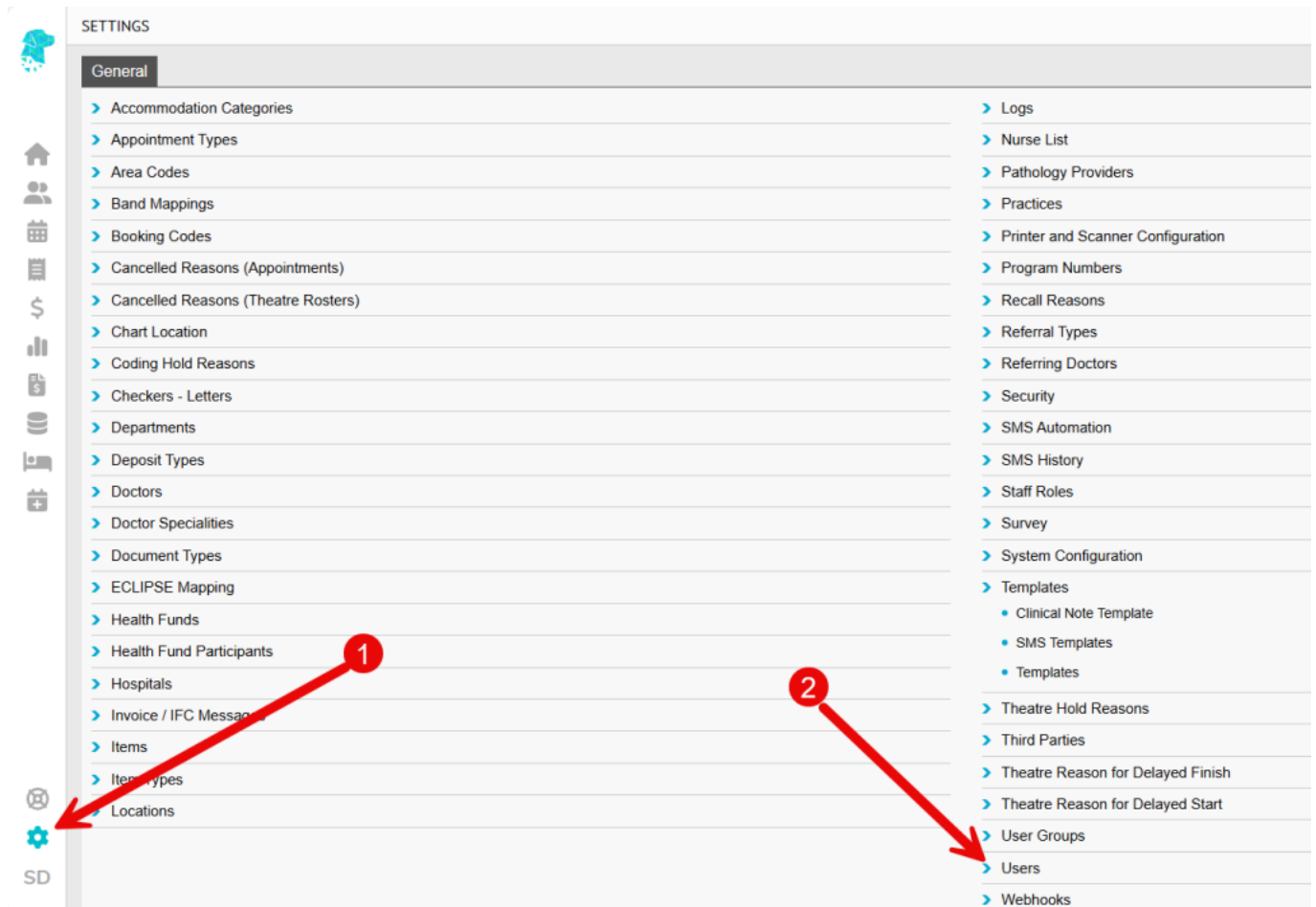


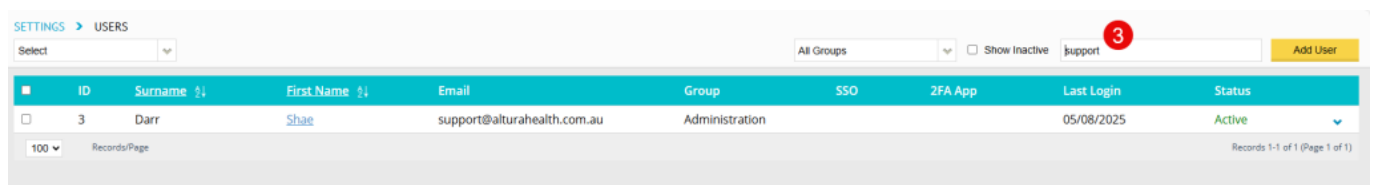
Deactivating a User

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 Show Inactive 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 Show Inactive 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	Inactive 8

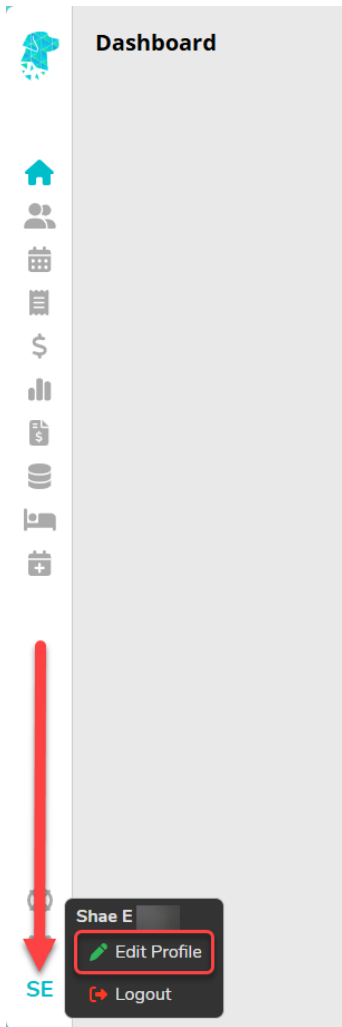
100 Records/Page Records 1-1 of 1 (Page 1 of 1)

Updating a Username

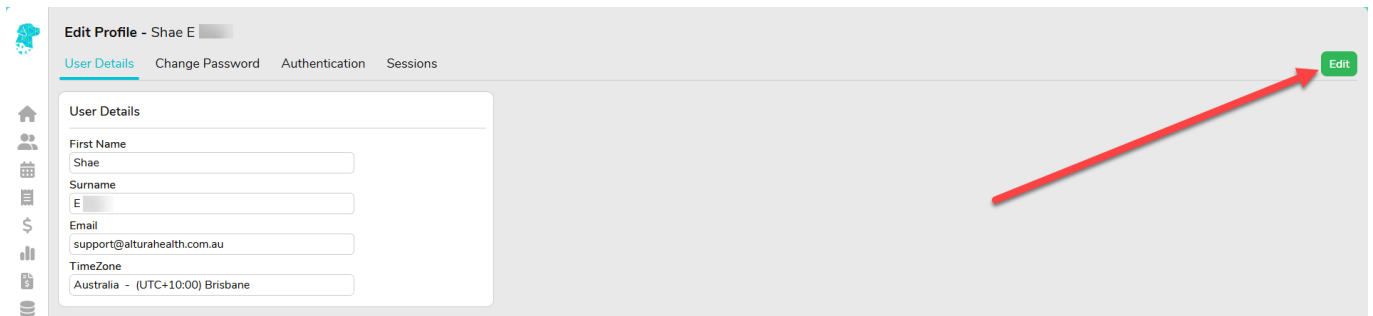
There may be instances when a user needs to change their name in FYDO. This can be done by the user themselves, by following the steps below.



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

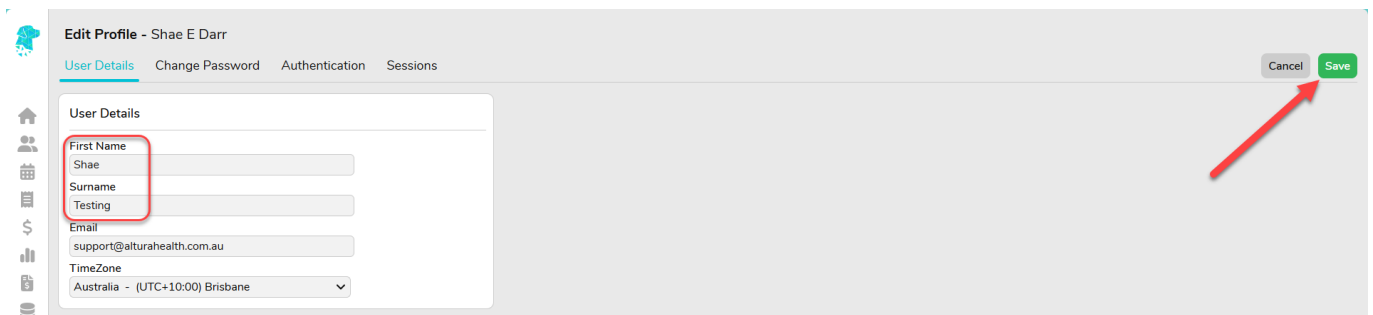


3. While on the **User Details** tab, select **Edit**



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!

253 - KNIGHT, Kelvin ~ Kel (16/05/1959 - 65) Total 0.00

Patient Details

Medicare / DVA

Entitlement Cards

Health Fund

Online Patient Verification (OPV)

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

SETTINGS > USER GROUPS > ADMINISTRATION

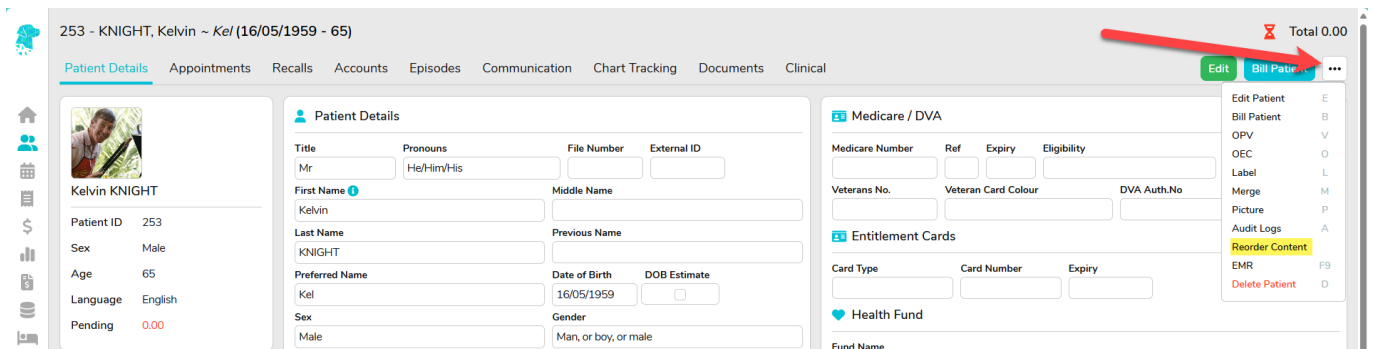
Group Details

Name: Administration
Description: Administration Employees
Status: Active

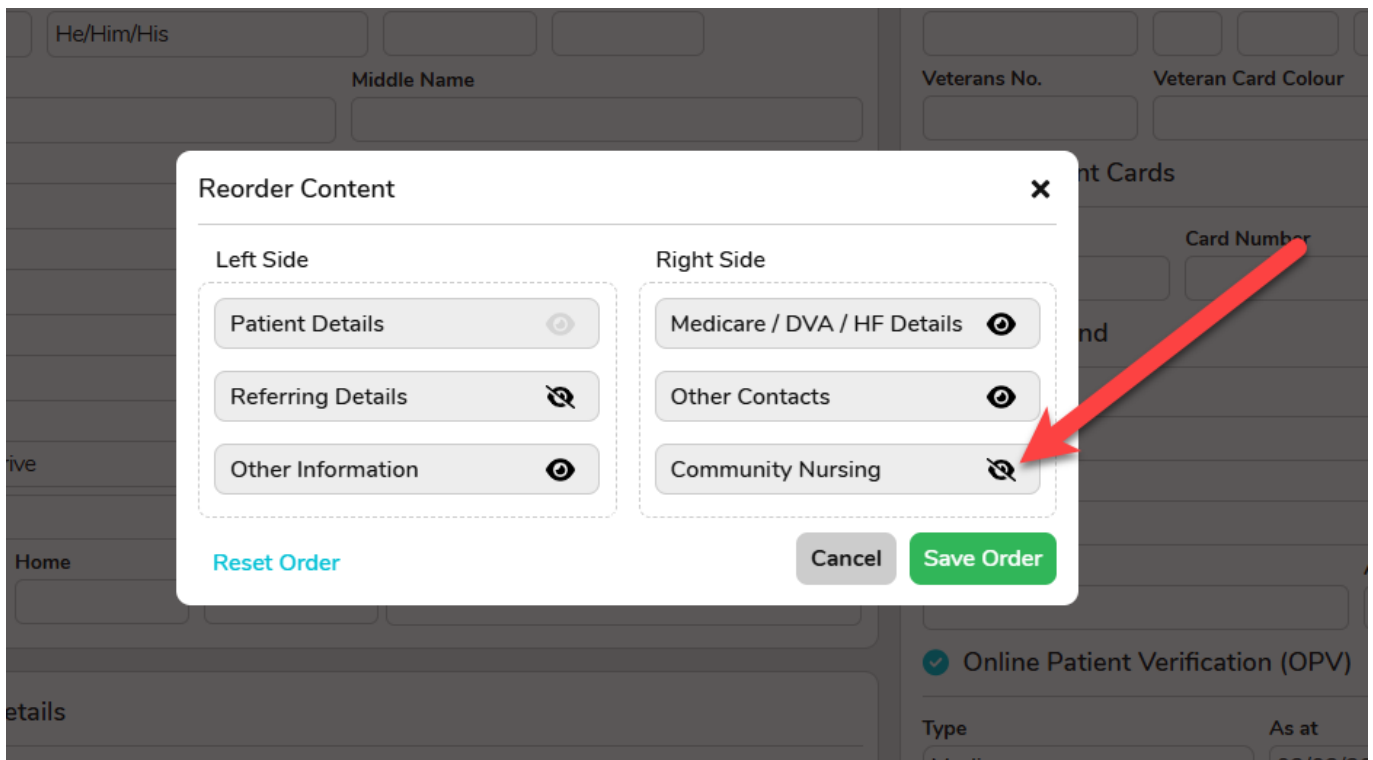
User Permissions

Permission	ON	OFF
View	ON	OFF
Edit	ON	OFF
Add	ON	OFF
Clinical	ON	OFF
Clinical (Delete any)	ON	OFF
Clinical (Delete own only)	ON	OFF
Communication (Delete any)	ON	OFF
Communication (Delete own only)	ON	OFF
Communication (Edit)	ON	OFF
Delete	ON	OFF
Merge	ON	OFF
Reorder	ON	OFF

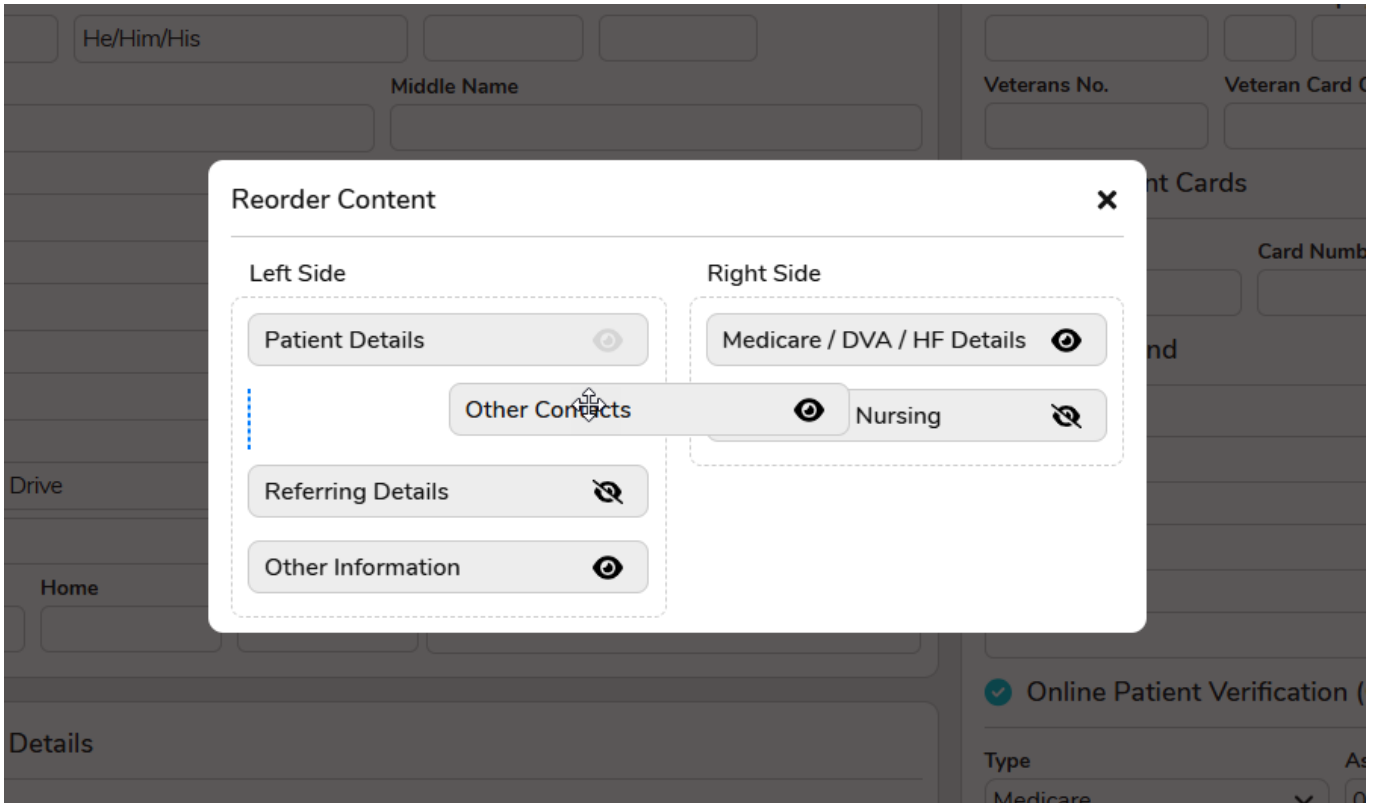
Users with the appropriate access levels can customise the layout of the patient screen by navigating to any patient and selecting **Reorder Content** from the **Menu** in the top-right corner.



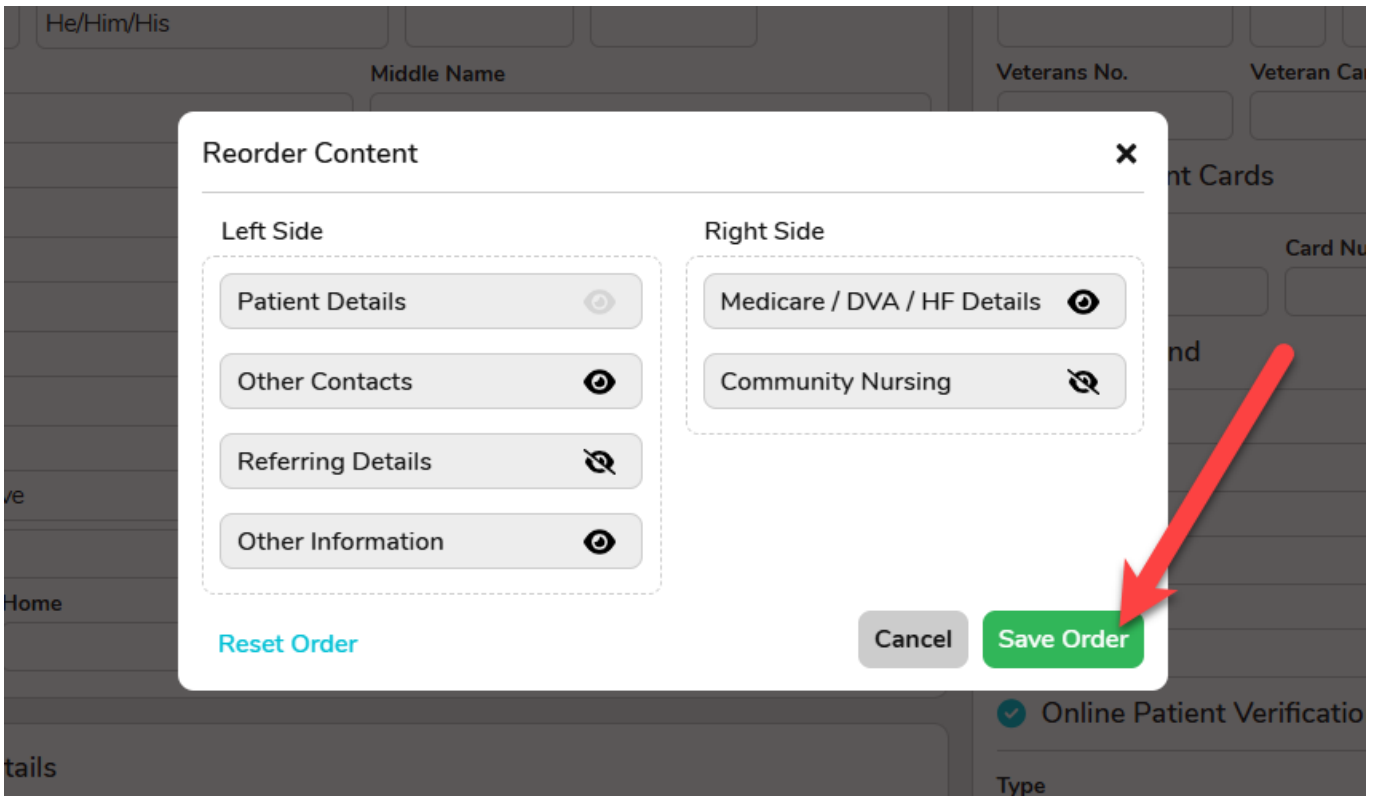
This allows users to choose which groups of information are visible and hide irrelevant details using the eye icon.



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!

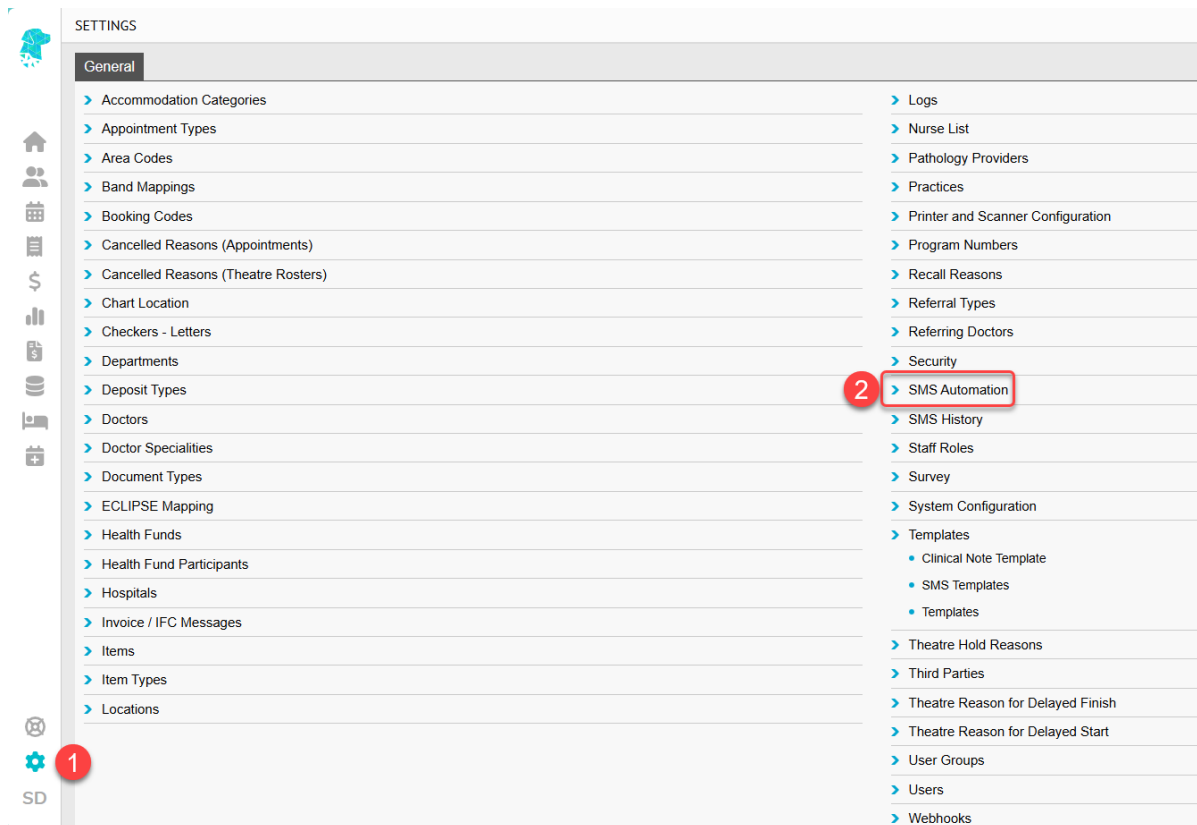
- Need to send patients their admission times? Done.
- Need to remind patients to complete their Admission Form? No problem.
- Want to send a Post-Discharge follow-up or request feedback via a Patient Survey? It's all possible!

support@alturahealth.com.au

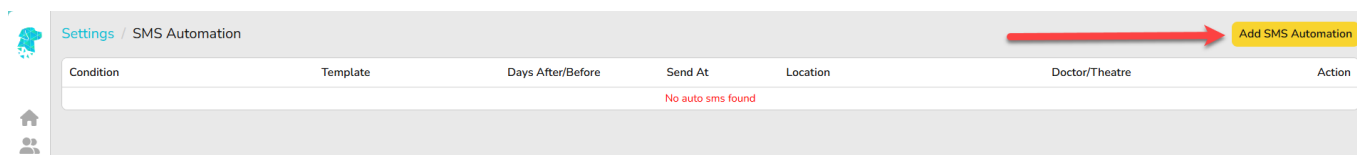
To start using the **Automated SMS** feature, here's what you'll need to have in place:

- **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 6 0 **Send At** 7 06:37 PM

Location 8 Shaes Private Hospital ▼ **Doctor/Theatre** 9 All Theatres ▼

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 ▼

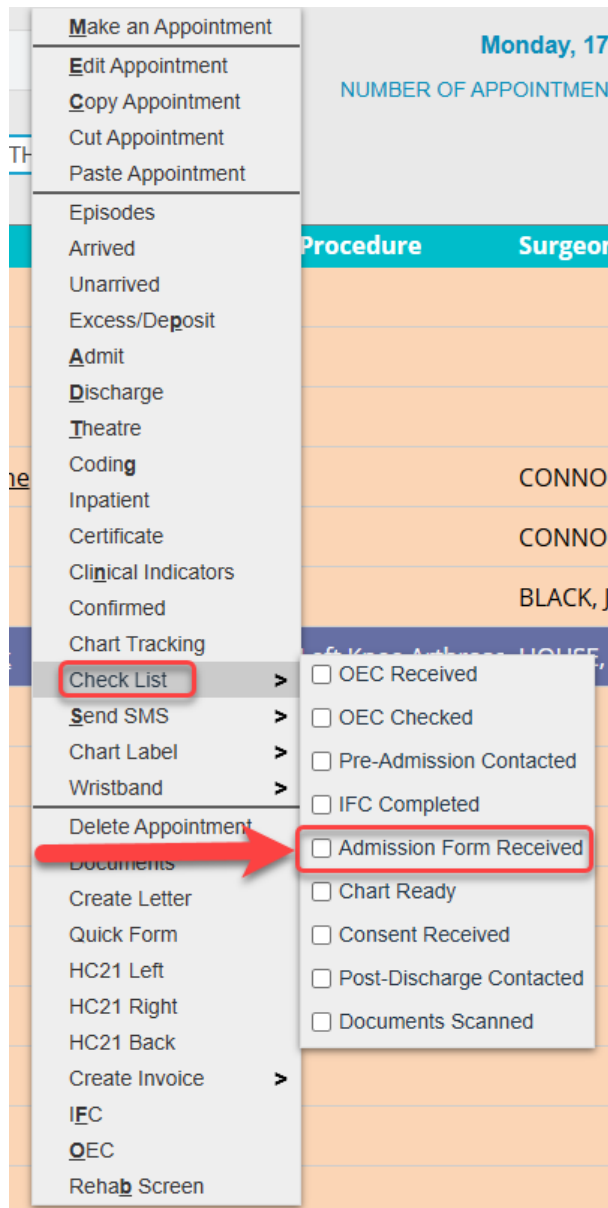
Days After 1 **Send At** 09:00 AM

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

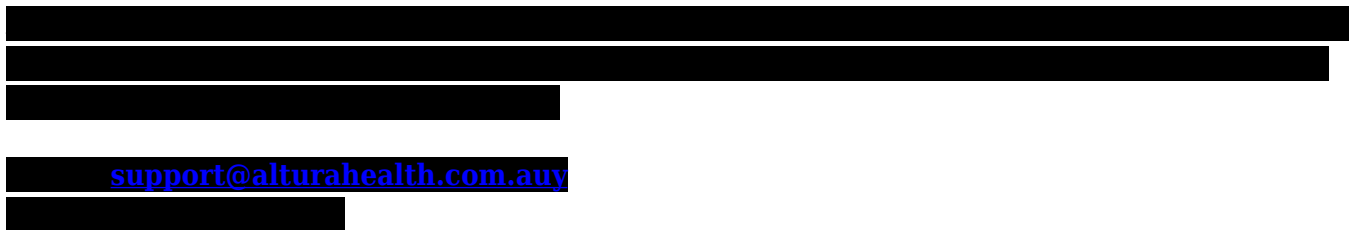
Send At
08:00 AM

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!



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:

Condition	Template	Days After/Before	Send At	Location	Doctor/Theatre	Action
Admission Form Not Received	Preadmit Paperwork	4	9:00 AM	Shaes Private Hospital	All	...
Admission Form Not Received	Preadmit Paperwork Reminder	2	10:00 AM	Shaes Private Hospital	All	...
To Confirm Appointment	Pre-Admission Text	1	8:30 AM	Shaes Private Hospital	All	...
Post Discharge	Post-Operative Message	1	9:30 AM	Shaes Private Hospital	All	...
Post Discharge	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)**

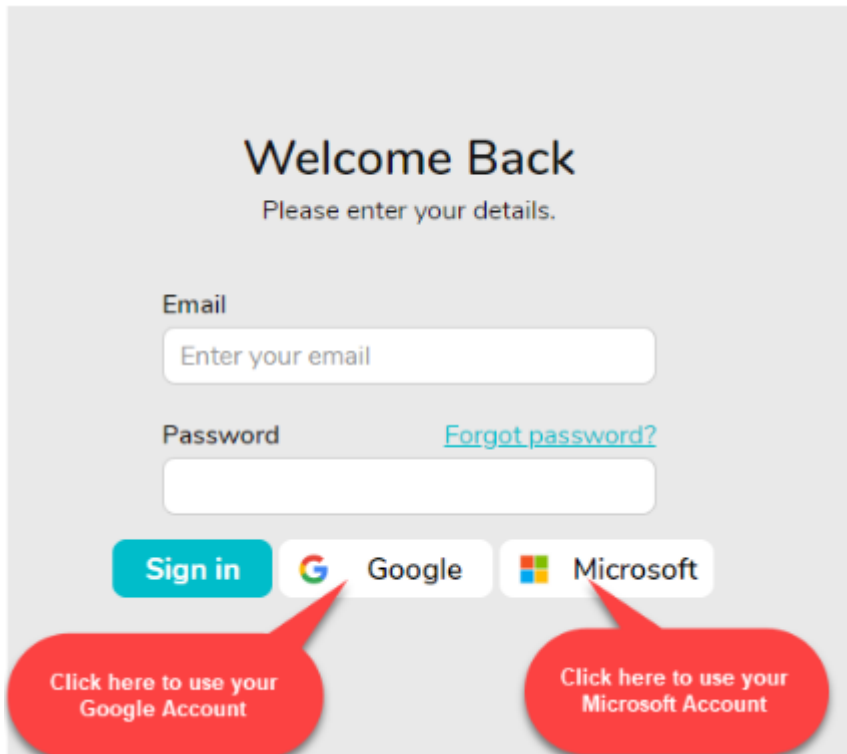
Asking for feedback via a patient survey is a great way to gather insights on their experience and identify any areas for improvement. Giving them a little time to settle into their recovery before asking for feedback might result in more thoughtful responses. Automating this follow up ensures all patients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



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.

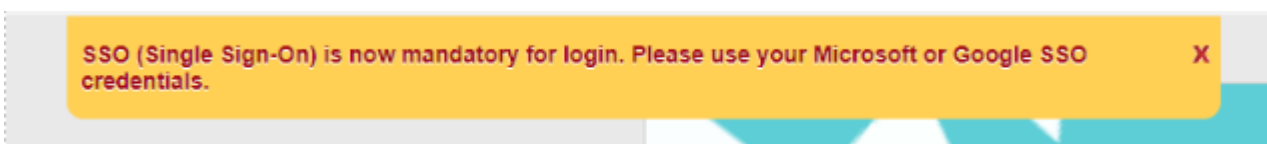
If you are not already logged into your browser with an account, you will be prompted to **'Pick an account'** or **'Use another account'** as shown below. You will need to enter your password to proceed.



Pick an account



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.

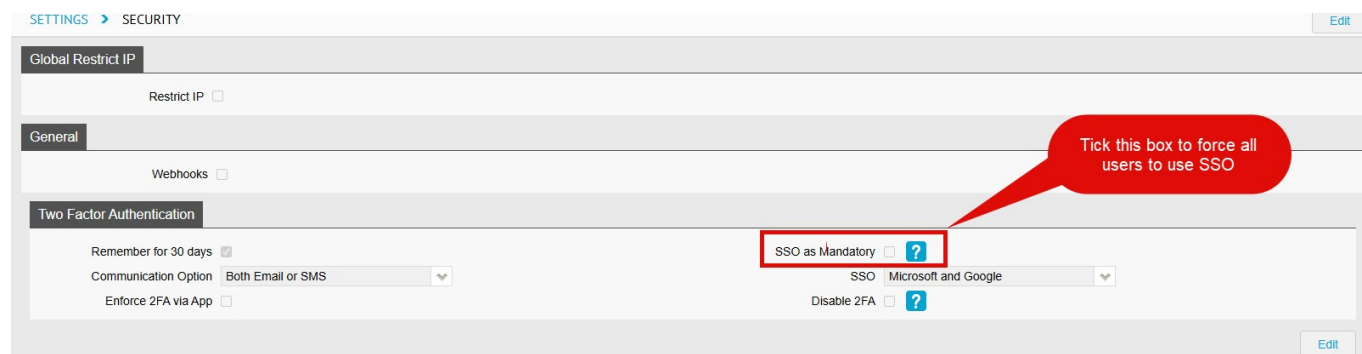
How to enforce SSO in FYDO

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**.

	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

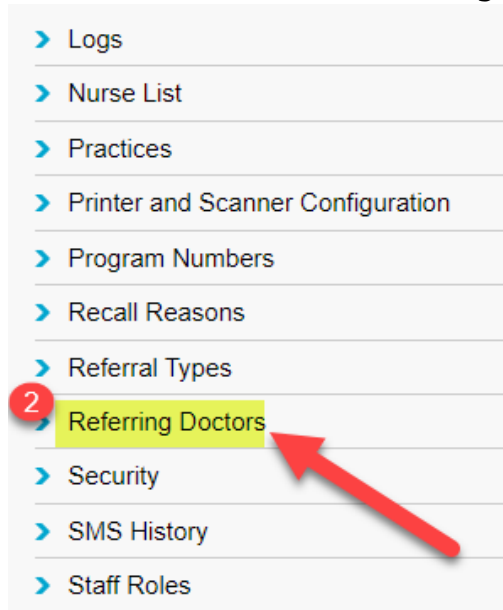
[Exporting Referring Doctors/Practices](#)

How to Export Referring Doctors:

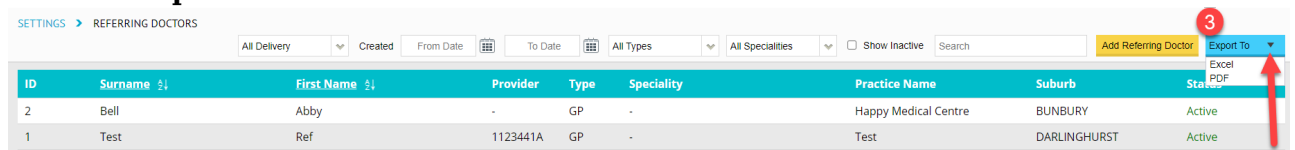
1. Click on **Settings**



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



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

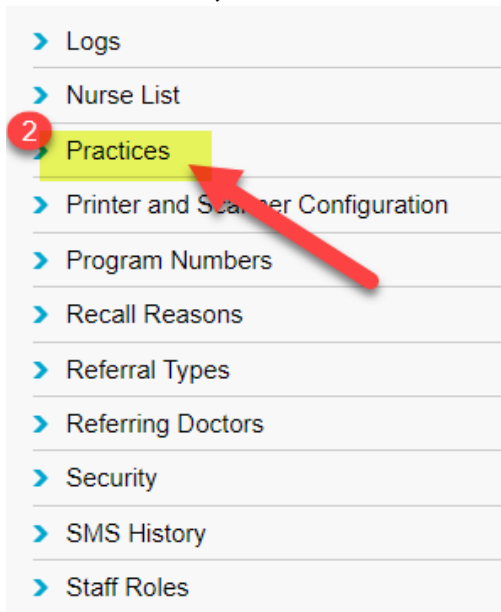


How to Export Practices:

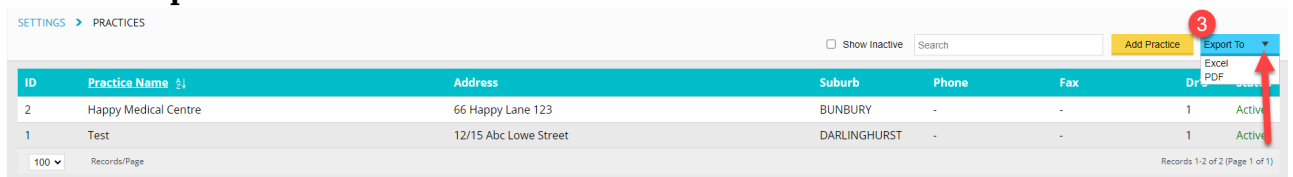
1. Click on **Settings**



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



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

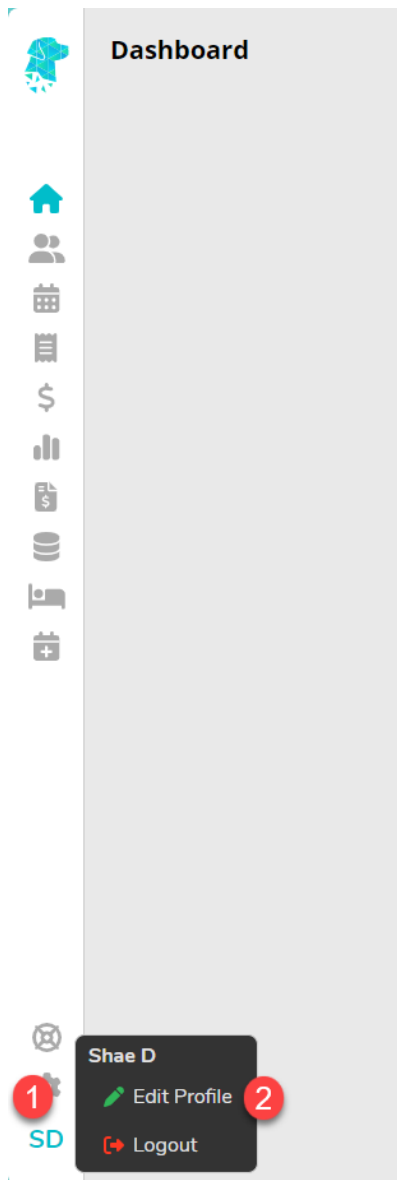


Amending a User's Email Address

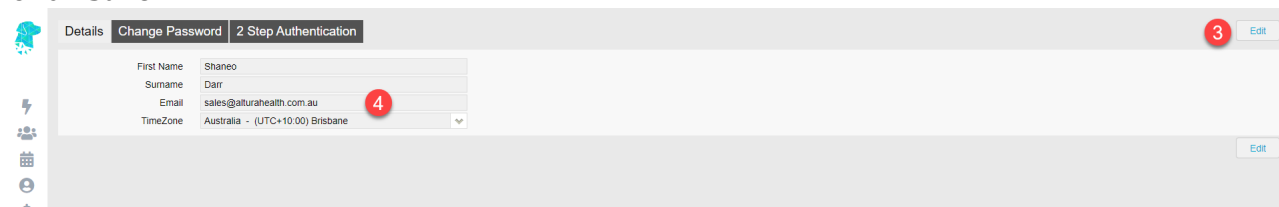
There may be instances when a user needs to change their FYDO log in email address. This can be done by the user themselves by following the steps below.

The only exception is the Subscriber who is unable to change their email address themselves & will need to contact FYDO Support if amendments need to be made.

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



3. Select **Edit**
4. Amend **Email**
5. Click **Save**



The new email address will need to be used for log ins from there on.

How to change user's timezone

Need to change your timezone? Read on to learn how!

Note: This setting is unique to the user. Therefore, each user will need to check their own timezone settings.

1. Hover over the **profile icon** (*Your Initials*)
2. Click on **Edit Profile**.
3. Select **Edit**
4. Select the desired **TimeZone**.

The screenshot shows a user profile settings page with a sidebar on the left containing icons for home, profile, calendar, list, dollar sign, bar chart, pie chart, and calendar. The main content area has tabs for 'Details', 'Change Password', and '2 Step Authentication'. The 'Details' tab is active, showing a form with fields for 'First Name' (Shae), 'Surname' (D), 'Email' (support@alturahealth.com.au), and 'TimeZone' (Australia - (UTC+10:00) Brisbane). A red circle with the number '4' is placed over the 'TimeZone' dropdown menu. In the top right corner, there is a red circle with the number '3' and an 'Edit' button. In the bottom left corner, a profile card for 'Shae D' is visible, with a red circle with the number '1' over the profile icon and a red circle with the number '2' over the 'Edit Profile' button. A 'Logout' button is also present below the profile card.

Click **Save** and you're all done! You have successfully updated your TimeZone on *this profile*.

This screenshot is identical to the previous one, but with a red circle with the number '5' placed over the 'Save' button in the bottom right corner of the form. The 'Save' button is green and the 'Cancel' button is grey.

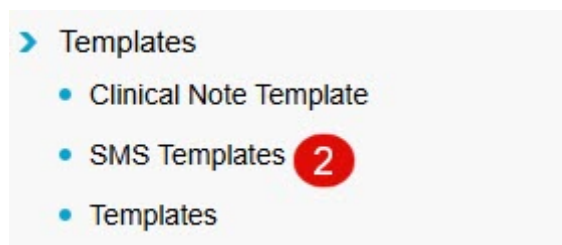
Adding SMS templates

Do you regularly SMS patients? If so, you can create custom SMS templates to save time typing up the message every time and to send tailored messages, complete with the patient's name, appointment time, serving doctor, and more.

To begin, first go to **Settings**.



Then click on **SMS Templates** under the templates menu.



This reveals the SMS templates currently available. By default, an **Appointment Reminder** template will be available to you.

Adding a new SMS template

To add a new SMS template, click on the **Add SMS Template** button.

Add SMS Template

Then, select the SMS **Type**, enter the template **Name**, and type out the SMS content in the **Description** field.

ID	4
Type	Appointments
Name	Appointment Reminder
Description	Hi <<patfirstn>>, this is a reminder of your appointment at the <<ListLocName>> breast screening clinic on <<listdate>> at <<listtime12h>>.

SMS Tokens

You can use 'SMS tokens' which are commands that look like: <<patfirstn>> to send tailored SMS messages. The aforementioned token for instance dynamically pulls the patient's first name.

There are SMS tokens for patient details, appointment details, doctor/ practice details, referral details, and more.

For a full list of tokens, click the link below:

<https://wiki.fydo.cloud/?s=tokens>

Once you're happy with the contents of your SMS template, click **Save** and you're done! Your new SMS template will be available next time you wish to send a custom SMS message.

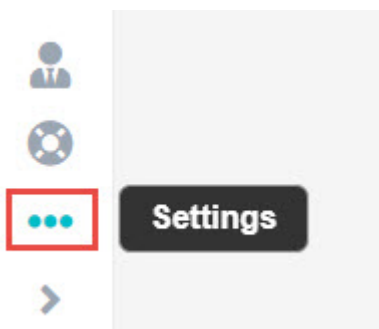


For some SMS Template ideas see our helpful wiki page
<https://wiki.fydo.cloud/sms-template-examples/>

[Adding MBS items - Clinic](#)

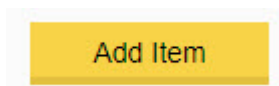
Want to know how to add items into Fydo? Follow the below steps and you'll be billing them in no time!

First, lets head to **Settings**, located in the lower left hand corner of Fydo.

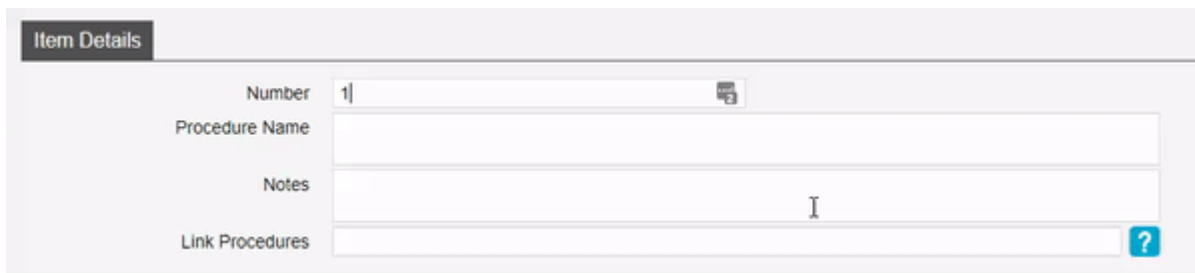


Then select **Items**, this will display a list of all your current items.

To add a new item, lets click the yellow **Add Item** button.



Simply enter the item you need in the **Number** field as below, found under the **Item Details**.

A screenshot of a web form titled "Item Details". The form has a light gray header with the title. Below the header, there are four input fields: "Number" (containing "1"), "Procedure Name", "Notes", and "Link Procedures". The "Number" field has a small icon to its right. The "Link Procedures" field has a blue question mark icon to its right.

You will see the **Procedure name** be automatically filled.

Now just click on the green **Save** button.



All done! The rest of the information regarding the item will automatically be added from information via the **Medicare Benefits Schedule** online Website.

Things such as:

- Fees (Medicare and DVA rates)
- Description
- Rule (If it has one e.g Surgical step down)