

Patient Transfer (non API option)

As of September 2021 we do not have any inbound webhooks/APIs, meaning FYDO can not receive new patients via an API. FYDO can send webhooks/apis for new patients but not inbound as of this writing.

We do have a patient transfer option whereby you can send us a file via FTP and it can be loaded into FYDO. Currently this occurs at 3 scheduled intervals a day. 8am, midday and 4pm (SYD time).

We have a few formats we can accept the data in

- XML
- .txt

Option: XML

This format has been adopted as it is the format created by Genie.

[Download Sample File](#)

XML Tag Name	Details
Id	This is the MRN from the incoming system
ChartOrNHS	This could be another additional ID you have for the patient
Title	e.g Miss, Mrs
FirstName	
Surname	
MiddleName	
HealthFundAliasFirstName	Only required if the patient is known by another name with their health fund
HealthFundAliasFamilyName	Only required if the patient is known by another name with their health fund
AddressLine1	
AddressLine2	
Suburb	
State	
Postcode	
DOB	Format yyyy-mm-dd
Sex	e.g M, F or 1 - for Male 2 - Female 3 - Undertermined

HomePhone	Format 0299999999
MobilePhone	Format 0415999999
EmailAddress	
HccPensionNum	
MaritalStatus	Married De facto Same sex partner Single Widowed Divorced Separated
CultureCode	1 - Aboriginal 2 - Torres Strait Islander 3 - Both Aboriginal / Torres Strait Islander 4 - Neither 9 - Not Stated
MedicareNum	
MedicareRefNum	
MedicareExpiry	Format yyyy-mm-dd
DvaNum	
HealthFundName	e,g MBP, HCF needs to be the fund code not the fund name. Or at the least the first 3 characters need to be the fund code.
HealthFundNum	
NokName	Format FirstName Surname
NokPhone	
Memo	

Option: Text File

This format was created by FYDO and has more fields than the XML option, referred to internally as AV2.

[Download Sample File](#)

Field Name	Start Length Details	
PatExtId	1	10 This could be another additional ID you have for the patient, the main MRN is the PatType field
Title	11	5 e.g Miss, Mrs
Last Name	16	30
First Name	46	30
Address 1	76	40
Suburb	116	25

Postcode	141	4	
DOB	145	10	Format dd/mmy/yyyy
Medicare Number	155	12	Format 2111-11111-1
Medicare Reference	167	1	
Entitlement Number	168	14	e.g. concession number or pension number
DVA Number	182	14	
Phone Home	196	14	Format (02)9999-9999
Phone Work	210	14	Format (02)9999-9999
Misc1	224	1	Field now defunct, pls ignore
Gender	225	1	e.g M, F
State	226	3	
Medicare Expiry	229	5	Format mm/yy
Misc2	234	6	Field now defunct, pls ignore
PatType	240	10	This is the MRN from the incoming system
Misc3	250	9	Field now defunct, pls ignore
Misc4	259	1	Field now defunct, pls ignore
SiteId	260	4	Field now defunct, pls ignore
Referring Dr Title	264	6	
Referring Dr First Name	270	25	
Referring Dr Last Name	295	25	
Referring Dr Suburb	320	20	
Referring Dr Provider Number	340	8	
Referral Date	348	10	Format dd/mmy/yyyy
Referral Period	358	2	99 for indefinite, other 3, 12 for example
Health Fund Membership Number	360	20	
Health Fund Code	380	3	e.g MBP, should be the eclipse code, that we can look up in FYDO
Health Fund Name	383	37	e.g Medibank
Misc5	420	25	Field now defunct, pls ignore
Email	445	50	
Notes	495	50	
Mobile Number	545	12	
NOK Last Name	557	25	
NOK First Name	582	25	

NOK Relationship	607	10	e.g Brother, Father, Wife
NOK Phone Home	617	13	Format (02)9999-9999
Patient Middle Initial	630	1	
DVA Card Type	631	1	
Indigenous	632	1	1 - Aboriginal 2 - Torres Strait Islander 3 - Both Aboriginal and Torres Strait Islander 4 - Neither Aboriginal or Torres Strait Islander 9 - Not Stated
Referring Dr Practice Name	633	50	
Referring Dr Address 1	683	50	
Referring Dr Address 2	733	50	
Deceased Date	783	10	Format dd/mmy/yyyy
Health Fund Alias First Name	793	25	
Health Fund Alias Last Name	818	25	
Referring Dr Phone	843	14	Format (02)9999-9999
Referring Dr Fax	857	14	Format (02)9999-9999
Referring Dr State	871	3	
Referring Dr Postcode	874	4	
Eligibility	878	1	1 - Eligible - Australian Resident 2 - Eligible - Overseas Visitor 3 - Ineligible 9 - Not Known/Not Stated
Insurance Status	879	1	1 - Basic Cover 2 - Full Cover
Other Card Id	880	1	
Other Card Number	881	10	
Allergy	891	70	
Marital Status	961	1	1 - Married (including de facto) 2 - Never married (Single) 3 - Widowed 4 - Divorced 5 - Permanently Separated 6 - Not stated/inadequately described
Employment Status	962	2	1 - Child not at school 2 - Student 3 - Employed 4 - Unemployed 5 - Home Duties 6 - Retired 7 - Pensioner 8 - Other
Language	964	2	Download List

Country	966	4	Download List
Mailing Address Line 1	970	40	
Mailing Address Line 2	1010	40	
Mailing Address Suburb	1050	25	
Mailing Address State	1075	3	
Mailing Address Postcode	1078	4	
Mailing Address Country	1082	30	
NOK Title	1112	10	
NOK Address 1	1122	40	
NOK Suburb	1162	25	
NOK State	1187	3	
NOK Postcode	1190	4	
NOK Phone Work	1194	13	Format (02)9999-9999
NOK Mobile	1207	13	Format 9999-999-999

[Editing, deleting, and inactivating referrals](#)

Made a mistake when creating the referral? No problem. Read on to see how to edit or delete referrals.

Start off by opening a patient's record. Below is an example of the referral section of a patient's record.

Referring Details

Previous Referrals

Referring Doctor

Referral Date

Referral To

☐ Site Referral (global)
☒ Active

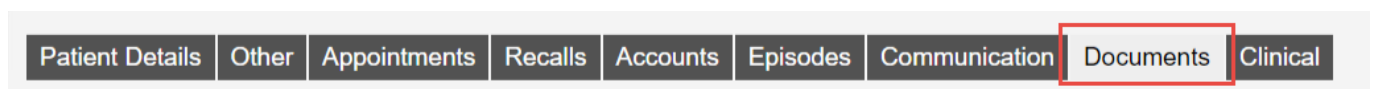
[ADD ANOTHER REFERRAL](#)
[EDIT REFERRAL](#)
[DELETE THIS REFERRAL](#)

- **Add another referral:** FYDO allows you to have multiple referrals for a given patient. Use this button to add another referral
- **Edit referral:** this button allows you to make changes to any of the data fields of a given referral
- **Delete this referral:** this button will remove the referral
- **Active:** untick this checkbox to make the referral inactive

Results of an OEC

If you have not submitted an OEC yet, please see our guide found [here](#)

To find your **OEC**, first access the **Documents** from that patients record.



You will see a list of all the recorded documents for this patient. The **OEC's** that were returned will have the **Name** and **Type** of **OEC**. Select one to view a preview. These documents can be printed or saved as needed, but will always be kept here within the patient record.

Document Name	Type	Created ↑	
OEC	OEC	13/05/2021 9:05:01 AM	Q ▼
OEC	OEC	13/05/2021 9:04:49 AM	Q ▼
IFC 2021-05-05	IFC	05/05/2021 1:14:26 PM	Q ▼
IFC 2021-04-29	IFC	29/04/2021 4:38:59 PM	Q ▼
OEC	OEC	29/04/2021 1:23:38 PM	Q ▼
OEC	OEC	29/04/2021 1:23:19 PM	Q ▼

100 ▼ Records/Page Records 1-6 of 6 (Page 1 of 1)

The first part of your **OEC** contains some patient information, as well as the **Medicare** and **Fund** status on the check. It will also show the **Explanation**, on our **OEC** below we can see that the patient is eligible, but subject to conditions:

FYDO - ECLIPSE Online Eligibility Check

Patient Name		MRN	09261
Fund / UPI	BUP	DOB	27/09/1963
Transaction ID	ADV02011b87b5f4739b8bc00	Gender	Male
Requested	27/08/2020 02:42 PM	OEC Type/ID	ECF / 12

Medicare Status - Successful	Fund Status 0 - Successful
Assessment W	Process COMPLETE
Explanation 1102 ELIGIBLE SUBJECT TO CONDITIONS	

Health Fund Assessment

The next part of the **OEC** details exactly what the patient is eligible for. We can see any **Excess or Co Payments**, as well as a description of each of what the patients cover is limited to. Any **Excess** shown here will be automatically updated in the **Appointments** screen for this patient.

Health Fund Assessment

Excess \$ 500.00		Description Capped each calendar year at once per adult when amount has been met in full. The excess does not apply on admissions for services with a minimum benefit, approved hospital ambulatory programs or to approved psychiatric and rehabilitation day programs in private hospitals only. Excess will apply for all overnight and day services in a public hospital. The excess does not apply to any child dependant covered on the membership.	Bonus \$ 0.00
----------------------------	--	--	----------------------

Co Payment \$ 0.00		Description 0	Remaining Days Co-payment not Applicable
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Just below the excess and co payment information, you will find the final details of the **OEC**. The fund will detail the members cover and the description will mention services that are excluded. There is also space for **Benefit Limitations** and **Exclusions**, if your **OEC** shows the patient as not having cover, these fields will detail what the exclusions are and why the patient is not covered.

Health Fund Ref	8122672
Table Name	Mid Hospital \$500 Excess - Silver Plus with Budget Extras 60
Table Description	SILVER PLUS **All hospitals**: Excluded Services: Pregnancy and birth; Assisted reproductive services; Joint replacements (hip, knee other); Cataracts; Laser eye correction; Weight loss surgery; Dialysis for chronic kidney failure; Cosmetic surgery receive no benefits. Minimum Benefit (Restricted cover) services are not eligible for private room benefits. Minimum Benefit services: Hospital psychiatric services; Podiatric surgery. If Minimum Benefits shared room rate is paid, excess is not deducted. **Members First Network Hospitals**: Cover for hospital accommodation theatre fees for services that are not Excluded or Minimum Benefit services. **Public Hospitals**: Minimum Benefits for shared room accommodation as set by the Australian Government plus fixed benefit per day for private overnight room accommodation.
Table Scale	SINGLE
Benefit Limitations	
Exclusions	

Finally, there is a field for any **Other Services** that were checked, such as **Prosthesis** items.

Items and Other Services

Type	Code	Charge	Fund Assess	Fund Amt	Med Assess	Med Amt
		0.00				

How to run a Clinic OEC - Online Eligibility Check

There are two main ways to perform an **Online Eligibility Check (OEC)** for a patient.

Patient Record

Simply go to the patient's record and under the '**More Actions**' select **Eligibility Check (OEC)**

Total **57.95** Clinic Total **157.95** Hospital Total **-100.00**

Edit

Bill Patient

More Actions

2

UPI 0

Appointments

You can also access the **OEC** from Appointments (Hospital appointment), simply right click on an appointment and select **OEC**.

7:00 AM	
8:00 AM	
8:15 AM	
8:30 AM	
8:45 AM	
9:00 AM	
9:15 AM	
9:30 AM	
9:45 AM	
10:00 AM	
10:15 AM	
10:30 AM	
10:45 AM	
11:00 AM	
11:15 AM	
11:30 AM	
11:45 AM	
12:00 PM	
12:15 PM	
12:30 PM	
12:45 PM	
1:00 PM	
1:15 PM	
1:30 PM	
1:45 PM	
2:00 PM	
2:15 PM	
2:30 PM	
2:45 PM	

You can also use the handy hotkey: **O**

OEC Request

The next step is to fill out the required fields in the **OEC request**.

Patient Details

The patient details will be automatically filled in by information taken from the patient's record such

as **Name, Fund, DOB, Membership Number, Medicare Number** and **Gender**.

Patient Details

First Name	Test	Surname	TEST	Middle Initial		DOB	01/01/1990	Gender	Male	Medicare	2111-11111-1
Fund	ACA - ACA Health Benefits Fund		Membership	344		UPI	0	Claim Type			

Eligibility Check

Like the **Patient Details**, the **Eligibility Check** fields are also pre filled from the patient record/booking. Things such as the **Admission Date, Hospital, Provider Number** and **Surgeon/Doctor**.

*The most common type of check you will be running will be **Fund Only**.*

Eligibility Check

Type	ECF - Fund only	Adm Date	14/04/2021	Dis Date	14/04/2021	Same day	Provider Number	0
Hospital	Test Hospital	Provider Number	002700Y	Surgeon/Admitting Dr	CITIZEN, John			
<input type="checkbox"/> Accident	<input type="checkbox"/> ?	<input type="checkbox"/> Emergency Admission	<input type="checkbox"/> ?	<input type="checkbox"/> Pre-existing Allment	<input type="checkbox"/> Compensation Claim	<input type="checkbox"/> ?	Read Disclaimer	

Items

The final part of the **OEC** is to select the **Illness Code** or **MBS Items** to check. There are also **Protheses items** available to check. While the list of Illness Code's is comprehensive, it is generally more accurate to check if the patient is eligible for the items you will be billing.

Hospital Items

Illness Code ?

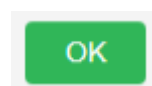
MBS Items

Item	Description	Action
<input type="text"/>		

Other Services

Type	DOS	Code	Description	Unit Charge	Quantity	Total Charge	Action
Protheses	17/05/2021			1.00	1	1.00	

Now that the **OEC** is filled out, click **OK** to run it and we can take a look at the results.




To find out how to see the **OEC** results see our wiki page [here](#)


Searching for a Patient

In Fydo, there are a few different ways we can search a patient.


☒ Patient ☐ Other ☐ Show Deceased 

Depending on if we have **Patient** or **Other** selected, there are different filters available. An easy way to see this, is to hover your mouse over the blue question mark.

☒ Patient ☐ Other ☐ Show Deceased 





This will bring up a helpful menu like so:

☒ Patient ☐ Other 

Date of Birth : 19/11/1981
Name : Smith, Alan
MRN : 123

Lets go over the two ways to search, and the filters associated with them.

Patient:

 ☒ Patient ☐ Other 

Date of Birth : 19/11/1981
Name : Smith, Alan
MRN : 123

Date of Birth: Search by Date of Birth

Name: A search by **Last Name,First Name**

There are a few different ways to use this filter, here are some examples of how I can search for the patient Alan Smith.

- **Last Name Only:** Smith,
- **First Name Only:** ,Alan
- **Partial Search:** Sm,Al
- **Full Name:** Smith,Alan

While there are a few different ways to search for a patient, some searches will narrow the results greatly compared to others, try out a few to see what works best for you.

MRN: A search by the patient's **Medical Record Number**

Please note that you can search for a **partial** number. In the case of Alan Smith and his **MRN** of **123**; we can search a few different ways.

- **Full Number: 123**
- **Partial Number: 23 or 12**

Searching for the full number will narrow your results down compared to a partial search.

Other:

☐ Patient ☒ Other

File # : 12345

Admission # : a:1001

Invoice # : Inv:123

Mobile : 0415 123 123

Medicare : 2111-11111-1

?

File #: The file number of the patient. Can be set in the **Patient Details**.

Patient Details

Patient #3444

TitleMr

First NameAlan

Last NameSMITH

File Num12345

GenderMale

?

External ID7210

Mi

Admission #: Admission number for the patient (this is a number for patients that have Hospital episodes). Can be found in **Episodes**, from the **Patient Details** screen.

To search for the below **Admission**, I would have to search: **a:1497**

Patient Details	Other	Appointments	Recalls	Account	1Episodes	Communications
No.	Adm #	Adm. Date	Dis. Date	Sts	Nights	
3	21497	23/01/2019	23/01/2019	Discharged	D/O	
2	1234	31/05/2018	31/05/2018	Discharged	D/O	
1	1004	04/10/2017	04/10/2017	Discharged	D/O	

Invoice #: If the patient has been billed, you can search by an **Invoice Number**. This can be found in **Accounts**, from the **Patient Details** screen if you are a **Medical Practice**. For **Hospitals**, this can be found in **Episodes**, similar to the **Admission #**

Account Status  3
 Service Type

Inv# ↑ 2	Date of Service	Doctor
12573	25/08/2014	

To search for the above **Invoice**, I would have to search: **Inv:12573**

Mobile: Mobile number of the patient.

Medicare: Medicare number of the patient.

Merging Duplicate Patients

When creating a patient, if the details are similar enough to a patient already in Fydo, you will receive the following message.

Patient Details

A similar patient was found in the database
 MRN - **176** Test PATIENT
 with DOB - 01/01/2000
 and Address - 123 Test Drive, REDCLIFFE, QLD, 4020

Do you still wish to save this patient or cancel?

This message is Fydo taking measures to ensure you do not create duplicate patients. As you can see in this example, it is letting me know a similar patient was found. For Fydo to try to match existing patients, you will need to enter a minimum of:

- **First Name and Last Name**
- **Date of Birth**

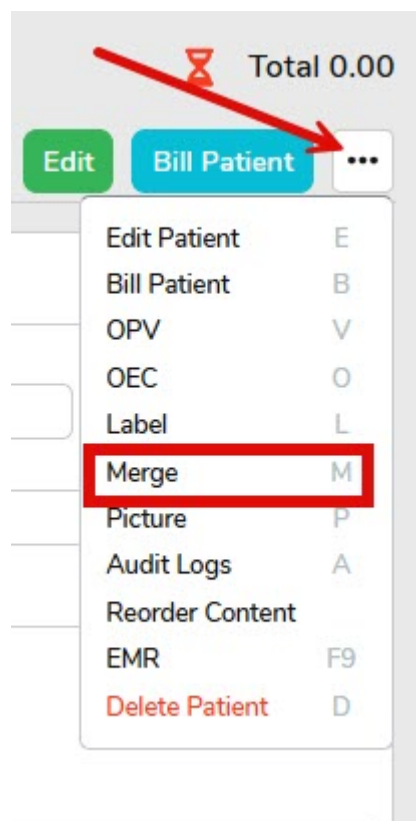
If you enter just the first and last name, it will not try to find similar patients, you do need to enter the date of birth for the check to occur.

Despite this, you may realise at some point that you have a duplicate patient. If you run into this issue, read ahead to find out how to **merge** the patients together.

How to Merge Patients

First search the patient/MRN that will become obsolete, after this process, & open their Patient Info Screen.

In the top right hand corner of the **Patient Details** screen you will see 3 dots which will display a drop-down menu with a Merge option.



You will now see a screen with the patient's details and a search bar.

Merge Patient

Select a medical record where MRN 192 will be merged into. This means MRN 192 will no longer exist, and all appointments/episodes and invoices will be moved to the selected MRN.

Merge Information

MRN 192	→	MRN
DOB 01/01/2000	→	DOB
Sex	→	Sex
Patient PATIENT, Test	→	Patient

CancelMerge Patient

Simply search for the patient you wish to merge the current one with. You will see the **Patient Lookup** box, containing any patients found.

Patient Lookup

☒ Patient ☐ Other

Surname	Firstname	MRN	FileNo	Address	DOB	Age
PATIENT	Test	176		123 Test Drive REDCLIFFE	01/01/2000	25
PATIENT	Test	192		123 Test Drive SHORNCLIFFE	01/01/2000	25

The **Patient Lookup** menu also has all the regular ways to search for a patient.

Select the patient you wish to merge the current one with and you will now see the previous **Merge Patient** screen with additional details of the patients to be merged

Merge Patient

🔍 patient, test

Select a medical record where MRN 192 will be merged into. This means MRN 192 will no longer exist, and all appointments/episodes and invoices will be moved to the selected MRN.

Merge Information

MRN 192	→	MRN 176
DOB 01/01/2000	→	DOB 01/01/2000
Sex	→	Sex
Patient PATIENT, Test	→	Patient PATIENT, Test

Cancel

Merge Patient

Now click the green **Merge** button, and you are all done! The patients have now been merged.

Should you try to **merge** two patients with **differing** details, Fydo will stop you with the following error message.

Merge Patient

This patient cannot be merged with the selected patient as the name and/or date of birth do not match.

This patient: **Test PATIENT** DOB: **01/01/2001**
Patient merged into: **Test PATIENT** DOB: **01/01/2000**

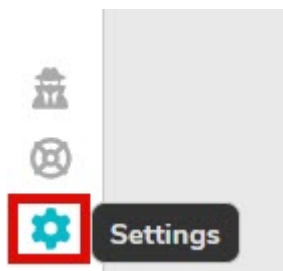
OK

As you can see, the patients here have differing **Date of Births**, so Fydo will not let me merge them.

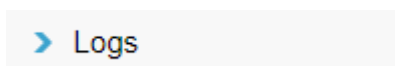
The Audit Log

The **Audit Log**, is a log Fydo stores to keep track of which user has performed which action. In the case of merging, we will be able to see which user has performed the merge, as well as the details of said merge.

To access the **Audit Log**, first select **Settings**



Then **Logs** from the menu



You will now see the **Audit Log**:

Username	Message	Date Created	Action
Madaleine James (Altura) (Backend)	Patient Merge - Test PATIENT - MRN: 192 merged into MRN: 176. MRN: 192 will no longer exist.	02/07/2025 9:29:41 AM	

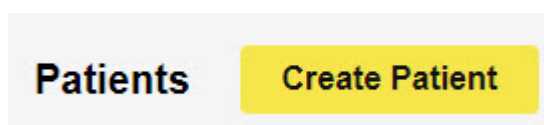
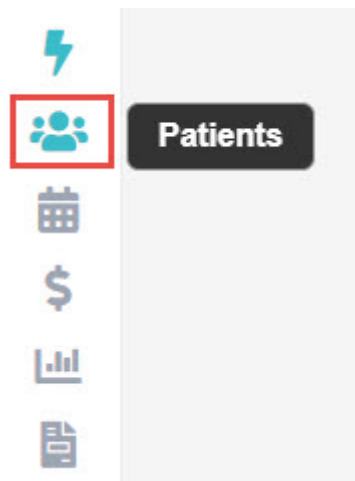
This screen shows us some important information such as:

- **Username:** The user who performed the action
- **Message:** What happened, in the above case we have some logins and the patient that was merged.
- **Date created:** The date this action happened, as well as the time.

If you ever need to confirm what has happened in Fydo, the Audit Log is the perfect place to check.

How to Create a Patient

To get started, head to the **Patient** menu, and click '**Create Patient**'



You will see the **Patient Details** screen, here we can enter relevant information such as: **Name**, **Gender**, **Date of Birth**, **Address**, **Contact details**, **Medicare/DVA Numbers** and **Health Fund Membership**.

NEW PATIENT BEING CREATED

Patient Details Other

Patient Details

Patient #		File Num		External ID	
Title	Mr	Gender	Male		
First Name	John			Mi	
Last Name	SMITH				
Pref. Name					
Address	123 ACSS Street				
Suburb	HOME BUSH	State	NSW	Postcode	2140
Mailing Address					
Suburb		State		Postcode	
Date of Birth	01/01/1990	Age	30	DOB Estimate	<input type="checkbox"/>
Mobile	0412-345-678	Home	(02)1234-5678	Work	() -
Email	John.Smith@test.com.au				

Medicare/DVA Details

Medicare Number	2111-11111-1	Ref	1	Exp	05/2025
Eligibility					
Veterans No.		Veteran Card Colour			
DVA Auth.No		DVA Auth. Date			
Entitlement Card			Exp		

Health Fund	
Fund Name	BUP - BUPA Australia
Membership	123456
Insurance Status	Full Fee
Alias Name	Alias Surname

Referring Details

The **Referring Details** section gives us a few options.

1. Select a previous referral for this patient.
2. Search for an existing doctor in Fydo to use.
3. Create a new doctor.

Begin by searching for the doctor, either by **Name** or by **Provider Number**.

Referring Details	
Previous Referrals	
Referring Doctor	Search for a Referring Doctor
ADD REFERRING DOCTOR	
Referral Date	03/05/2020
Referral To	Search for a Referral To
<input type="checkbox"/> Site Referral (global) <input checked="" type="checkbox"/> Active	
ADD ANOTHER REFERRAL EDIT REFERRAL	

Select the doctor you need as the referral, then the date of the referral, and you are all set!

Don't have the referring doctor in your system? Read below to see how to add them.

Adding a Referring Doctor

Click on the '**Add Referring Doctor**' button to be taken to the doctor creation page.

Here we can enter any relevant details for the doctor. Things such as their:

- **Provider Number**
- **Name**
- **Practice Name (Optional)**
- **Speciality**
- **Contact Details (Optional)**

Referring Doctor Details

Number	<input type="text"/>	Provider Number	<input type="text" value="123456AF"/>	
Title	<input type="text" value="Dr"/>			
First Name	<input type="text" value="Test"/>			
Surname	<input type="text" value="Doctor"/>			
Practice Name	<input type="text" value="The ACSS Test Practice"/>			
Address	<input type="text" value="123 ACSS Street"/>			
Suburb	<input type="text" value="HOMEBUSH"/>	NSW	<input type="text" value="2140"/>	
Phone	<input type="text" value="()-"/>	Fax	<input type="text" value="()-"/>	

Type	<input type="text" value="GP"/>		
Speciality	<input type="text"/>		
Email	<input type="text" value="Test.Dr@test.com.au"/>		
Mobile	<input type="text" value="- -"/>		
Created On	<input type="text" value="26/03/2020"/>		
Birthdate	<input type="text" value="01/01/1990"/>		
Status	<input checked="" type="checkbox"/> Active		

When you are done, click the green **Save** button.

Save

When you are done creating your patient, again click the green **Save** button.

Save

All done! We have created our first patient.

To understand the importance of an **Online Patient Verification**, and how to do one yourself:
[Click Here](#)

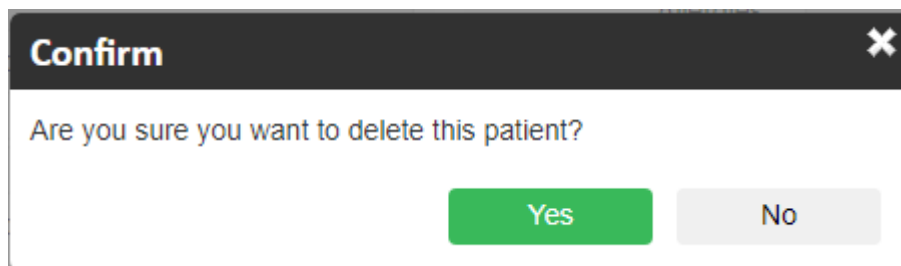
Deleting a Patient

From the **Patient Details**, select the more actions drop down, then **Delete Patient**



The screenshot shows the 'Patient Details' form. At the top, there are three buttons: 'Edit', 'Bill Patient', and 'More Actions'. The 'More Actions' button has a dropdown arrow and a small icon of three speech bubbles. Below the buttons, there are several input fields. One field is labeled 'UPI' and contains the value '0'. There are also two dropdown menus, one on the left and one on the right, both with a downward arrow icon.

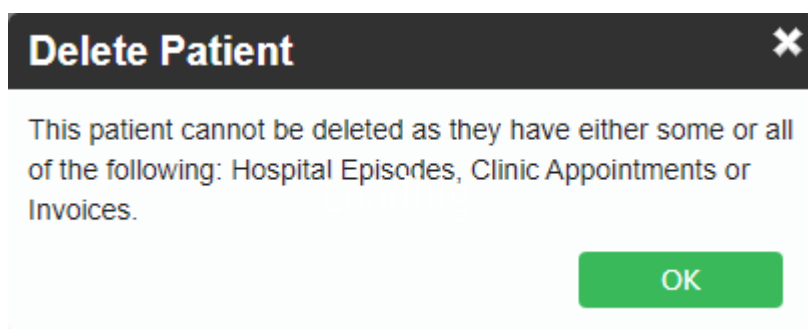
You will see the confirmation box. If you wish to proceed, click **Yes**



The screenshot shows a 'Confirm' dialog box. The title bar is dark grey with the word 'Confirm' in white and a close button (X) on the right. The main area is white and contains the text 'Are you sure you want to delete this patient?'. At the bottom, there are two buttons: a green 'Yes' button and a grey 'No' button.

Done! The patient has now been deleted.

You might also run into the following message when trying to delete a patient:



The screenshot shows a 'Delete Patient' error dialog box. The title bar is dark grey with the text 'Delete Patient' in white and a close button (X) on the right. The main area is white and contains the text 'This patient cannot be deleted as they have either some or all of the following: Hospital Episodes, Clinic Appointments or Invoices.' At the bottom, there is a green 'OK' button.

As the message states the patient may have one or more things stopping the deletion; things such as:

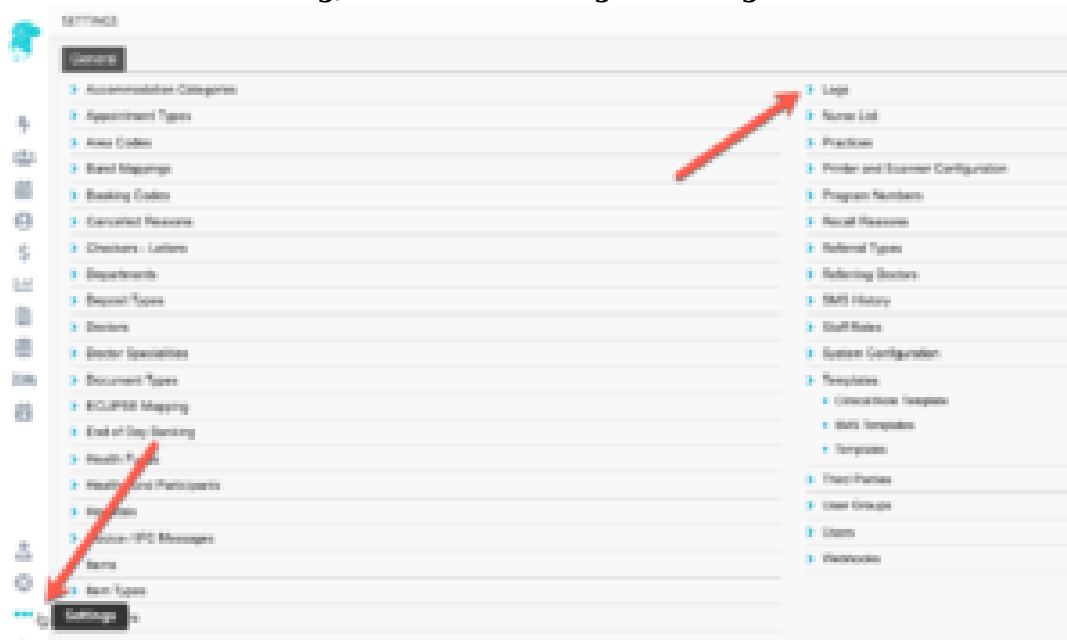
- **Outstanding Hospital Episodes**
- **Appointments**
- **Outstanding Invoices**

If you wish to delete this patient, you will have to resolve any of the above issues first.

The Audit Log

The **Audit Log**, is a log that Fydo stores to keep track of which user has performed which action. In the case of a patient being deleted, we will be able to see which user has deleted the patient, as well as the patient's details.

To access the **Audit Log**, first select **Settings** then **Logs**



This will take us to the **Audit Log**.

Here we will be able to see what has happened within **Fydo**.

Username	Message	Date Created
Michelle Romero	Patient Delete - Test TESTER - MRN: 3446 has been deleted	11/05/2020 3:09:07 PM

In the above example, we can see the log on a patient that was deleted. This log shows us key information such as:

- **Username:** The User who performed the action
- **Message:** What happened, above we can see the patient was deleted; it displays the patients name and MRN
- **Date created:** The date this action happened, including the time

If you ever need to confirm what has happened in Fydo, the **Audit Log** is the perfect place to check.

Online Patient Verification - OPV

An Online Patient Verification (**OPV**) is a check you should perform before billing a patient, to avoid potential rejections. This function will check the details you have entered against the records Medicare, DVA or a Health Fund have on their system.

Please Note: A passing OPV does not mean the claim will be paid. It merely means the patient has, or had a membership at the date of the OPV.

How to perform an OPV

FYDO will automatically run an OPV check, if all the correct information is entered, when an appointment is saved. However the OPV can also be done manually if required.

First, head to the **Patient Details**. At the bottom of the record you will see the **Eligibility Screen** as shown below.

The screenshot shows the 'Eligibility Screen' form. It has a title bar 'Eligibility Screen'. Below it, there are two main sections. The first section has a 'Type' dropdown menu set to 'Medicare and Health Fund', an 'As at' date field set to '21/04/2020', and a calendar icon. The second section has two date fields: 'Last Medicare Check' and 'Last Health Fund Check', both set to '30/12/2019'. Below these fields is a green 'Check' button.

Please Note: If the Last Medicare and Health Fund Check fields have a red date, this means the last check was more than 3 months ago. If they have a green date, it was done in the past 3 months.

Simply select the following:

1. Type: There are a few different types of verifications that can be performed, depending on what is needed. The image below outlines those options:

The screenshot shows a dropdown menu with the following options: Concession Entitlement (CEV), Health Fund (PVF), Medicare (PVM), Medicare and Health Fund (OPV), Veterans – Card Number (PVV), and Veterans – Personal Details (PVP). The 'Health Fund' option is currently selected and highlighted in blue. Below the list is a search bar containing 'Medicare and Health Fund' and a dropdown arrow.

2. Date: The date of an OPV is quite important, by default it begins at the current date. It is possible a patient may fail an OPV at the current date, but at the Date of Service, they were passing. This could be the case if a patient is deceased, or has since changed their membership.

Now simply click the green **Check** button, and you have started the verification.

Check

Alternatively, you may also use a shortcut on your keyboard: **V**

Outcomes of an Online Patient Verification

There are three main outcomes of an OPV.

1. Successful

If the OPV is successful, you will see the fields that were validated highlighted in green, like so.

Medicare/DVA Details	
Medicare Number	2111-11111-1 ✓
Ref	1
Exp	
Health Fund	
Fund Name	NIB - NIB Health Funds Limited
Membership	123456789 ✓
UPI	0

2. Successful with a Verification Issue

You may perform an OPV, and the fields you verified are outlined in green, however you may notice a blinking purple button signifying a Verification Issue!

Verification Issue

If you notice this button, Fydo has run into an issue during the verification. Simply hover your mouse over it to see the results.

Total 0.00	Verification Issue	
Edit	Bill Patient	More Actions
UPI		

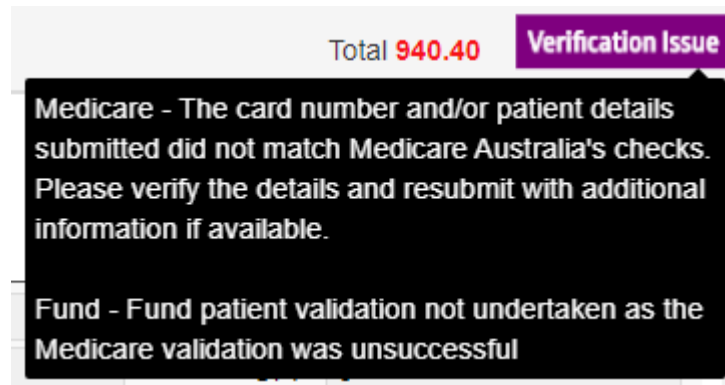
An issue like this means that the data Fydo has submitted to medicare was close enough to the correct details, that Medicare has gone ahead and provided us with the correct information.

We recommend running the OPV again, to confirm if it will pass without issue.

3. Failing an OPV

As above, you may again notice the blinking Verification Issue button.

However, this message is different:



This usually occurs when the details you have do not match what Medicare or the Health Fund have on record. You should double check the details you have, and possibly follow up with the patient.