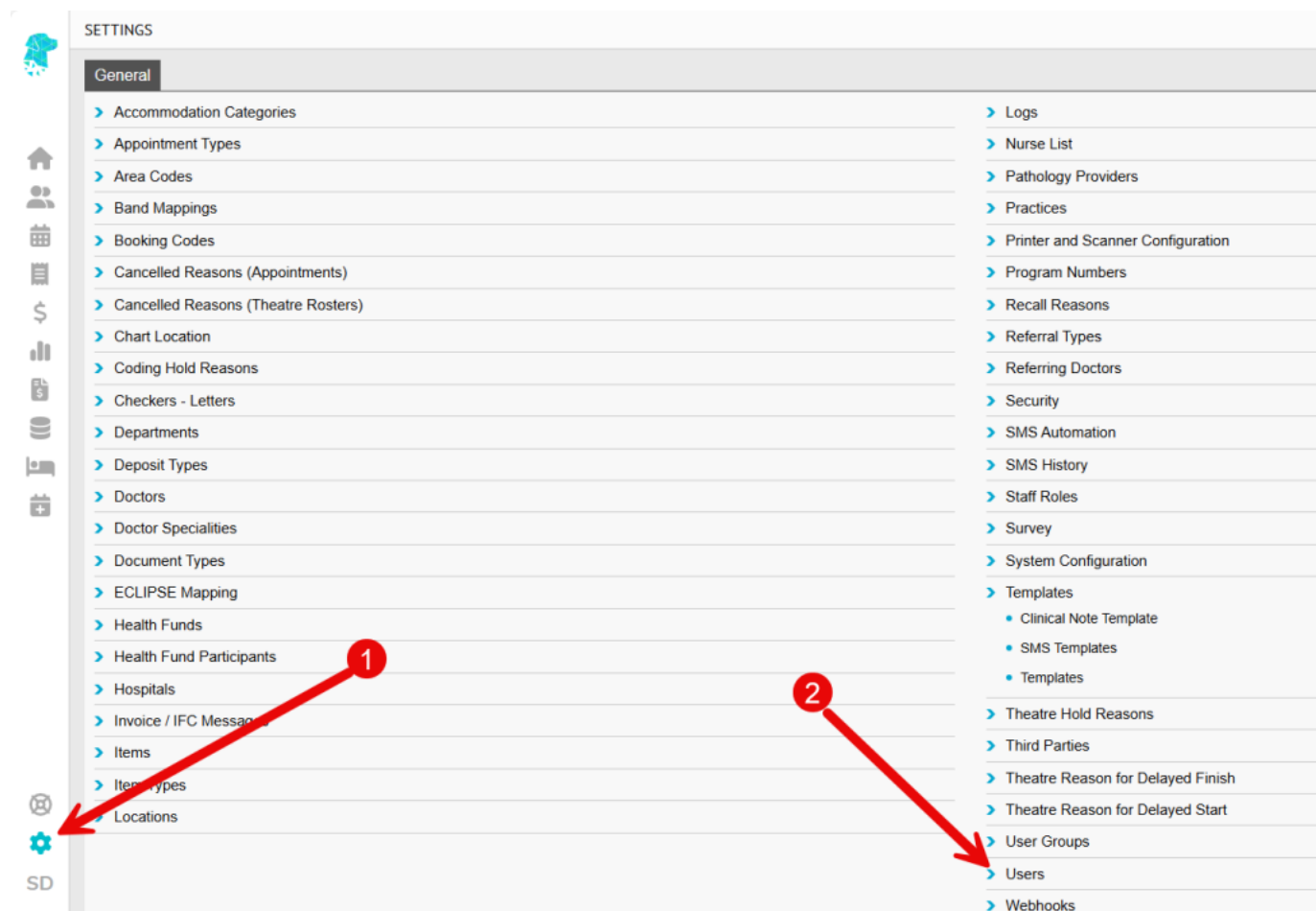


Deactivating a User

When users no longer require access to FYDO, they can be deactivated in the system.

1. Select **Settings**
2. Click **Users**



3. **Search** for the required user and **Double Click** on their name



4. Click **Edit**
5. Untick the **Active** box
6. Click **Save**

SETTINGS > USERS

Select All Groups ☐ Show Inactive support 3 Add User

ID	Surname	First Name	Email	Group	SSO	2FA App	Last Login	Status
3	Darr	Shae	support@alturahealth.com.au	Administration			05/08/2025	Active

100 Records/Page Records 1-1 of 1 (Page 1 of 1)

7. Inactive users can always be viewed by utilising the **Show Inactive** option

8. Inactive users will be identified with an **Inactive Status**

SETTINGS > USERS

Select All Groups ☒ Show Inactive support 7 Add User

ID	Surname	First Name	Email	Group	SSO	2FA App	Last Login	Status
3	Darr	Shae	support@alturahealth.com.au	Administration			05/08/2025	8 Inactive

100 Records/Page Records 1-1 of 1 (Page 1 of 1)

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.

Welcome to Your Dashboard

Feature Highlight

FYDO + Preadmit - An unbeatable combination!

Our advanced Preadmit feature simplifies patient onboarding by providing a seamless digital preadmission process. FYDO + Preadmit is the perfect package to ensure a smoother experience for both patients and staff while meeting compliance requirements. Click here for more info on how Preadmit can benefit your facility!

[Learn more](#)

Recent Changes

Preadmit Patient Alerts
26 minutes ago →

Theatre Roster Updates
6 days ago →

SA Cancer Registry Screen
1 day ago →

Quick Links

fydo@alturahealth.com.au

[\(02\) 9632 0026](tel:(02)96320026)

[FYDO Wiki Manual](#)

[FYDO Hospital Updates](#)

[FYDO Clinic Updates](#)

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!

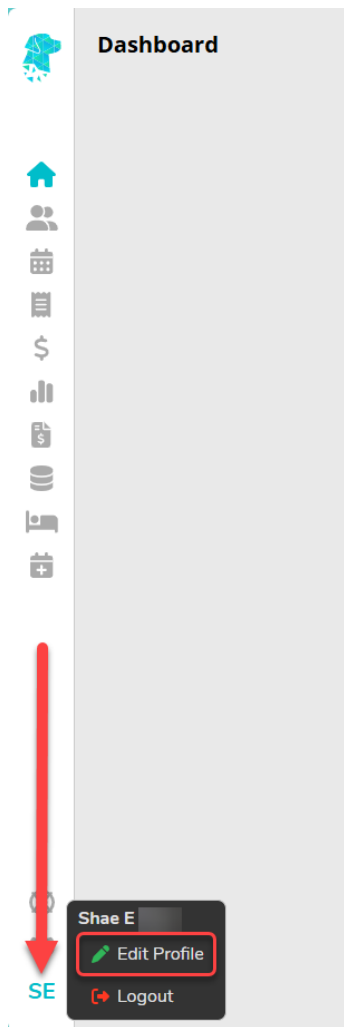
If you have any questions or feedback, feel free to reach out to our Altura Health Team.

Updating a Username

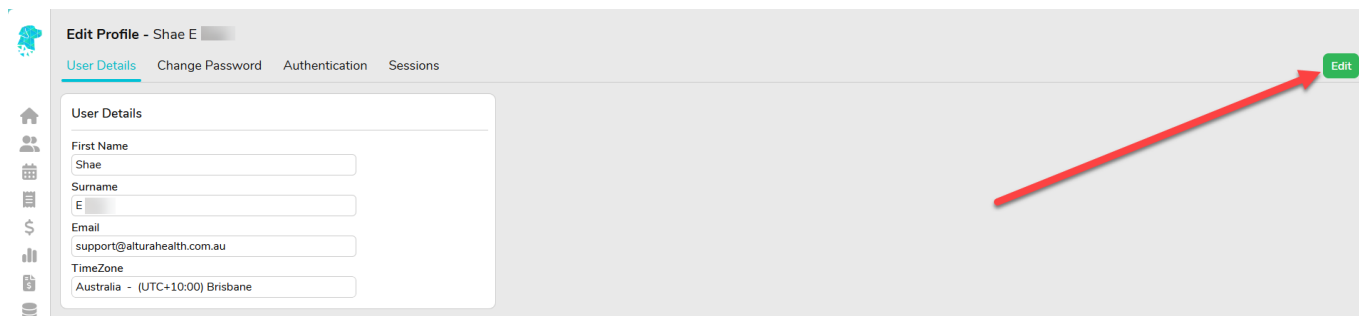
There may be instances when a user needs to change their name in FYDO. This can be done by the user themselves, by following the steps below.



1. Hover over **User Profile** (*Your Initials*)
2. Select **Edit Profile**

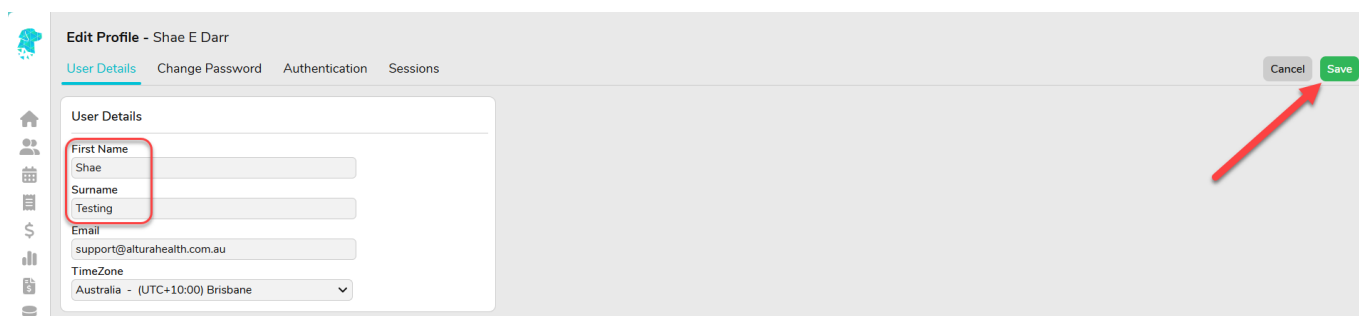


3. While on the **User Details** tab, select **Edit**



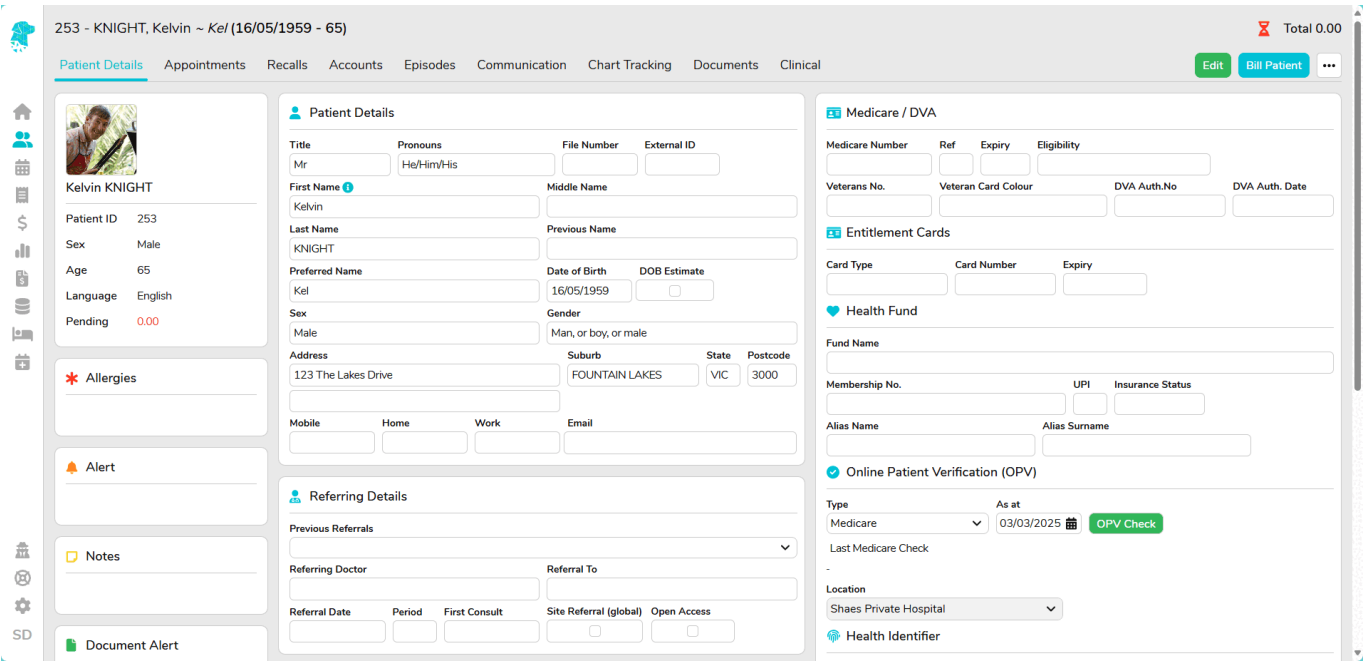
4. Amend the required **First Name** or **Surname** fields

5. Click **Save**

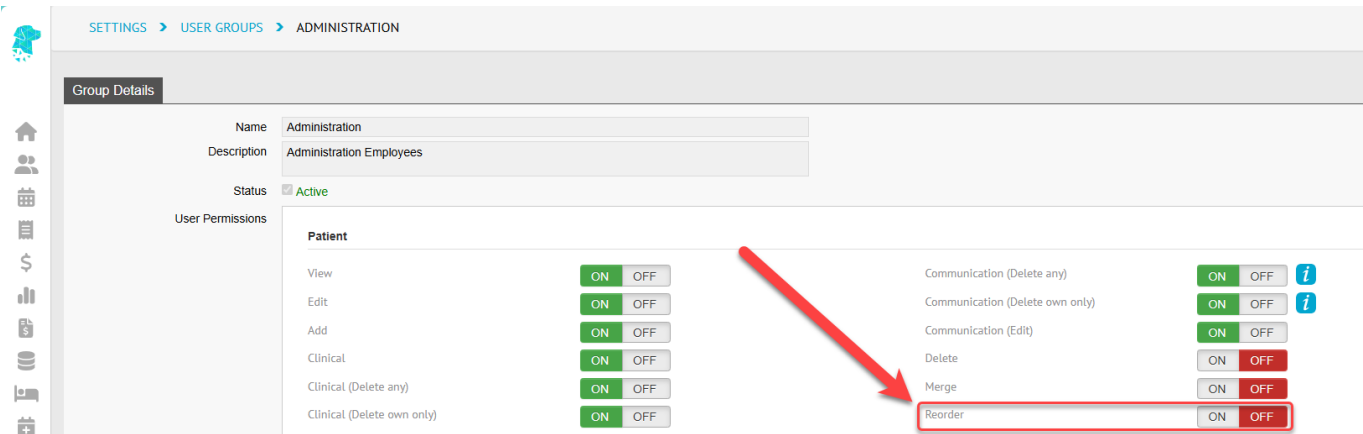


Re-Order Patient Screen

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.

253 - KNIGHT, Kelvin ~ Kel (16/05/1959 - 65)

Total 0.00

Edit Bill Patient OPV OEC Label Merge Picture Audit Logs **Reorder Content** EMR Delete Patient

Patient Details

Title Mr Pronouns He/Him/His File Number External ID

First Name Kelvin Middle Name Last Name KNIGHT Previous Name

Preferred Name Kel Date of Birth 16/05/1959 DOB Estimate

Sex Male Gender Man, or boy, or male

Medicare / DVA

Medicare Number Ref Expiry Eligibility

Veterans No. Veteran Card Colour DVA Auth.No

Entitlement Cards

Card Type Card Number Expiry

Health Fund

Fund Name

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

Reorder Content

Left Side

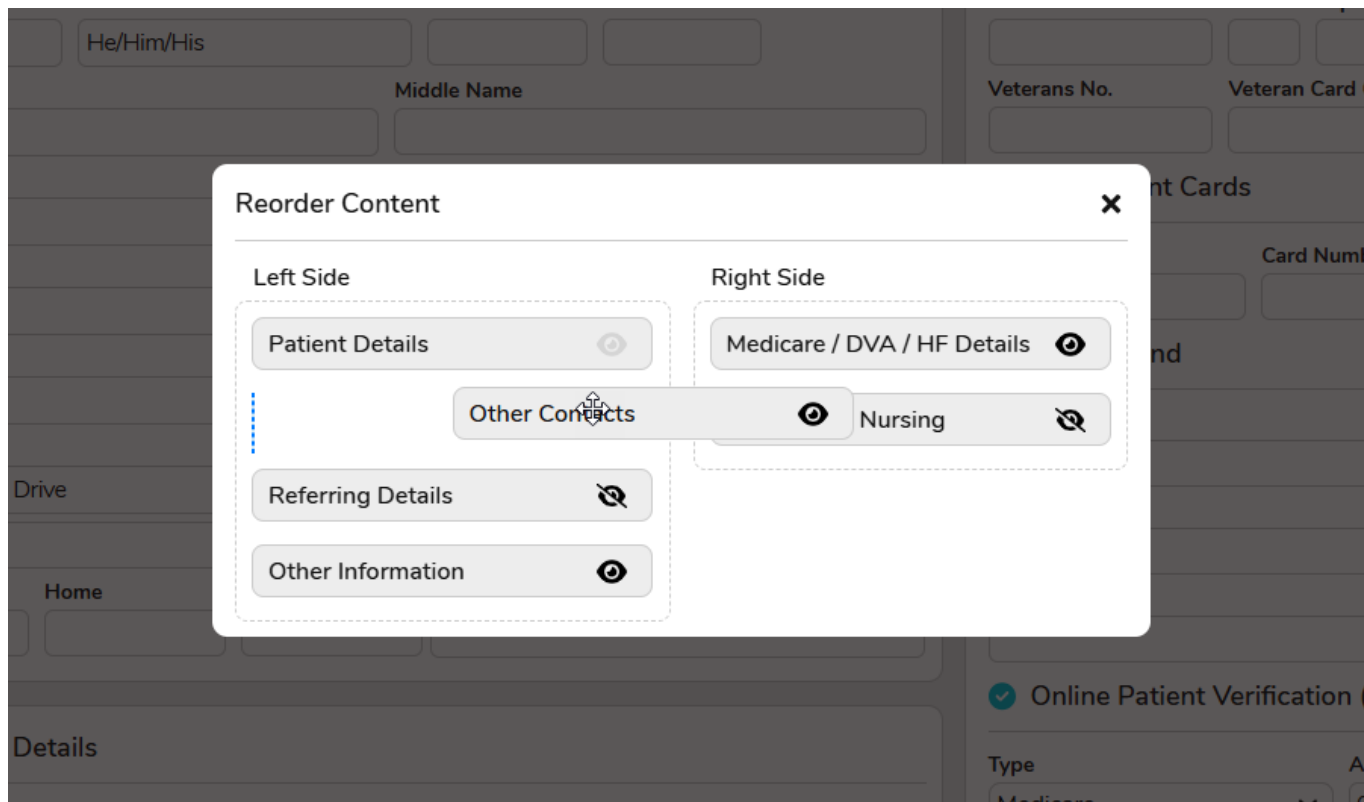
- Patient Details
- Referring Details
- Other Information

Right Side

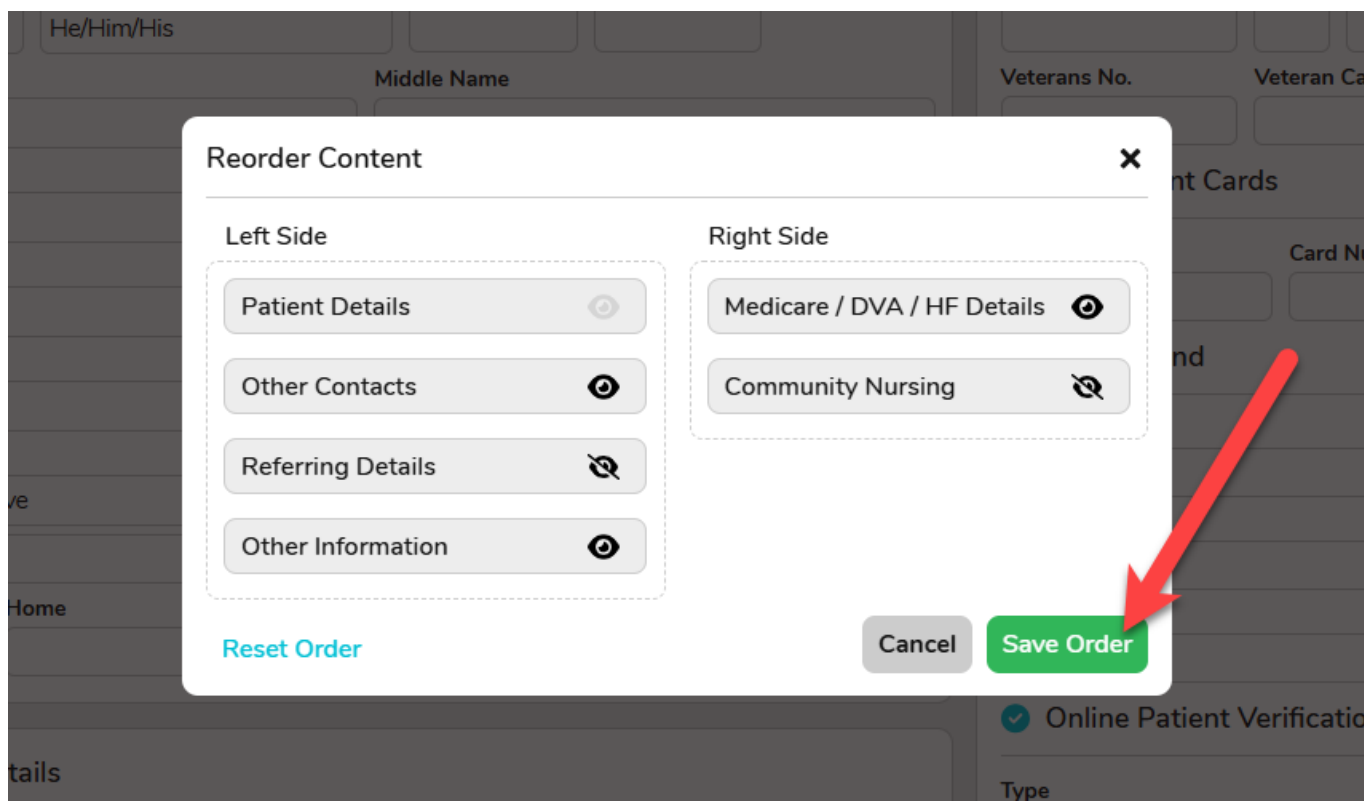
- Medicare / DVA / HF Details
- Other Contacts
- Community Nursing

Reset Order Cancel Save Order

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!

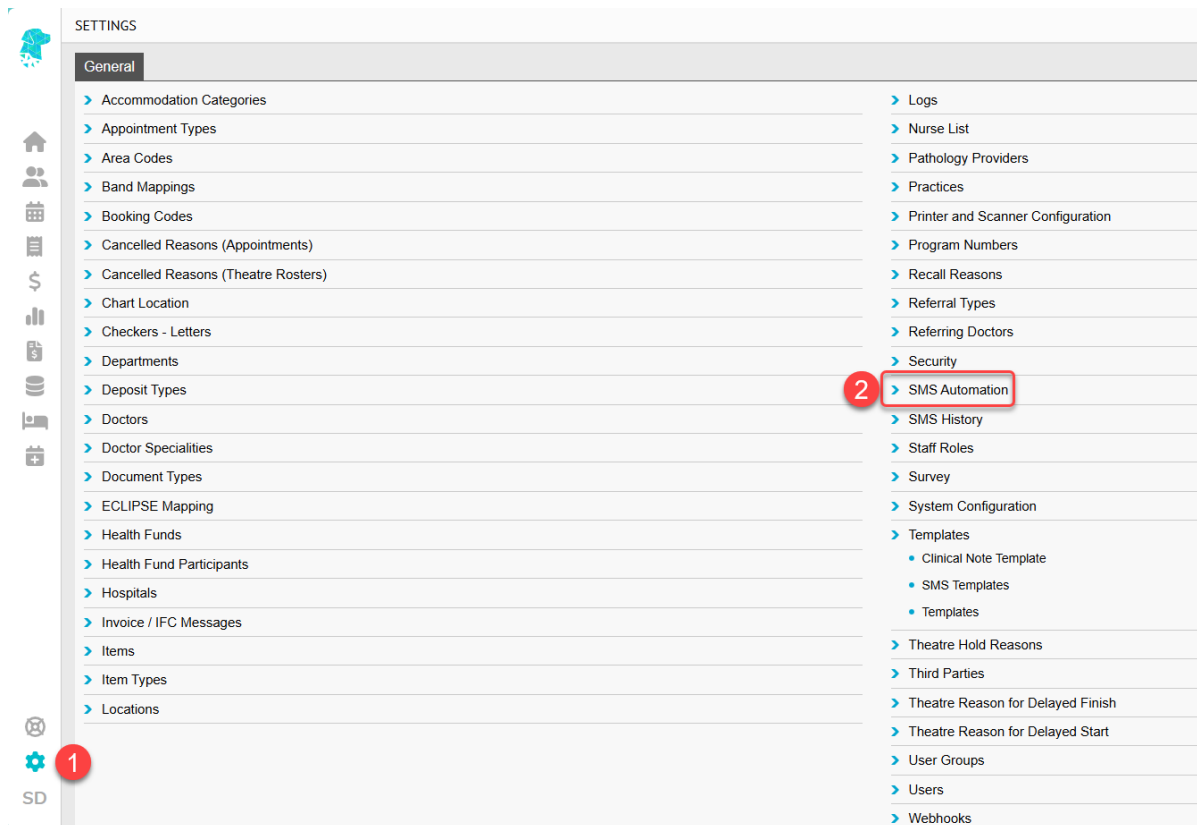
- Need to send patients their admission times? Done.
- Need to remind patients to complete their Admission Form? No problem.
- Want to send a Post-Discharge follow-up or request feedback via a Patient Survey? It's all possible!

support@alturahealth.com.au

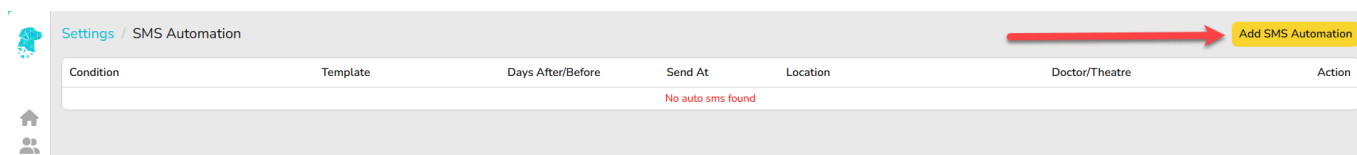
To start using the **Automated SMS** feature, here's what you'll need to have in place:

- **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**

SMS Automation

Condition

To Confirm Appointment 4

Template

Pre-Admission Text 5

Days Before

0 6

Send At

06:37 PM 7

Location

Shaes Private Hospital 8

Doctor/Theatre

All Theatres 9

Cancel

Setup Auto SMS 10

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.

Appointments / Edit Appointment

FLINSTONE, Frederick

MRN 167

File No -

DOB 02/02/1954 (71)

Sex Male

Mobile 0400 494 029

Medicare -

Veterans -

Allergies

Nil

Alert

Diabetic

Notes

-

Document Alert

-

Booking Details

Location Shaes Private Hospital

Theatre/List Theatre 1 Roster Select Roster

Dr/Surgeon HOUSE, Dr Greg

Surgical Assistant MURPHY, Dr Shaun

Other Surgical Assistant PIERCE, Dr Hawkeye

Anaesthetist STARR, Dr Ringo

Anaesthetic (Primary) General Anaesthetic

Appointment Date 17/02/2025 Time 09:00 Adm # 715

Appointment Type Standard 30 Make Recurring Mins 30

Procedure Notes Left Knee Arthroscopy

Other Notes

☐ OEC Received
 ☐ OEC Checked
 ☐ Pre-Admission Contacted
 ☐ IFC Completed
 ☐ Admission Form Received
 ☐ Chart Ready
 ☐ Consent Received
 ☐ Post-Discharge Contacted
 ☐ Documents Scanned

Patient Category Low Only Start at Day 1 Discharge 0

Accom Type Accom - Medical Room Type Private

Provisional DRG Program Status Start Select Episo...

Bed Notes

Cancelled Confirmed Arrived Time

Booking Code 1 Booking Code 2

Food Instructions

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.

SMS Automation

Condition

To Confirm Appointment

Template

Pre-Admission Text

Days Before

2

Send At

09:00 AM

Location

Shaes Private Hospital

Doctor/Theatre

All Theatres

Cancel

Setup Auto 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.

SMS Automation

Condition

Post Discharge

Template

Post-Operative Message

Days After

1

Send At

09:00 AM

Location

Shaes Private Hospital

Doctor/Theatre

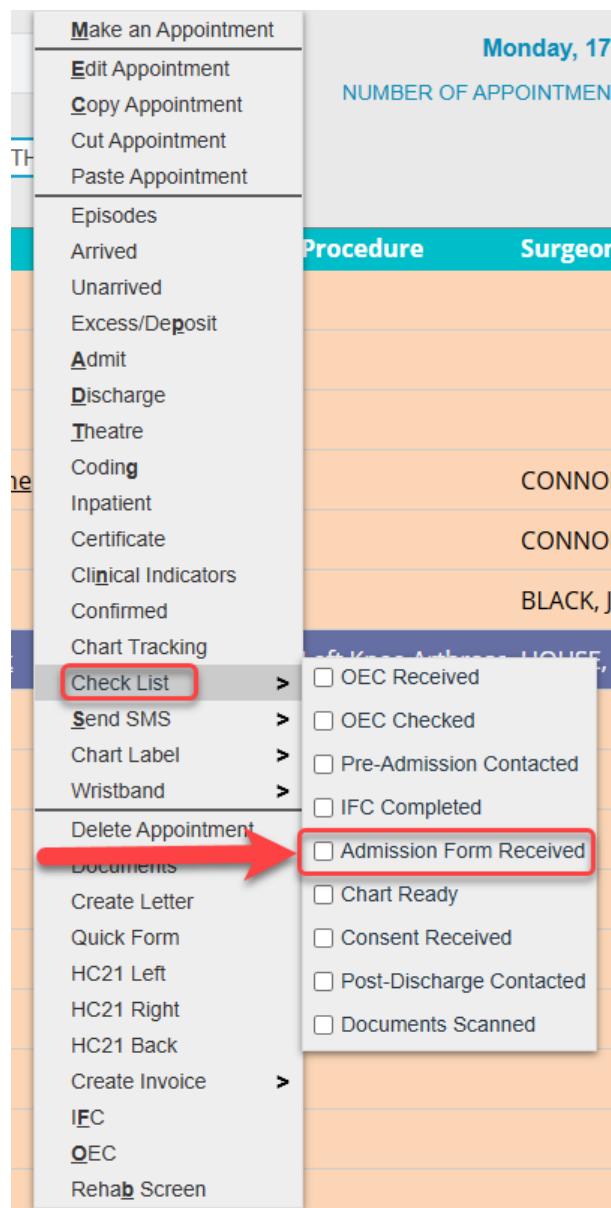
All Theatres

Cancel

Setup Auto SMS

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.

SMS Automation

Condition

Admission Form Not Received ▼

Template

Preadmit Paperwork Reminder ▼

Days Before 1 **Send At** 08:00 AM

Location Shaes Private Hospital ▼ **Doctor/Theatre** All Theatres ▼

Cancel Setup Auto SMS

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!

[REDACTED]

[REDACTED]

[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:

Settings / SMS Automation							Add SMS Automation
Condition	Template	Days After/Before ▲	Send At	Location	Doctor/Theatre	Action	
Admission Form Not Received	1 Preadmit Paperwork	4	9:00 AM	Shaes Private Hospital	All	...	
Admission Form Not Received	2 Preadmit Paperwork Reminder	2	10:00 AM	Shaes Private Hospital	All	...	
To Confirm Appointment	3 Pre-Admission Text	1	8:30 AM	Shaes Private Hospital	All	...	
Post Discharge	4 Post-Operative Message	1	9:30 AM	Shaes Private Hospital	All	...	
Post Discharge	5 Patient Survey	5	8:00 AM	Shaes Private Hospital	All	...	
100 Records/Page							Records 1-5 of 5 (Page 1 of 1)

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)

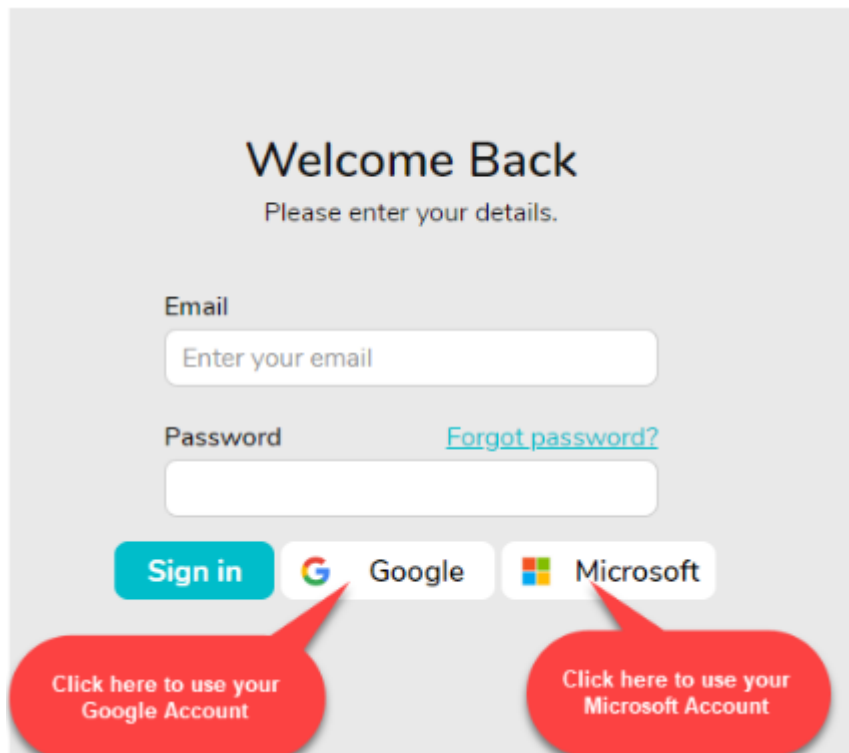
Asking for feedback via a patient survey is a great way to gather insights on their experience and identify any areas for improvement. Giving them a little time to settle into their recovery before asking for feedback might result in more thoughtful responses. Automating this follow up ensures all patients 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.

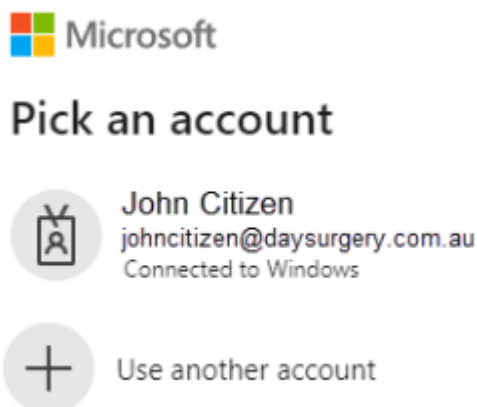


The image shows a 'Welcome Back' login screen. At the top, it says 'Welcome Back' in a large, dark font, followed by 'Please enter your details.' in a smaller font. Below this are two input fields: 'Email' with a placeholder 'Enter your email' and 'Password' with a placeholder 'Password'. To the right of the password field is a link that says 'Forgot password?'. Below the input fields are three buttons: a blue 'Sign in' button, a 'Google' button with the Google logo, and a 'Microsoft' button with the Microsoft logo. Two red callout boxes with white text are positioned below the buttons. The first callout points to the Google button and says 'Click here to use your Google Account'. The second callout points to the Microsoft button and says 'Click here to use your Microsoft Account'.

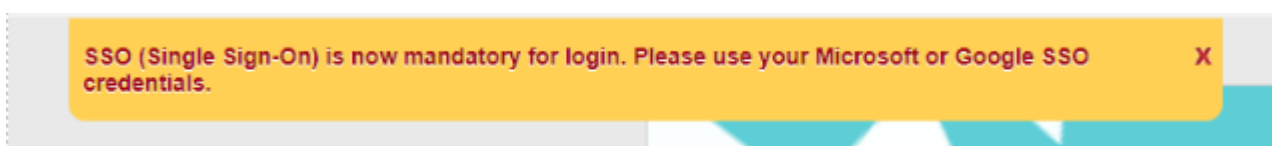
If you are already logged into your browser with either a Google or Microsoft account, you can click on the applicable button to log in. This will take you directly to the FYDO dashboard or the Two-Step Verification Process via SMS, email, or an Authentication App as usual.

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.

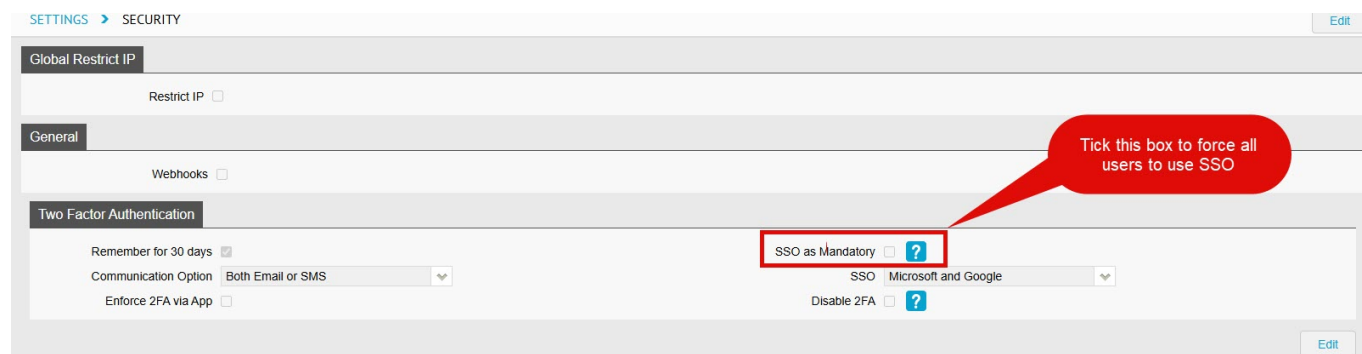
How to enforce SSO in FYDO

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**.



The screenshot shows the 'SETTINGS > SECURITY' page. The 'Global Restrict IP' section has a 'Restrict IP' checkbox. The 'General' section has a 'Webhooks' checkbox. The 'Two Factor Authentication' section includes 'Remember for 30 days' (checked), 'Communication Option' (Both Email or SMS), 'Enforce 2FA via App' (unchecked), 'SSO as Mandatory' (checked), 'SSO' (Microsoft and Google), and 'Disable 2FA' (unchecked). A red callout bubble points to the 'SSO as Mandatory' checkbox with the text: 'Tick this box to force all users to use SSO'. An 'Edit' button is visible in the top right corner.

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**.

	Group	SSO	2FA App	Last Login
ealth.com	Subscriber			03/01/2024
@acsshealth.com	Test Group	✗		12/09/2023
@alturahealth.com.au	Full	✓		01/03/2024
:sshealth.com	Test Group	✗		-
urahealth.com.au	Test Group	✓	✓	21/05/2024

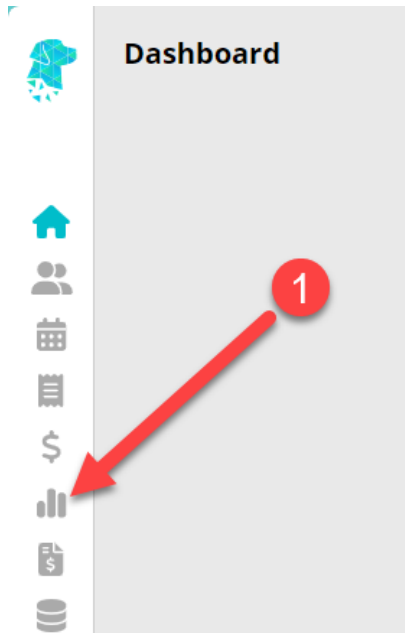
- **SSO Blank:** User not forced to use SSO
- **SSO Red Cross:** User forced to use SSO but not activated
- **SSO Green Tick:** User has activated SSO

Invoice Export Report

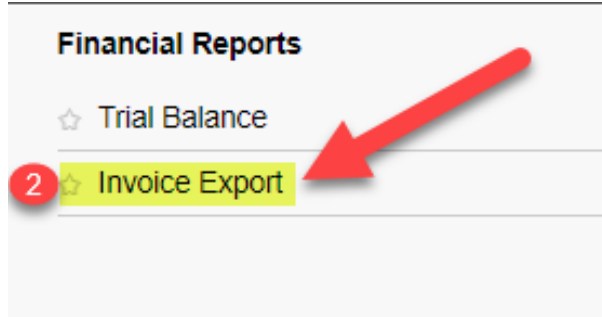
This report enables an Excel spreadsheet to be created of all invoice data for a selected date range.

How to Export the Invoice Export Report:

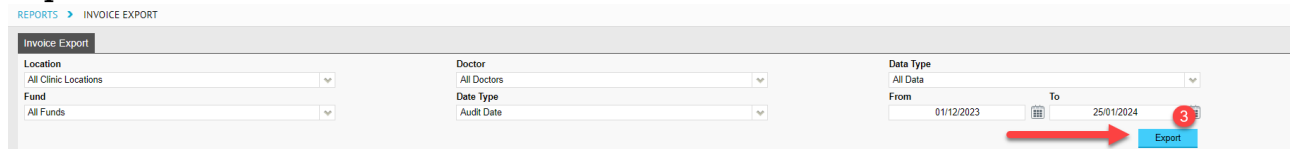
1. Click on the **Reports Icon**



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.

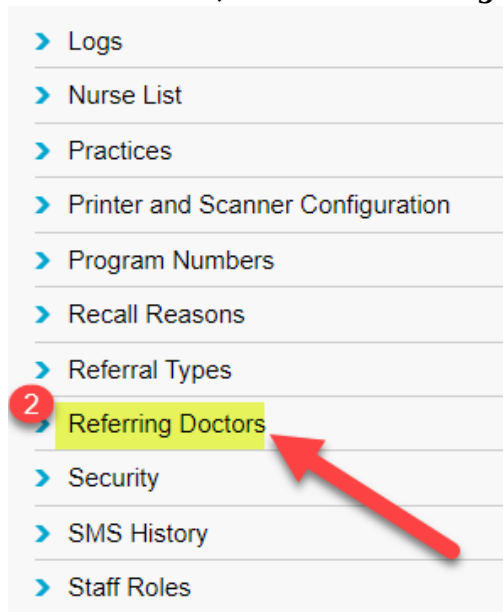
[Exporting Referring Doctors/Practices](#)

How to Export Referring Doctors:

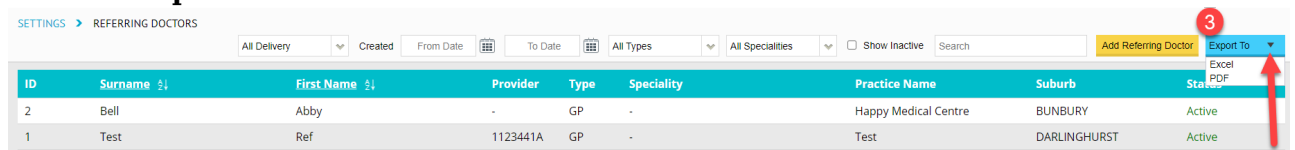
1. Click on **Settings**



2. Under **General**, Click on **Referring Doctors**



3. Click the **Export To** button and choose either **Excel** or **PDF**.

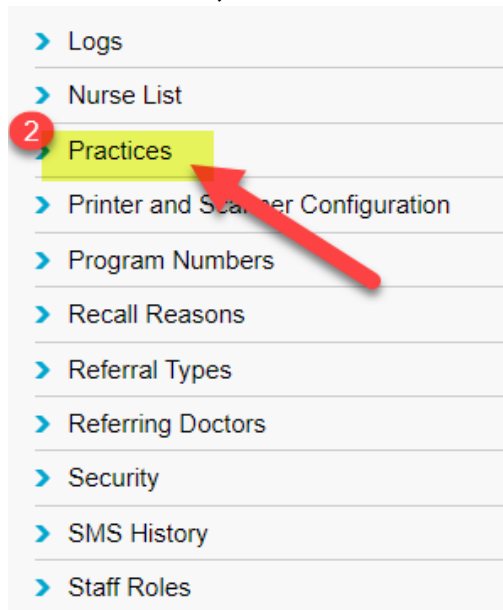


How to Export Practices:

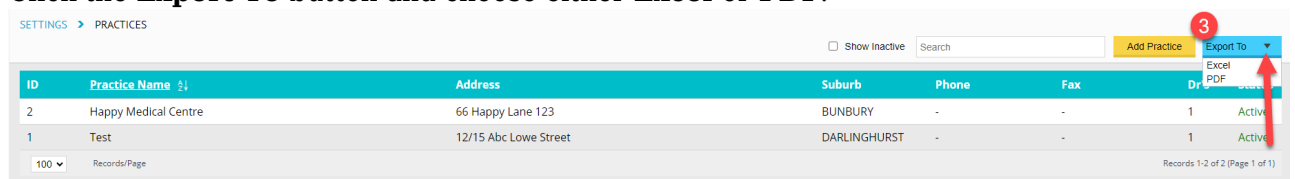
1. Click on **Settings**



2. Under **General**, Click on **Practices**



3. Click the **Export To** button and choose either **Excel** or **PDF**.



Payments Report (Clinic)

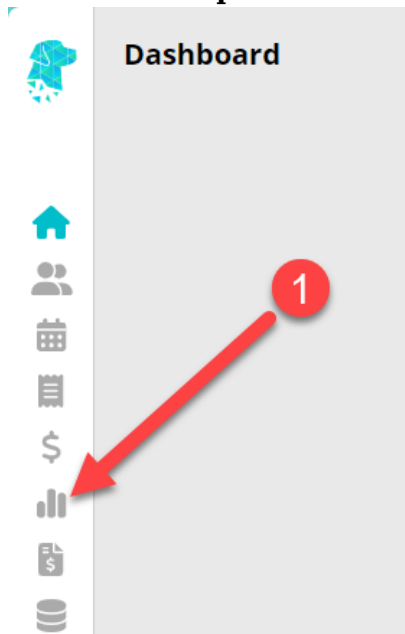
This report gives a list of all payments received in the selected date period either by Accounting Period, Audit Date or Date of Service. The data is able to be shown in formats such as Detailed, Summary and Summary Categories.

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**

Reports - Clinic

Financial Reports

☆ Adjustments

☆ Arrears

☆ Deleted Transactions

☆ GST

☆ Invoice Stats

☆ Items

2 ☆ Payments

☆ Received

☆ Revenue

☆ Statements

☆ Transactions

3. Change filters as required > Click **Update**

REPORTS > PAYMENTS (CLINIC)

Payments (Clinic)

Location

All Locations

Department

All Departments

Doctor

All Doctors

☐ Include Inactive Doctors

Payment Type

All Payment Types

Group By (Primary)

Payment Type

Group By (Secondary)

No Group

Report Type

Detail

Date Type

Accounting Period

From

25/01/2024

To

25/01/2024

☐ Run report for each Department

☐ Run report for each Doctor

3 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**.

REPORTS > PAYMENTS (CLINIC)

Payments (Clinic)

Location

All Locations

Department

All Departments

Doctor

All Doctors

☐ Include Inactive Doctors

Payment Type

All Payment Types

Group By (Primary)

Payment Type

Group By (Secondary)

No Group

Report Type

Detail

Date Type

Accounting Period

From

01/12/2023

To

31/12/2023

☐ Run report for each Department

☐ Run report for each Doctor

Update

1 of 1

100%

Find | Next

Clinic Tour

Payments (Clinic) Report based on Accounting Period for 01/12/2023 to 31/12/2023

All Locations

Patient Name	MRN	Inv	Tran Date	Drawer	Chq Ref	Bank	Branch	Amount	Audit Date
EFTPOS									
JONES, Sandra	109	80	01/12/2023	JONES, Sandra	REFUND			-100.00	01/12/2023
Sub Total								-100.00	
Total								-100.00	
Refund									
JONES, Sandra	109	79	01/12/2023	JONES, Sandra				100.00	01/12/2023
TESTER, Test	101	12	04/12/2023	TESTER, Test				-500.00	04/12/2023
TESTER, Test	101	34	04/12/2023	TESTER, Test				-100.00	04/12/2023
Sub Total								-500.00	
Total								-500.00	
Full Total								-600.00	

PaymentsClinic-ClinicTour

Page 1 of 1

Date: 25/01/2024 1:44 PM

Print

Export To

Excel

Excel - Raw data

PDF

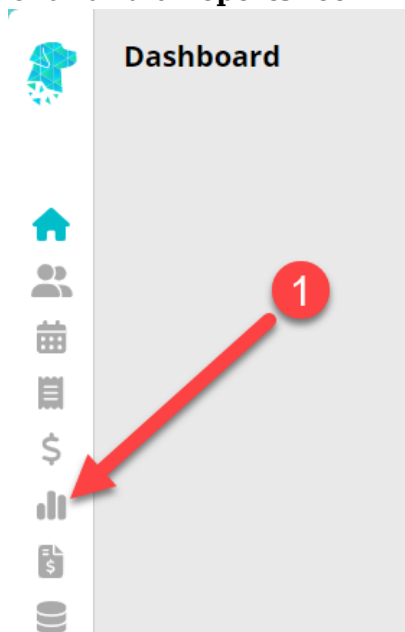
Patient Stats Report

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**

REPORTS

Reports

Patient Reports

☆ End of Day Banking

2 ☆ Patient Stats

☆ Possible Double Patients

☆ Recalls

3. Change filters as required, or if you are wanting All Patient Demographics, leave filters as the default filter options > Click **Update**

REPORTS > PATIENT STATS

Patient Stats

Medicare Number
All Patients

Deceased
All Patients

Archived
All Patients

DVA Number
All Patients

Indigenous
All Indigenous

Referral Expired
All Patients

Preferred Doctor
All Doctors

Health Fund
All Funds

Sex
All Sexes

Gender
All Genders

Survey
All Surveys

Sort By
Surname

Born From To

Created From To

Postcode From To

Start Of Cycle From To

Patient Billed From To

Doctor

3 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**.

Patient Stats

Medicare Number
All Patients

Deceased
All Patients

Archived
All Patients

DVA Number
All Patients

Indigenous
All Indigenous

Referral Expired
All Patients

Preferred Doctor
All Doctors

Health Fund
All Funds

Sex
All Sexes

Gender
All Genders

Survey
All Surveys

Sort By
Surname

Born From To

Created From To

Postcode From To

Start Of Cycle From To

Patient Billed From To

Doctor

Update

< 1 of 1 > 100% Find | Next

Clinic Tour

Patient Stats Report

Sort By = Surname

MRN	Name	Date of Birth	Sex	Medicare #	Mobile	Home	File #
113	ALTURA, Test	01/01/1980 (44)		-	-	-	-
110	BROOKS, Bob	21/06/1962 (61)	Male	2111-11111-1	-	-	-
108	JONES, Mary	10/02/1987 (36)	Female	2111-11111-1	0412-345-678	-	-
109	JONES, Sandra	01/02/1990 (33)	Female	2111-11111-1	0412-345-678	-	-
115	SAMS, Harold	19/06/1950 (73)	Male	-	-	-	-
106	SMITH, Test	01/01/1990 (34)	Female	2111-11111-1	0414-204-340	-	-
107	SMITH, John	01/01/2000 (24)	Male	2111-11111-1	-	-	-
101	TESTER, Test	01/01/1990 (34)	Female	2111-11111-1	-	-	-
102	TESTER, Com	31/01/1990 (33)	Male	-	-	-	-
104	TESTING, Test	01/01/1985 (39)	Female	2111-11111-1	-	02 9999 9999	-

Patients matching criteria 10

PatientStats-Clinic Tour

Page 1 of 1

Total patients in your database 10

Date: 25/01/2024 12:40 PM

4 Print Export To

Excel PDF