's all possible!

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[redacted] support@alturahealth.com.au
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To start using the **Automated SMS** feature, here's what you'll need to have in place:

- **An SMS Account:** You'll need an SMS account set up in FYDO. If you're not sure whether you already have one, contact our team.
- **SMS Templates:** You'll need to set up SMS Templates. Detailed instructions are available on our Adding SMS templates – FYDO Wiki
- **SMS Automation:** Once your templates are ready, you'll need to set up SMS Automation in the FYDO Settings. Let's walk through that now!

1. Navigate to **Settings**
2. Select **SMS Automation**

3. Click **Add SMS Automation**

4. Select the **Condition.** *(We will go into detail on each of the **Conditions** later in the instructions and explain what field in FYDO governs their status)*
5. Select the required **Template**
6. Select the **Number of Days Before** or **After** the episode that you'd like the SMS to be sent
7. Select the **Time** that you'd like the SMS sent
8. Select the **Location** for Multi-Location databases. *(Single location databases will not need to amend this field)*
9. Select the specific **Theatre** if this Automated SMS is only going to apply to one. Otherwise leave the selection as **All Theatres**
10. Click **Setup Auto SMS**

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To Confirm Appointment

This type of SMS automation is triggered by the **Confirmed** field in the **Edit Appointment Screen** of each episode. When the Automated SMS Condition is set to **To Confirm Appointment** this field will be checked before sending, to ensure the message is only sent to appointments that haven't been confirmed yet.

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For example, the automated SMS feature will check for appointments scheduled in the next two days that haven't been confirmed. It will send the selected SMS template at 9am.
For the below example, let's say today is Monday:

- The system will check all appointments scheduled for Wednesday and send the SMS to those without an entry in the **Confirmed** field.
- FYDO will also scan for any late additions to appointments within the two-day window to ensure these patients also receive the SMS.

Post Discharge

This SMS automation is based on the **Discharge Date.** Once an episode is discharged, the SMS will be sent at the designated timeframe **after** the discharge date.
For example, if today is Monday and a patient is discharged at 1pm, they will receive the automated **Post Discharge SMS** one day after their discharge date. In this case, the SMS will be sent on Tuesday at 9am.

Admission Form Not Received

This automated SMS is triggered based on the **Admission Form Received** Check List item. If the checkbox is marked for a patient's admission, they will not receive the automated SMS. This means the SMS will only be sent to patients who have not yet completed their admission form!

With the check box now automatically ticked when patients completed Online Preadmit Paperwork is committed, following up with patients who still need to complete this task has never been easier!

For the below example, if a patient is booked for Monday, they will receive their **Admission Form Not Received** reminder on Sunday at 8am, the day before their scheduled admission.

Keep in mind, you can set up **multiple SMS Automations**! So, if you want to remind patients every day until they submit their admission form, you can easily do that!

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[redacted] support@alturahealth.com.au
[redacted]

Let’s look at a demo setup for streamlining patient communication! Automating these SMS reminders can really help improve patient engagement and reduce the administrative burden on staff. Here’s an example of how it can work and why it’s effective:

1. **Online Pre-Admission Form Link (4 days before admission)**
   This gives patients a head start in completing their required paperwork. The fact that it only contacts those who haven’t already submitted the form is a great way to avoid unnecessary follow-ups and potential annoyance for patients who are already on top of their forms.
2. **Follow-Up Reminder for Admission Forms (2 days before admission)**
   A reminder just before the deadline to submit the form ensures that those who missed the first notification get another nudge, but again, it avoids bothering anyone who’s already completed the form. A gentle follow-up can help improve compliance.
3. **Pre-Procedure Confirmation (1 day before admission)**
   This is crucial for making sure patients are prepared with all the details – admission time, fasting instructions, what to do when they arrive, and appointment confirmation. It helps patients feel more confident and organized the day before their procedure.
4. **Post-Discharge Check-In (1 day after discharge)**
   Checking in on patients after they leave the hospital can show that you care about their recovery, making them feel supported and giving you an opportunity to catch any concerns early. Helping you meet your post-discharge obligations.
5. **Patient Survey Link (5 days post-discharge)**
   Asking for feedback via a patient survey is a great way to gather insights on their experience and identify any areas for improvement. Giving them a little time to settle into their recovery before asking for feedback might result in more thoughtful responses. Automating this follow up ensures all patients are given the opportunity to participate in providing feedback.

Single Sign On (SSO) with FYDO

At FYDO, we are committed to continuously enhancing the security and convenience of our platform for our valued customers. And because of that, we use Single Sign On (SSO) to FYDO! This feature will allow you to access FYDO using your existing credentials from Microsoft or Google, simplifying your login process while maintaining the highest level of security.

SSO is a secure authentication process that enables you to log in to multiple applications with a single set of credentials. By integrating SSO, we aim to provide you with a seamless and efficient log in experience.

When you log in, you will notice two buttons for Microsoft and Google account access, as pictured below.

If you are already logged into your browser with either a Google or Microsoft account, you can click on the applicable button to log in. This will take you directly to the FYDO dashboard or the Two-Step Verification Process via SMS, email, or an Authentication App as usual.

Note– The account you use must already be set up in FYDO to proceed.

If you are not already logged into your browser with an account, you will be prompted to **'Pick an account'** or **'Use another account'** as shown below. You will need to enter your password to proceed.

You may still use your email and password to log in unless your FYDO account subscriber has forced SSO to be used. In that case, you may receive a message at the top of the screen, as shown:

If you receive the message above, please try using the Microsoft or Google buttons. If you still have problems logging in, **contact your FYDO account subscriber** *(the person in charge of FYDO at your facility)* before reaching out to Altura Health Support.

If you have forgotten your Microsoft or Google password, please contact your IT department. This issue is separate from FYDO and cannot be addressed by Altura Health Support.

How to enforce SSO in FYDO

SSO authentication can be enforced for all or selected users. Once SSO is enforced, an email invitation will be sent to the applicable user/s, advising them to activate their account via SSO. The user does not need to use the email invitation link; they can go directly to the FYDO website.

Note: Once a user is required to use SSO by their facility, their existing password will be deleted.

To enforce SSO for all users:

1. Go to **Settings > Security** and click **Edit**.

2. Tick the **SSO as Mandatory** tick box (as shown below) and click **Save**.

If, for any reason, some users are unable to authenticate using SSO, they can be reverted back to the standard email/password authentication method.

To revert all users to email/password authentication:

1. Simply untick the **SSO as Mandatory** box in **Settings > Security.**

To revert specific users to email/password authentication:

1. Go to **Settings > Users**
2. Double-click on required user
3. Click **Edit**
4. Untick **SSO Mandatory**
5. Click **Save**

Reverted users will receive another email invitation to set up their new password.

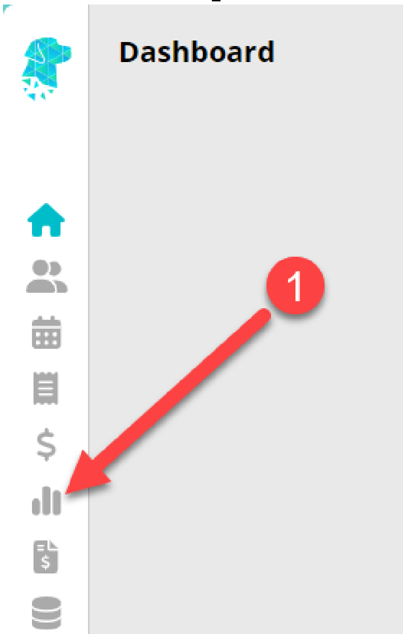
You can see which users have SSO enforced and whether they have successfully authenticated using SSO by going to **Settings > Users**.

- **SSO Blank:** User not forced to use SSO
- **SSO Red Cross:** User forced to use SSO but not activated
- **SSO Green Tick:** User has activated SSO

Invoice Export Report

This report enables an Excel spreadsheet to be created of all invoice data for a selected date range.

How to Export the Invoice Export Report:

1. Click on the **Reports Icon**


2. Under **Financial Reports**, Click on **Invoice Stats**
3. Change filters as required, or if you are wanting All Invoice Data for a specific date range, leave filters as the default filter options > Add the required **To** and **From Date Range** > Click **Export**
4. Report will be **Exported** as an **Excel–Raw** file.
   By default, most computers will store downloads to your **Downloads** folder on your computer, or wherever you have set your browser to store your downloads on your computer.

Exporting Referring Doctors/Practices

How to Export Referring Doctors:

1. Click on **Settings**

2. Under **General,** Click on **Referring Doctors**
3. Click the **Export To** button and choose either **Excel** or **PDF**.

How to Export Practices:

1. Click on **Settings**

2. Under **General,** Click on **Practices**
3. Click the **Export To** button and choose either **Excel** or **PDF**.

Payments Report (Clinic)

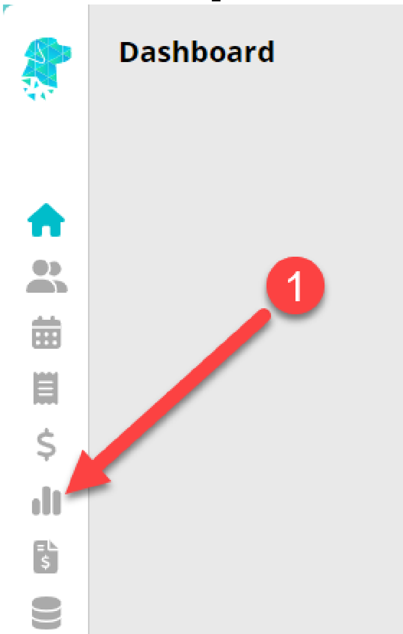
This report gives a list of all payments received in the selected date period either by Accounting Period, Audit Date or Date of Service. The data is able to be shown in formats such as Detailed, Summary and Summary Categories.

Filter options include:

- Location
- Department
- Doctor
- Payment Type
- Group By options
- From and To Date Range

How to Print/Export the Payments Report:

1. Click on the **Reports Icon**



2. Under **Reports – Clinic**, Click on **Payments**
3. Change filters as required > Click **Update**
4. Report will generate below the filters section.
   To **Print** the report, Click the **Print** button.
   To **Export** the report, Click the **Export To** button and choose either **Excel**, **Excel – Raw Data** or **PDF**.

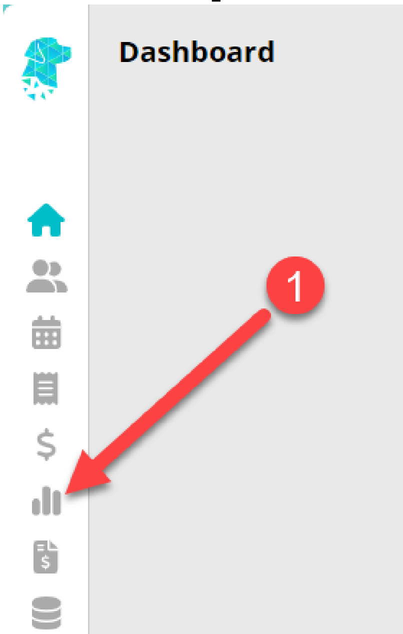
Patient Stats Report

The **Patient Stats Report** gives the ability to obtain extensive patient demographics data.

- Medicare Patients
- Deceased Patients
- Archived Patients
- DVA Patients
- Indigenous Status
- Referral Expired
- Preferred Doctor
- Health Fund
- Gender

- Surveys
- Ability to stipulate Birth date range
- Ability to stipulate Created range
- Ability to stipulate Postcode range
- Community Nursing Cycle
- Ability to stipulate Billed range
- Doctor

How to Print/Export the Patient Stats Report:

1. Click on the **Reports Icon**


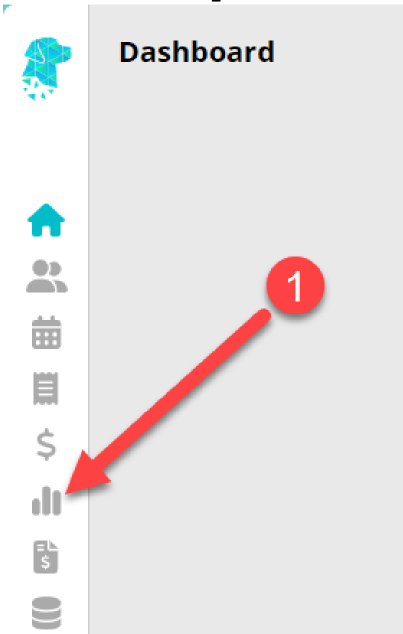
2. Under **Patient Reports**, Click on **Patients Stats**
3. Change filters as required, or if you are wanting All Patient Demographics, leave filters as the default filter options > Click **Update**
4. Report will generate below the filters section.
To **Print** the report, Click the **Print** button.
To **Export** the report, Click the **Export To** button and choose either **Excel** or **PDF**.

Arrears Report (Clinic)

This shows all invoices without a zero-dollar balance. It can be run by Location, Department, Fund, Bill Type, Doctor, Period that the account has been outstanding for *(e.g. 30 days & over)*. It can be run as the following Report Types:

1. **Detail** – Showing every patient and the balance
2. **Summary** – Showing each bill type and the balance
3. **Interactive** – Enabling follow up dates and notes to be accessible, to facilitate efficient workflow in debt recovery

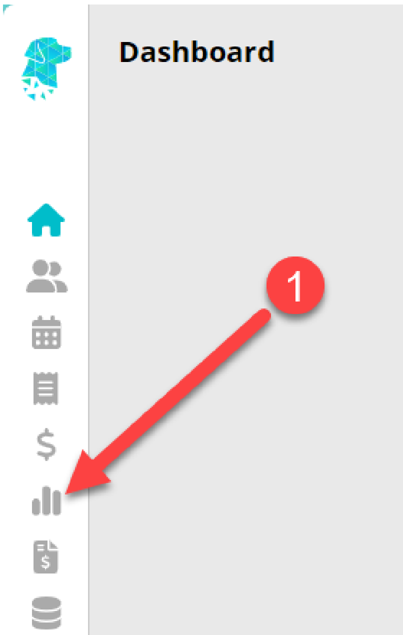
How to Print/Export the Arrears Report *(Summary and Detail)*:

1. Click on the **Reports Icon**


2. Under **Reports – Clinic**, Click on **Arrears**
3. Change filters as required > Click **Update**
4. Report will generate below the filters section.
   To **Print** the report, Click the **Print** button.
   To **Export** the report, Click the **Export To** button and choose either **Excel**, **Excel – Raw Data** or **PDF**.

How to Export the Arrears Report *(Interactive)*:

1. Click on the **Reports Icon**



2. Under **Reports – Clinic**, Click on **Arrears**
3. Select **Interactive** > Change filters as required > Click **Update**
4. Report will generate below the filters section.
   Click the **Export To** button and choose either **Excel** or **Excel – Raw Data**.