

Importing General Practice Claims

To save time double handling your claim data for your GP services, import your data into FYDO and have the claims paid within 1-3 business day.

We accept two file formats (excel and XML) to import your claim data.

Minimum Data Set

Everything is mandatory unless stated otherwise.

- Patient Info
 - External Patient ID
 - First Name
 - Middle Initial (optional)
 - Last name
 - Date of Birth
 - Gender
 - Veteran Number (conditional)
 - Medicare Number (conditional)
 - Medicare Reference Number (conditional)
 - AcceptedDisabilityInd and Text

- Claim Data
 - Type of Service
 - Service Type Code
 - Treatment Location
 - External Invoice ID (optional)
 - External Servicing ID (optional)
 - Benefit Assignment Authorised (mandatory when using XML format, otherwise not required)
 - Date Of Service
 - Time of Service (*conditional*)
 - Item
 - No Of Patients Seen (conditional)
 - Distance in KMs (conditional)
 - Charge (optional)
 - Multiple Procedure Override
 - Duplicate Service Override

Notes

External Patient ID - this is required so we can uniquely identify the patient. This must be unique to the patient. Everytime a claim is imported, we override the patient details (e.g. first name, last name) for a patient with that same external patient id.

Token name is: ExternalPatientId

Gender - patient gender.

- F = Female
- M = Male
- I = Indeterminate/Intersex
- N = Not Stated/Inadequately

Token name is: PatientGender

Medicare / Veterans Number - this is conditional, as it depends on the Type of Service. So if the service is to be bulked billed then the medicare number is mandatory and if the service is to sent to Veterans Affairs, then the Veterans number is mandatory.

If you plan to use the excel format, you do not necessarily need a column for each. You could just use the Medicare Number column, and insert the Medicare number or the Veterans number, and then based on 'Type of Service' we will know what to expect.

You could format the medicare number anyway you like

e.g. 211111111 or 2111-11111-1 or 2111 11111 1

Token name is: PatientMedicareCardNum or VeteranFileNum

Medicare Reference Number - this is mandatory, however if you can not provide it in the file, we will assume it as 1 and then Medicare will still assess and pay the claim if everything else is correct. Medicare just wants a value in there, can not be 0 or empty.

Token name is: PatientReferenceNum

Accepted Disability Indicator - indicates whether the service rendered are for a White Card holder and the service is in accordance with the White Card condition. The back of the DVA card for White Card holders will list any exclusions e.g. hearing, imaging etc. If the card is not white, then default this to N - No.

Y - Condition treated relates to a condition for a White Card holder

N - Condition does not relate to a condition for a White Card holder

If you answer Y - Yes, then you must add text to the Accepted Disability text field.

Token name is: AcceptedDisabilityInd

Accepted Disability Text - free text used to provide details regarding the condition being treated

in conjunction with Accepted Disability Indicator.

Examples of the text could be the reason for the service. In the case of community nursing, simply add 'community nursing'.

Token name is: AcceptedDisabilityText

Address - patient address, since this is *optional* (not required by the ECLIPSE), unless you want to build your patient database in Fydo, leave the address tokens empty.

Tokens available:

- *PatientAddressLine*
- *PatientAddressLocality*
- *PatientPostcode*

Date Of Service - This is required to specify the date the service was provided.

Token name is: DateOfService

Time Of Service - This is only required when the service being claimed requires the specific time the service was rendered. Format HHMM, expressed in 24 hours time e.g. 1435 for 2:35 pm.

Token name is: TimeOfService

Type of Service - this sets the type of claim i.e. a Medicare (bulk bill) or a Veterans claim.

- M - Medicare
- V - Veterans
- PC - Patient Claims

Token name is: TypeOfService

Service Type Code - this sets the service type i.e. General or Specialist or Pathology for example

- G - General

Token name is: ServiceTypeCde

Treatment Location Code - This is only required when 'Type of Service' = V (Veterans). For non Veterans claim, keep the token in the file, simply without a value.

- V - Home Visit
- H - Hospital
- R - Rooms
- N - Residential Care facility

- C - Community health centres

Token name is: TreatmentLocationCde

Benefit Assignment Authorised - Indicates that the patient has authorised the assignment of their rights of benefit to a provider. Always indicate authorised.

Required when 'Type of Service' is M or V, not required when Service Type = P. If set to N, the claim will not import.

- Y - Authorised

Token name = BenefitAssignmentAuthorised

External Servicing ID - If you are billing under the one provider number, you can skip this field. If however you are billing under multiple provider numbers then we will need something to identify which provider number to use. You do not have to provide the actual provider number, you can place your own unique code, and we will map that code to your actual provider number.

Token name is: ExtServicingDoctor

External Invoice ID - This is only required, if you want to import the data back into your main system. Once claims are paid, we can send you a file back, with your external Invoice ID and Patient ID, so you can match it to the correct invoice/patient. But if you do not intend to import the data back, then you can skip this field.

Token name is: ExternalInvoice

Number of Patients Seen - this is only required when the item number being billed requires it. For example home visits, you will need to specify the number of patients seen in that session.

If 5 patients were seen in one session by one provider, then all 5 patients would have a 5 as the 'Number of Patients Seen'. This does not reset or is grouped by item number, but rather the entire visit.

Token name is: NoOfPatientsSeen

Distance in KMs - this is only required when you travel to see the patient where the distance travelled is over 10 kms and when the service type is Veterans. Only applicable when the 'Type Of Service' is Veterans.

The value should be an integer, no decimals.

Token name is: DistanceKms

Invoice / Claim Amount [Total] - this is not required, as Fydo can work out the amount per item and thus the total charge for Bulk Billed claims. If however, you are not charging the Medicare/DVA rate, then you will need to provide the total charge amount.

Token name = BCImAmt

Charge [for each Item] - you do not need to provide any amounts as Fydo can work out the amount when we import the data. If however, you are not charging the Medicare/DVA rate, then you will need to provide the charge amount for each item.

Token name = ChargeAmount

Fee List (Optional) - If you are manually setting up item fees within FYDO for patient claims, you can specify which fee level number should be applied by including it in the import file. Please note that if you choose this option, instead of including the charge for each item in the file, you will need to manually update the fees within FYDO whenever there is an increase to your private fees.

Token name is: feelist

Multiple Procedure Override Indicator - Indicates whether the service is part of a multiple procedure or not. For example, if you have to bill an item twice, because it was performed on the left and right leg.

*If set to Y, then the reason for the override must be included in the **Service Text**.*

- Y - Not Multiple
- N - Multiple

Token name: MultipleProcedureOverrideInd

Duplicate Service Override Indicator - Indicates if the servicing dr attended the patient on more than one occasion on the same day.

- Y - Not Duplicate
- N - Duplicate

If Y, then you will need to add some service text (at the item level) or set the Time of Service field.

Token name: DuplicateServiceOverrideInd

Returned Files that can be imported back into your system

This is an optional step, and is useful provided your main system can import files.

Read more at [Claims Import - Returned Files - FYDO Wiki](#)

Sample File

Tips

- The column order in the Excel file is not important.
- Each row represents one claim/invoice.

Importing Allied Health Claims

To save time double handling your claim data for your allied health services, import your data into FYDO and have the claims paid within 1-3 business day by Medicare / Department of Veterans Affairs.

We accept two file formats (excel and XML) to import your claim data.

Minimum Data Set

Everything is mandatory unless stated otherwise.

- Patient Info
 - External Patient ID
 - First Name
 - Middle Initial (*optional*)
 - Last name
 - Date of Birth
 - Gender
 - Medicare Number (*conditional - if a Medicare claim*)
 - Medicare Reference Number (*conditional - if a Medicare claim*)
 - Veterans Number (*conditional - if a Veterans claim*)
 - Accepted Disability Indicator (*conditional- if a Veterans claim*)
 - Accepted Disability Text (*conditional- if a Veterans claim*)
 - Claimant Details (*conditional - required for Patient Claims only*)
 - Bank Account Details (*conditional - required for Patient Claims only*)
- Claim Data
 - Type of Service
 - Service Type Code
 - External Invoice ID (*optional*)
 - External Servicing Provider ID
 - Veterans Service Type
 - Treatment Location (*conditional - if a Veterans claim*)
 - Benefit Assignment Authorised (*for xml only*)
 - Referring Dr Title (*optional*)

- Referring Dr First name (*optional*)
- Referring Dr Last name (*optional*)
- Referring Dr Provider Number (*conditional*)
- Referral Date (*conditional*)
- Referral Type (*conditional*)
- Date of Service
- Time of Service (*conditional*)
- Item
 - No Of Patients Seen (*conditional*)
 - Distance in KMs (*conditional*)
 - Charge (*optional*)
 - Service Text (*optional*)

Notes

External Patient ID - this is required so we can uniquely identify the patient. This must be unique to the patient. Everytime a claim is imported, we override the patient details (e.g. first name, last name) for a patient with that same external patient id.

Token name is: ExternalPatientId

Patient Name - The first and last name are mandatory, the middle initial is not.

Tokens available:

- *PatientFirstName*
- *PatientSecondInitial*
- *PatientFamilyName*

Gender - patient gender.

- F = Female
- M = Male
- I = Indeterminate/Intersex
- N = Not Stated/Inadequately

Token name is: PatientGender

Address - patient address, since this is *optional* (not required by the ECLIPSE), unless you want to build your patient database in FYDO, leave the address tokens empty.

Tokens available:

- *PatientAddressLine*
- *PatientAddressLocality*
- *PatientPostcode*

Patient Medicare / Veterans card - this is conditional.

If the Type of Service is set to M or P, then the Medicare Number and the Medicare Reference are mandatory.

If you plan to use the Excel format, you do not necessarily need a column for each. You could just use the Medicare Number column, and insert the Medicare number or the Veterans number, and then based on 'Type of Service' we will know what to expect.

You could format the Medicare number anyway you like

e.g. 211111111 or 2111-11111-1 or 2111 11111 1

The Medicare reference is mandatory. However, if you cannot provide it in the file, we will assume it as 1 and then Medicare will still assess and pay the claim if everything else is correct. Medicare just wants a value in there. It cannot be 0 or empty.

If the Type of Service is set to V, then the Medicare and Reference Number are not required, but the Veterans number is.

Tokens available:

- *PatientMedicareCardNum*
- *PatientReferenceNum*
- *VeteranFileNum*

Date Of Service - This is required to specify the date the service was provided.

Token name is: DateOfService

Time Of Service - This is only required when the service being claimed requires the specific time the service was rendered. Format HHMM, expressed in 24 hours time e.g. 1435 for 2:35 pm.

Token name is: TimeOfService

Type of Service - this sets the type of claim, i.e. a Medicare (bulk bill) or a Veterans claim.

- M - Medicare
- V - Veterans
- PC - Patient Claims

Token name is: TypeOfService

Service Type Code - this sets the service type, i.e. General or Specialist This should be set to Specialist.

- S - Specialist

Token name is: ServiceTypeCde

Veterans Service Type - Indicates the type of claim, only required if 'Type of Service' is V for Veterans. If your services does not fit one of these categories, then it is not required.

- F - Community Nursing
- G - Dental
- L - Optical
- I - Speech Pathology
- J - Allied Health
- K - Psych

Token name is: VaaServiceTypeCde

Treatment Location Code - This is only required when 'Type of Service' = V (Veterans). For non Veterans claim, keep the token in the file, simply without a value.

- V - Home Visit
- H - Hospital
- R - Rooms
- N - Residential Care facility
- C - Community health centres

Token name is: TreatmentLocationCde

External Servicing ID - If you are billing under the one provider number, you can skip this field. If however you are billing under multiple provider numbers then we will need something to identify which provider number to use. You do not have to provide the actual provider number, you can place your own unique code, and we will map that code to your actual provider number.

Token name is: ExtServicingDoctor

External Invoice ID - This is only required if you want to import the data back into your main system. Once claims are paid, we can send you a file back, with your external Invoice ID and Patient ID, so you can match it to the correct invoice/patient. But if you do not intend to import the data back, then you can skip this field.

Token name is: ExternalInvoice

Accepted Disability Indicator - indicates whether the service rendered are for a White Card holder and the service is in accordance with the White Card condition. The back of the DVA card for White Card holders will list any exclusions, e.g. hearing, imaging etc. If the card is not white, then default this to N - No.

Y - Condition treated relates to a condition for a White Card holder

N - Condition does not relate to a condition for a White Card holder

If you answer Y - Yes, then you must add text to the Accepted Disability text field.

Token name is: AcceptedDisabilityInd

Accepted Disability Text - free text used to provide details regarding the condition being treated in conjunction with Accepted Disability Indicator.

Examples of the text could be the reason for the service. In the case of community nursing, simply add 'community nursing'.

Token name is: AcceptedDisabilityText

Benefit Assignment Authorised - Indicates that the patient has authorised the assignment of their rights of benefit to a provider. Always indicate authorised.

Required when 'Type of Service' is M or V, not required when Service Type = P. If set to N, the claim will not import.

- Y - Authorised

Token name = BenefitAssignmentAuthorised

Number of Patients Seen - this is only required when the item number being billed requires it. For example, home visits, you will need to specify the number of patients seen in that session.

If 5 patients were seen in one session by one provider, then all 5 patients would have a 5 as the 'Number of Patients Seen'. This does not reset or is grouped by item number, but rather the entire visit.

Token name is: NoOfPatientsSeen

Distance in KMs - this is only required when you travel to see the patient where the distance travelled is over 10 kms and when the service type is Veterans. Only applicable when the 'Type Of Service' is Veterans.

The value should be an integer, no decimals.

Token name is: DistanceKms

Referring Provider Number - provider number of the referring doctor. This is a conditional field. If the type of claim requires referral details, then include it, otherwise leave blank.

Token name is: ReferringProviderNum

Referring Dr Title / First name / Last name - these are optional, but we would recommend including it in the file. But not a deal breaker.

Tokens available:

- *RefDrFirstName*
- *RefDrLastName*
- *RefDrTitle*
- *RefDrAddress*
- *RefDrSuburb*
- *RefDrState*
- *RefDrPostcode*
- *RefDrPhone*
- *RefDrfax*
- *RefDrEmail*

Referral Period - This is the Referral Period in months. This should be set to either 3 (Specialist), 12 (GP) or 99 (Indefinite)

Token name is: ReferralPeriod

Invoice / Claim Amount [Total] - this is not required, as FYDO can work out the amount per item and thus the total charge for Bulk Billed claims. If however, you are not charging the Medicare/DVA rate, then you will need to provide the total charge amount.

Token name = BCImAmt

Charge [for each Item] - you do not need to provide any amounts as Fydo can work out the amount when we import the data. If however, you are not charging the Medicare/DVA rate, then you will need to provide the charge amount for each item.

Token name = ChargeAmount

Fee List (Optional) - If you are manually setting up item fees within FYDO for patient claims, you can specify which fee level number should be applied by including it in the import file. Please note that if you choose this option, instead of including the charge for each item in the file, you will need to manually update the fees within FYDO whenever there is an increase to your private fees.

Token name is: feelist

Only applicable to Patient Claims i.e. Type of Service = PC

Claimant Details - provide this if the claimant is other than the patient. If required, then the following is mandatory: First name, Surname, Medicare Number, Medicare Reference Number, Date of Birth. An example of when this is required, is when the patient is a child under 18 years of age.

The address is not required, It is only required if you need to indicate a temporary address. The address cannot be a PO BOX.

Tokens available:

- *ClaimantFamilyName*
- *ClaimantFirstName*
- *ClaimantDateOfBirth*
- *ClaimantMedicareCardNum*
- *ClaimantReferenceNum*
- *ClaimantAddressLine1*
- *ClaimantAddressLine2*
- *ClaimantAddressLocality*
- *ClaimantAddressState*
- *ClaimantAddressPostcode*
- *ClaimantPhone*

Bank Details - Only required if the claimant wishes the payment to go to a different account to what they have registered with Medicare.

Account Paid Indicator - Indicates whether or not an account has been paid in full.

Token name = AccountPaidInd

Claim Submission Authorised - Indicates that the claimant has authorised the location to submit the claim on their behalf. Must be set to Y to submit the claim.

- Y - Authorised
- N - Unauthorised

Token name = ClaimSubmissionAuthorised

Patient Contribution [Total] - Indicates the total the patient has paid for the claim.

Patient Contribution [for each item] - Indicates the amount the patient has paid allocated to the item.

Returned Files that can be imported back into your system

This is an optional step and is useful provided your main system can import files.

Read more at [Claims Import - Returned Files - FYDO Wiki](#)

Sample File

Importing Community Nursing Claims

To save time double handling your claim data for your community nursing services, import your data into FYDO and have the claims paid within 1-3 business day.

We have two file formats (excel and XML) to import your claim data.

Minimum Data Set

Everything is mandatory unless stated otherwise.

- **Patient info**

- External Patient ID
- First Name
- Middle Initial (optional)
- Last name
- Date of Birth
- Gender
- Veterans Affairs Number
- Accepted Disability Indicator (conditional)
- Accepted Disability Text (conditional)

- **Claim Data**

- Type Of Service
- Veterans Service Type
- Benefit Assignment Authorised (mandatory when using **XML** format, otherwise not required)
- External Invoice ID (optional)
- External Servicing provider ID
- Date of Service
- Admission date
- Discharge date (conditional)
- Break in episode of care (conditional)
- Start date of break (conditional)
- End date of break (conditional)
- Referring Dr Title (optional)
- Referring Dr First name (optional)
- Referring Dr Last name (optional)
- Referring Dr provider Number
- Referral date
- Referral type (optional)
- Number of Items (mandatory when using **XML** format, otherwise not required)
- Treatment Location (mandatory when using **XML** format, otherwise not required if you will only ever have 1 location type).
- CNC Hours
- CNC Visits

- EN Hours
- EN Visits
- NSS Hours
- NSS Visits
- RN Hours
- RN Visits
- Item
- Charge

Notes

External Patient ID - this is required so we can uniquely identify the patient. This must be unique to the patient. Everytime a claim is imported, we override the patient details (e.g. first name, last name) for a patient with that same external patient id.

Token name is: ExternalPatientId

Gender - patient gender.

- F = Female
- M = Male
- I = Indeterminate/Intersex
- N = Not Stated/Inadequately

Token name is: PatientGender

Accepted Disability Indicator - indicates whether the service rendered are for a White Card holder and the service is in accordance with the White Card condition. The back of the DVA card for White Card holders will list any exclusions e.g. hearing, imaging etc. If the card is not white, then default this to N - No.

Y - Condition treated relates to a condition for a White Card holder

N - Condition does not relate to a condition for a White Card holder

If you answer Y - Yes, then you must add text to the Accepted Disability text field.

Token name is: AcceptedDisabilityInd

Accepted Disability Text - free text used to provide details regarding the condition being treated in conjunction with Accepted Disability Indicator.

Examples of the text could be the reason for the service. In the case of community nursing, simply add 'community nursing'.

Token name is: AcceptedDisabilityText

Type of Service - this sets the type of claim i.e. a Medicare (bulk bill) or a Veterans claim.

- M - Medicare
- V - Veterans
- P - Patient Claims

Token name is: TypeOfService

Veterans Service Type - only required when using the XML format.

- F - Community Nursing

Token name is: VaaServiceTypeCde

Benefit Assignment Authorised - Indicates that the patient has authorised the assignment of their rights of benefit to a provider. Always indicate authorised.

Required when 'Type of Service' is M or V, not required when Service Type = P. If set to N, the claim will not import.

- Y - Authorised

Token name = BenefitAssignmentAuthorised

Treatment Location Code - This is only required when 'Type of Service' = V (Veterans). For non Veterans claim, keep the token in the file, simply without a value.

- V - Home Visit
- H - Hospital
- R - Rooms
- N - Residential Care facility
- C - Community health centres

Token name is: TreatmentLocationCde

External Servicing ID - If you are billing under the one provider number, you can skip this field. If however you are billing under multiple provider numbers then we will need something to identify which provider number to use. You do not have to provide the actual provider number, you can place your own unique code, and we will map that code to your actual provider number.

Token name is: ExtServicingDoctor

External Invoice ID - This is only required if you want to import the data back into your main system. Once claims are paid, we can send you a file back, with your external Invoice ID and Patient ID, so you can match it to the correct invoice/patient. But if you do not intend to import the data

back, then you can skip this field.

Token name is: ExternalInvoice

Referring Dr Title / First name / Last name - these are optional, but we would recommend including it in the file. But not a deal breaker.

Tokens available:

- *RefDrFirstName*
- *RefDrLastName*
- *RefDrTitle*
- *RefDrAddress*
- *RefDrSuburb*
- *RefDrState*
- *RefDrPostcode*
- *RefDrPhone*
- *RefDrfax*
- *RefDrEmail*

Referring provider Number - provider number of the referring doctor.

Token name is: ReferringProviderNum

Referral Period - This is the Referral Period in months. This should be set to either 3 (Specialist), 12 (GP) or 99 (Indefinite)

Token name is: ReferralPeriod

Date of Service - this is the first day of the 28 day cycle.

Discharge Date - Only required if the patient has been discharged.

Break in episode of care - this is only required if the patient had a break in their episode of care. The value for this field is:

- 1 - Admission Acute
- 2 - Admission to respite/rehab
- 3 - holiday
- 4 - Discharge from care
- 5 - Death

If the patient did have a break, then also specify the start and end dates of the break.

Additional Travel Item NA10 - Only required if travel is being claimed for the patient. FYDO will work out the amount to charge based on the number of KMs enter in file.

Token name is: DistanceKMs

Charge [for each Item] - you do not need to provide any amounts as FYDO can work out the amount when we import the data. If however, you are not charging the Medicare/DVA rate, then you will need to provide the charge amount for each item.

The only time you will need to set a dollar value is when you have negotiated a fee with DVA.

The only items that have a negotiated rate are:

- NO65 OTHER ITEMS - Exceptional Case
- NO66 OTHER ITEMS - Palliative Overnight
- NO67 OTHER ITEMS - Clinical Assessment
- NO68 OTHER ITEMS - Second Worker

The value should be ex GST.

Token name = ChargeAmount

Number of Items - this is like a checker that confirms how many items we should be expecting within the claim/invoice.

Token name = NumberItems

Items per Voucher/Invoice

Recommended Structure for Hours & Visits, while DVA should accept all items within the one voucher, we have found that DVA rejects vouchers where items attract nurse hours, so we recommend splitting items as explained below. However, if you do not split the items, DVA 'might' process it, we just can't know if they will or not.

If you need to report hours for an item number, we recommend you will need to split the items into its own voucher/invoice.

For example, if you need to bill:

- NP03 (core item)
- NS10 (add on item)
- NA02 (assessment item)

These 3 items have hours and visits associated to them, so this would need to be split into 3 invoices. In each voucher/invoice, put the hours just for that item, not the total nurse hours and visits.

If, however, you need to bill:

- NP03 (core item)
- NC10 (consumable item)

Since the consumable item doesn't need any hours or visits recorded, it can be in the one voucher with the core item.

If you decide not to split the items, then the hours and visits should be the total hours and visits for all items. So, the sum of the hours and visits at the voucher level.

Please Note – Nursing hours are calculated as a decimal value:

- 1 hour = 1.0
- 1 hour 15 mins = 1.25
- 1 hour 30 mins = 1.5
- 1 hour 45 mins = 1.75

Returned Files that can be imported back into your system

This is an optional step and is useful provided your main system can import files.

Read more at [Claims Import – Returned Files – FYDO Wiki](#)

Sample File

Tips

If using the Excel format:

- The column order in the Excel file is not important.
- Each row represents one claim/invoice.

For those items that attract a negotiated rate, if you omit the amount, FYDO will not allow you to submit the claim/invoice, as a \$0 dollar cannot be sent to DVA.

If using the XML format:

- Regarding the hrs and visits of the nurses, when creating the claim, if a claim did not require a Registered Nurse (RN), you will still need those tokens in the XML file, with a blank/empty value.

DVA reference site

DVA have a website full of information specifically for community nursing providers. It is quite informative <http://www.dva.gov.au/providers/community-nursing>

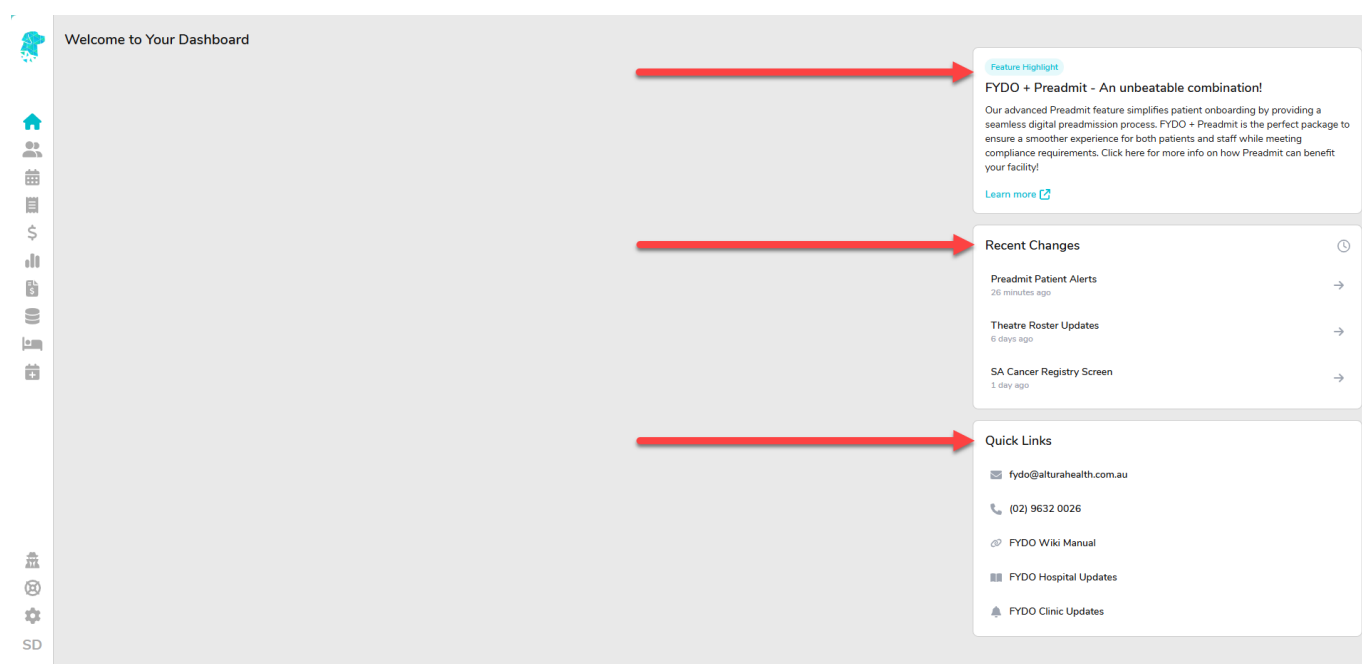
To find out more about the item numbers available to community nursing providers, please refer to DVA Community Nursing Fee Schedule - [DVA Community Nursing Schedule of Fees - March 2025](#)

[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.

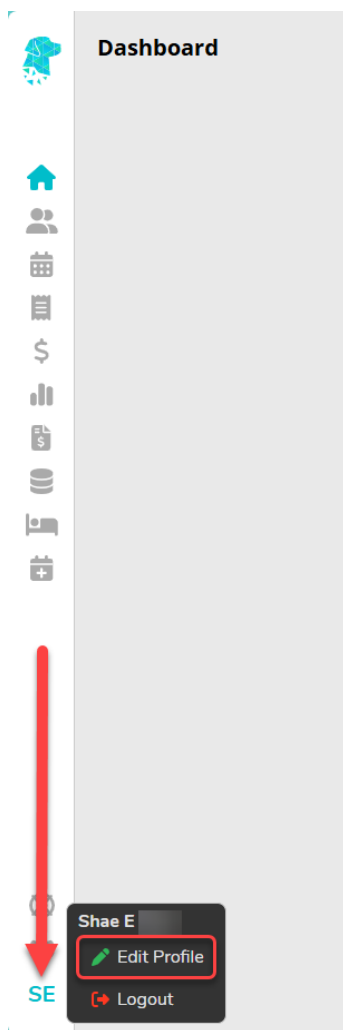
Thank you for being part of the FYDO journey — we're thrilled to keep building better solutions for you!

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.

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



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

Edit Profile - Shae E

User Details | Change Password | Authentication | Sessions

User Details

First Name: Shae

Surname: E

Email: support@alturahealth.com.au

TimeZone: Australia - (UTC+10:00) Brisbane

Edit

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

5. Click **Save**

Edit Profile - Shae E Darr

User Details | Change Password | Authentication | Sessions

User Details

First Name: Shae

Surname: Testing

Email: support@alturahealth.com.au

TimeZone: Australia - (UTC+10:00) Brisbane

Cancel **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)

Patient Details | Appointments | Recalls | Accounts | Episodes | Communication | Chart Tracking | Documents | Clinical

Personal 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

Address: 123 The Lakes Drive | Suburb: FOUNTAIN LAKES | State: VIC | Postcode: 3000

Mobile: | Home: | Work: | Email: |

Medicare / DVA

Medicare Number: | Ref: | Expiry: | Eligibility: |

Veterans No.: | Veteran Card Colour: | DVA Auth.No: | DVA Auth. Date: |

Entitlement Cards

Card Type: | Card Number: | Expiry: |

Health Fund

Fund Name: |

Membership No.: | UPI: | Insurance Status: |

Alias Name: | Alias Surname: |

Online Patient Verification (OPV)

Type: Medicare | As at: 03/03/2025 | **OPV Check**

Last Medicare Check: |

Location: Shaes Private Hospital |

Health Identifier: |

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

Patient	Communication (Delete any)	Communication (Delete own only)	Communication (Edit)	Delete	Merge	Reorder
View	<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF
Edit	<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF
Add	<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF
Clinical	<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF
Clinical (Delete any)	<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF
Clinical (Delete own only)	<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	<input checked="" type="checkbox"/> ON <input type="checkbox"/> OFF	<input checked="" type="checkbox"/> ON <input type="checkbox"/> 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.

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

Patient Details | Appointments | Recalls | Accounts | Episodes | Communication | Chart Tracking | Documents | Clinical

Medicare / DVA

Entitlement Cards

Health Fund

Reorder Content

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

Reorder Content

Left Side

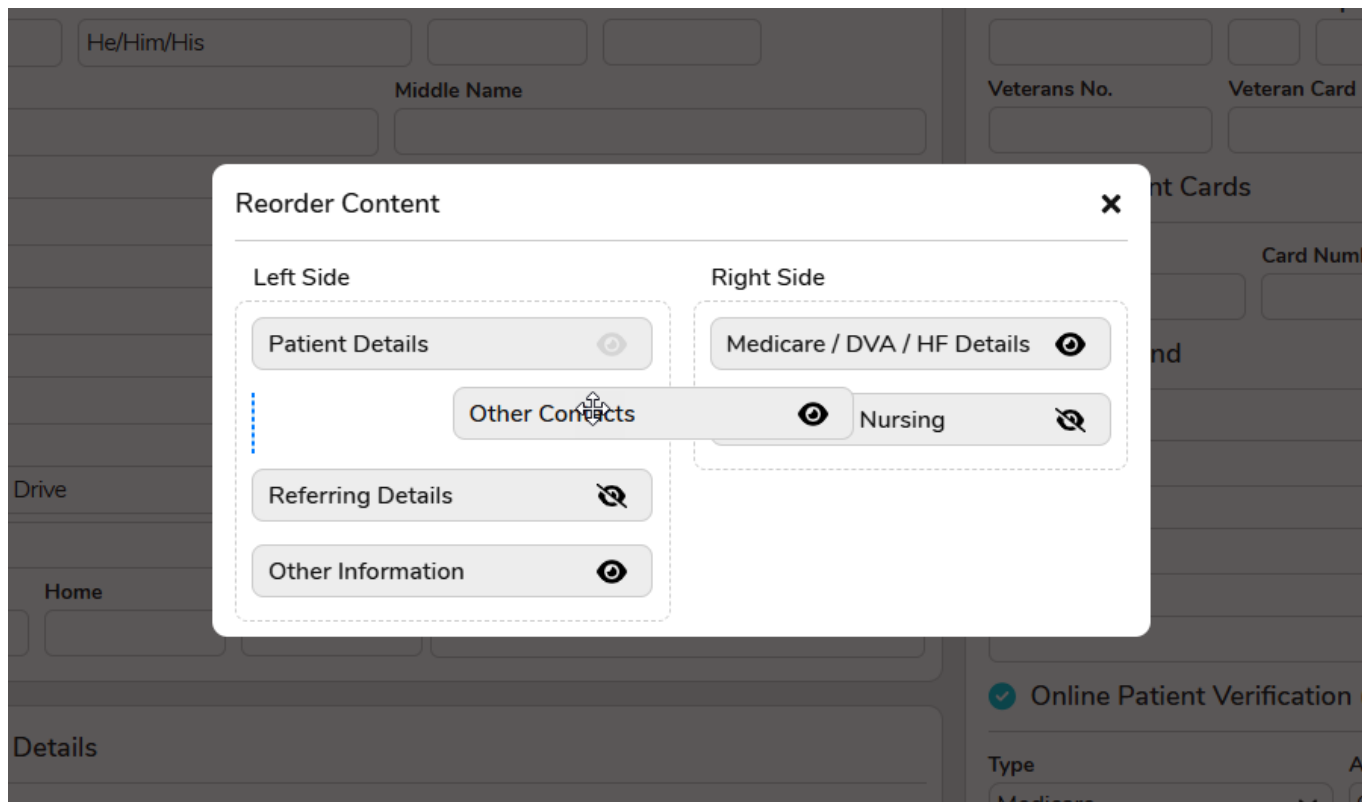
- Patient Details
- Referring Details
- Other Information

Right Side

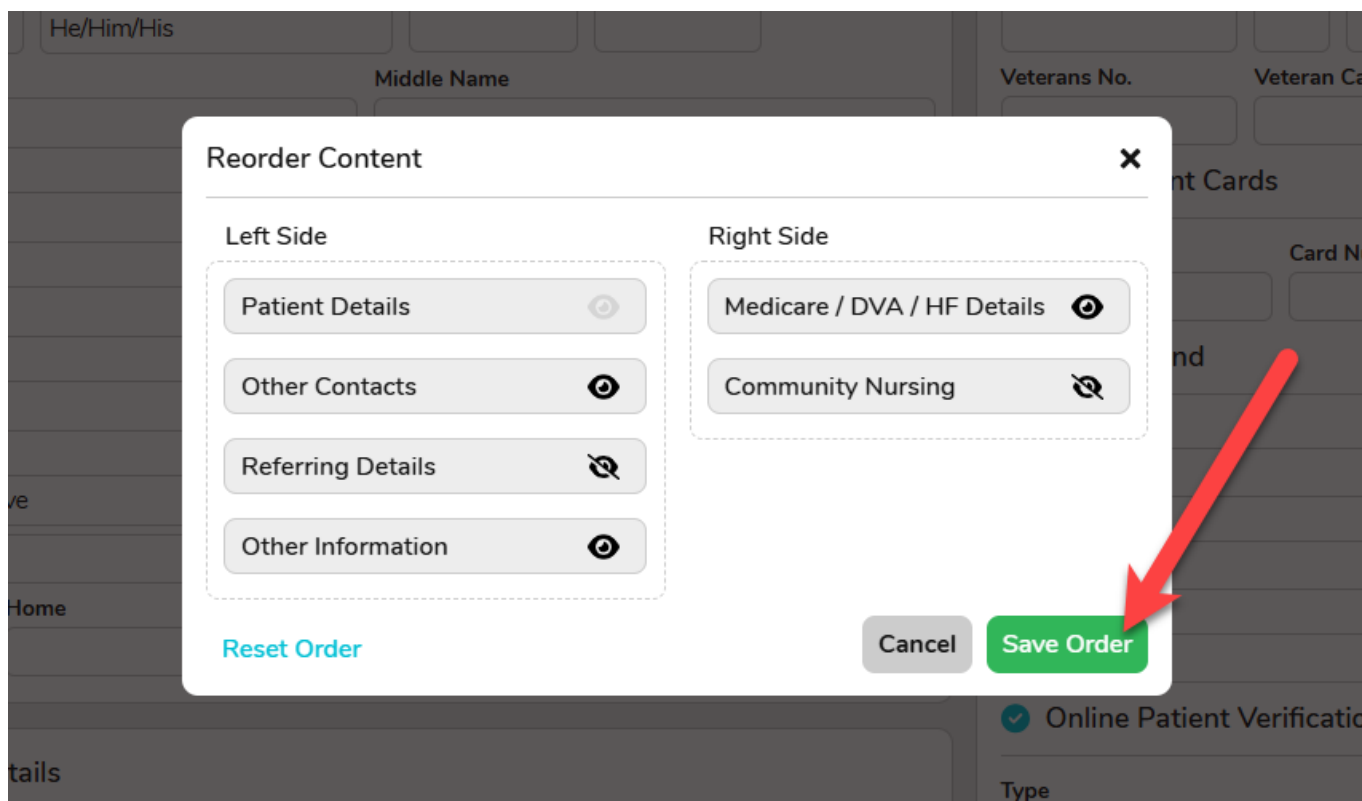
- Medicare / DVA / HF Details
- Other Contacts
- Community Nursing

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!

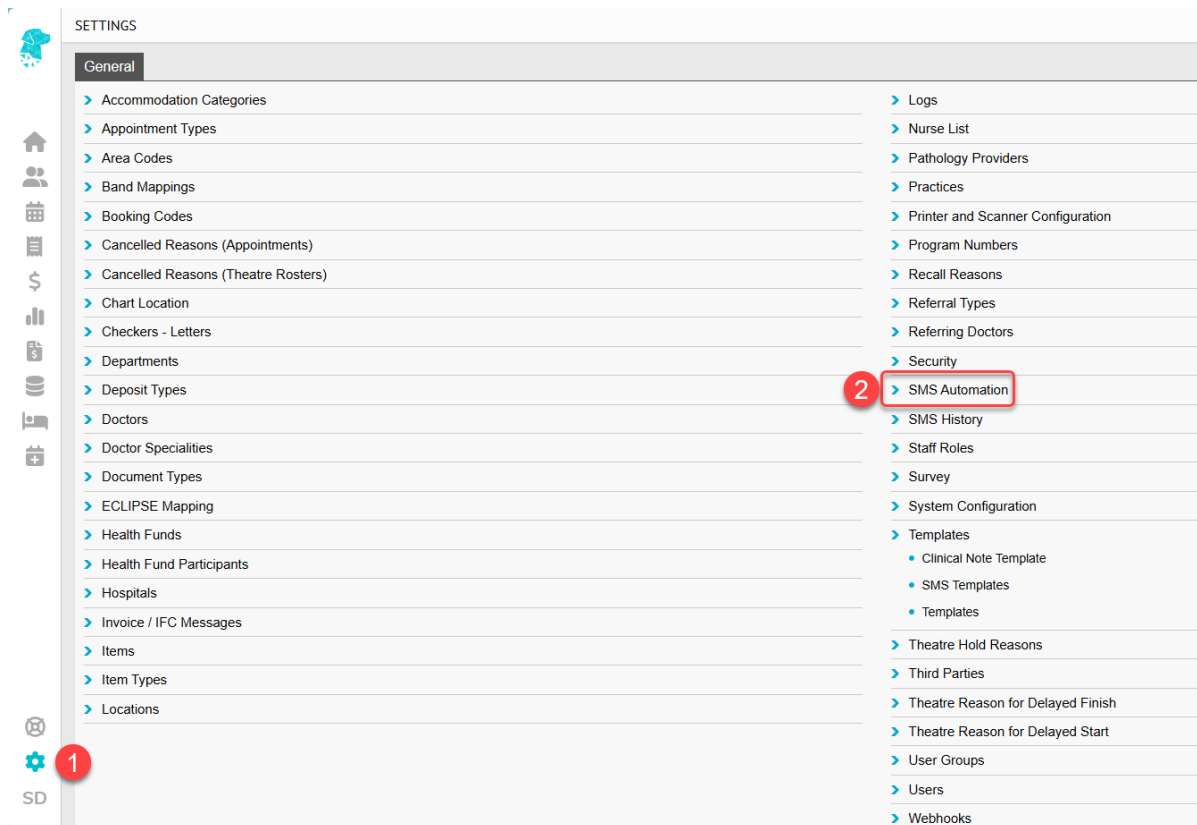
- Need to send patients their admission times? Done.
- Need to remind patients to complete their Admission Form? No problem.
- Want to send a Post-Discharge follow-up or request feedback via a Patient Survey? It's all possible!

support@alturahealth.com.au

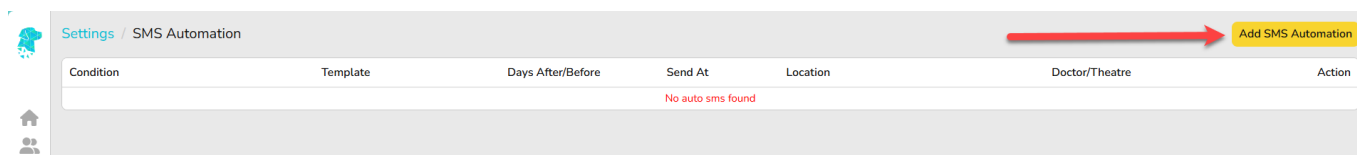
To start using the **Automated SMS** feature, here's what you'll need to have in place:

- **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

10

Cancel

Setup Auto SMS

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!

The screenshot shows a patient appointment list with a context menu open. The menu is divided into two sections. The top section contains various actions like 'Make an Appointment', 'Edit Appointment', 'Send SMS', etc. The bottom section, titled 'Check List', contains a list of checkboxes for tracking patient progress. The 'Admission Form Received' checkbox is highlighted with a red box, and a red arrow points to it from the 'Check List' header.

Time	Patient Name	Actions
07:30	MUNRO, Marilyn	Make an Appointment, Create from Waitlist, Edit Appointment, Copy / Cut / Paste / Delete, Episodes, Documents, Chart Tracking, OEC, IFC, Send SMS, Confirmed, Arrived, Admit, Excess / Deposit, Theatre, Discharge, Coding, Create Invoice, Rehab Screen, Check List , Inpatient, Certificate, Clinical Indicators, Print Chart Label, Print Wristband, Quick Form, HC21, Create Letter
08:00		
08:15		
08:30		
08:45	JACKSON, Pr	
09:15		
09:30		
09:45		
10:00		
10:15		
10:30		
10:45		
11:00		
11:15		
11:30		
11:45		
12:00		
12:15		
12:30		
12:45		
13:00		
13:15		
13:30		

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

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.

Claims Import - Returned Files

To save time double reconciling payments, FYDO can produce a file with the exceptions and payment data, so that it can be imported back into your main system.

We can produce these files in XML format.

Note - nothing is returned back for Patient Claims.

Exception Statement

XML

Each item is export in the exception file, not just items that were rejected or paid a different amount.

- Batch Number
- External Servicing Dr Id
- Claim Date
- Total Paid i.e. for the entire batch
- Voucher/Invoice Information
 - Id
 - VVSS, the first 2 digits (VV) represent the voucher position within a batch and the next 2 digits (SS) represent the service position within the voucher
- External Patient Id
- External Invoice Id
- Patient Surname
- Patient First name
- Patient Medicare Number

- Medicare Flag
 - A - Patient identification has been amended
 - I - Patient medicare issue number changed
 - C - Patient medicare number changed
 - W - Patient card used will expire shortly
 - S - Patient card expired. Future services may be rejected
 - X - Old Medicare issue number for patient. Future services may be rejected
 - empty - no change

- Veterans Number
- Veterans Flag
 - A - Patient identification has been amended
 - C - Patient veterans number change
 - empty - no change

- Item Number
- Date of Service
- Amount Paid
- Exception Code
- Explanation Text
- Medicare Benefit (only provided when an ECLIPSE claim)
- Health Fund Benefit (only provided when an ECLIPSE claim)
- Health Fund Exception Code (only provided when an ECLIPSE claim)
- Health Fund Explanation Text (only provided when an ECLIPSE claim)

Payment File

XML

- Batch Number
- External Servicing Dr Id
- Claim Date
- Total Claim Amount Paid
- Run Date
- Run Number
- Voucher Information
 - Id
 - VVSS, the first 2 digits (VV) represent the voucher position within a batch and the next 2 digits (SS) represent the service position within the voucher

- External Patient Id
- External Invoice Id
- Patient Surname
- Patient First Name
- item Number
- Date of Service
- Amount Paid

Notes

External Doctor ID / External Patient ID / External Invoice ID - As long as this was provided when the data was imported, then we can include this when these export files are created.

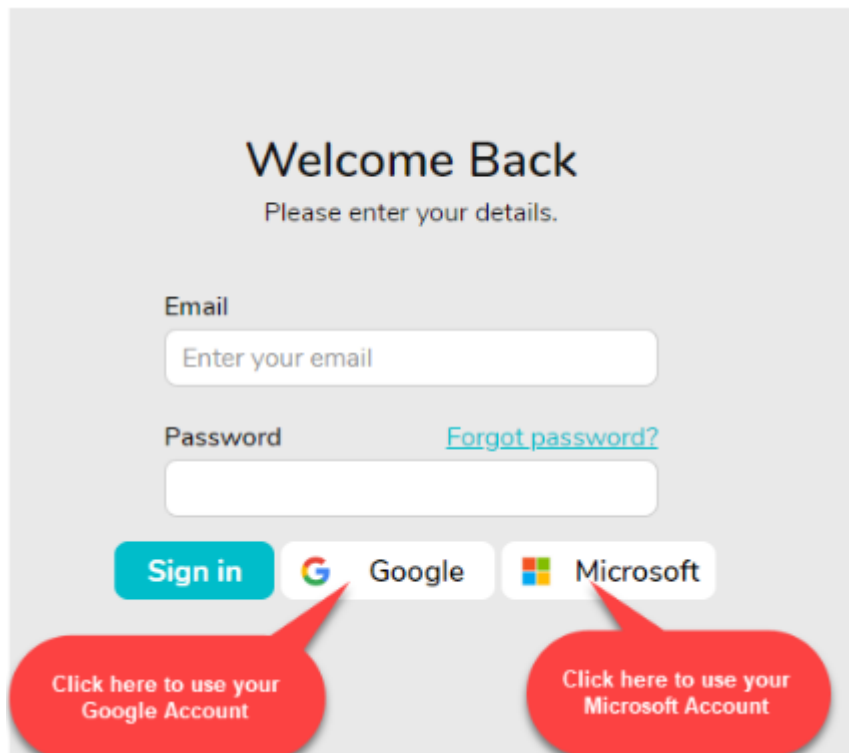
Sample File

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.

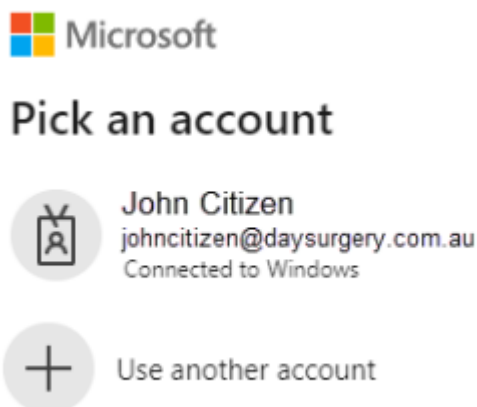


The image shows a 'Welcome Back' login screen. At the top, it says 'Welcome Back' in a large, dark font, followed by 'Please enter your details.' in a smaller font. Below this are two input fields: 'Email' with a placeholder 'Enter your email' and 'Password' with a placeholder 'Password'. To the right 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 point to the Google and Microsoft buttons. The first callout box points to the Google button and says 'Click here to use your Google Account'. The second callout box points to the Microsoft button and says 'Click here to use your Microsoft Account'.

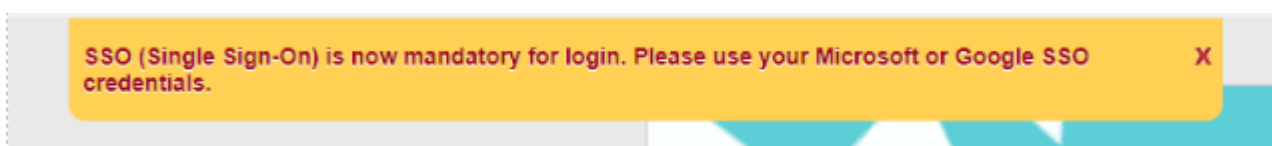
If you are already logged into your browser with either a Google or Microsoft account, you can click on the applicable button to log in. This will take you directly to the FYDO dashboard or the Two-Step Verification Process via SMS, email, or an Authentication App as usual.

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.

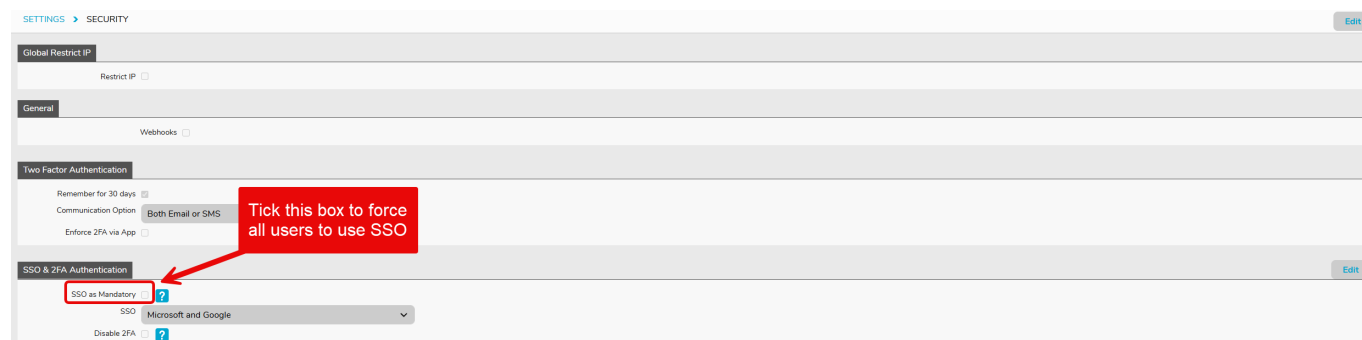
How to enforce SSO in FYDO

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**.



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
Subscriber	✓		04/12/2025
Full Access	✓		22/10/2025
Admin Management	✓		03/12/2025
Administration	✓		04/12/2025
Administration	✓		04/12/2025
Administration	✓		09/09/2025
Full Access	✓		19/09/2025
Clinical Staff	✓		21/10/2025
Clinical Staff	✗		-
Clinical Staff	✓		01/12/2025
Clinical Staff	✓		04/12/2025
Clinical Staff	✓		02/12/2025
Clinical Staff	✓		02/12/2025
Clinical Staff	✗		-
Clinical Staff	✓		04/12/2025
Clinical Staff	✗		-
Clinical Staff	✓		03/12/2025
Clinical Staff	✓		29/08/2025
Clinical Staff	✗		-
Clinical Staff	✗		-
Clinical Staff	✓		03/10/2025
Clinical Staff	✗		-
Clinical Staff	✗		-
Clinical Staff	✗		-
Clinical Staff			-
Clinical Staff	✗		-

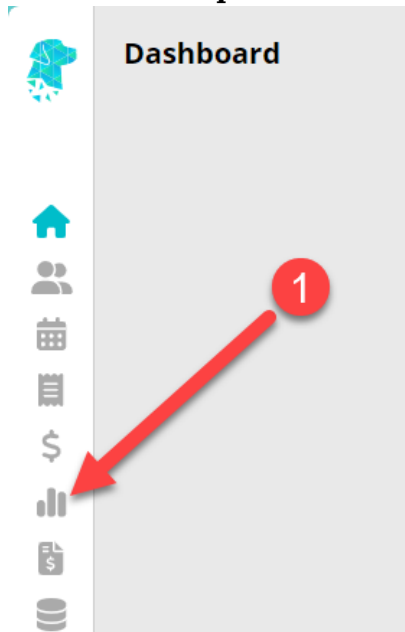
- **SSO Blank:** User not forced to use SSO
- **SSO Red Cross:** User forced to use SSO but not activated
- **SSO Green Tick:** User has activated SSO

Invoice Export Report

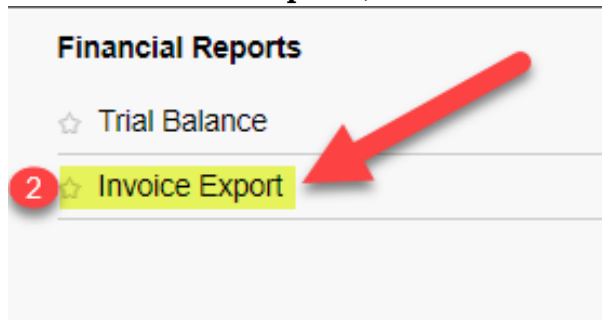
This report enables an Excel spreadsheet to be created of all invoice data for a selected date range.

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**

A screenshot of the 'Invoice Export' filter form. It contains several dropdown menus for 'Location', 'Fund', 'Doctor', 'Date Type', and 'Audit Date'. There are also date pickers for 'From' (01/12/2023) and 'To' (25/01/2024). A red circle with the number '3' is placed over the 'To' date, and a red arrow points from this circle to the 'Export' button at the bottom right of the form.

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.