<u>Referring Doctors</u>

To access a list of the referring doctors you have added into Fydo simply follow the below steps:

1. Click on **Settings**



2. Then, Referring Doctors

Referring Doctors

This will display a list of all the referring doctors you currently have.

To **add** a referring doctor, click the yellow **Add Referring Doctor** button on the top right hand corner of your screen:

Add Referring Doctor

To **Edit** the details of an existing doctor, simply click **anywhere** along the row for that doctor, and you will be taken to the edit screen:

To get started editing, click on the **Edit** button on the top right hand corner of the page.



Whether you decided to **Add** a new Referring Doctor, or **Edit** an existing one, you will be met with the same screen:

Number			Pro	ovider Numbe	er 123456AF		1
Title	Dr						
First Name	Test						
Surname	Doctor						
Practice Name	The ACSS Test Practice			*			
Address	123 ACSS Street						
Suburb	HOMEBUSH				NSW	2140	
Phone	0-	Fax	0-				

Туре	GP	~	?
Speciality		*	
Email	Test.Dr@test.com.au		
Mobile			
Created On	26/03/2020		
Birthdate	01/01/1990		
Status	Active		

Simply fill out, or change the fields as needed.

Remember, the required fields for a referring doctor are:

- Provider Number You can put a 0 if you do not have the number. Please note that you will need to enter it before submitting your claims, or you will run into rejections.
- First Name and Surname
- Type (GP or Specialist) This affects the length of the referral, GP: 12 months, Specialist: 3 months.
- Speciality (If Specialist is selected)

While there are a few other fields, they are optional.

Once you are happy with your changes, click the green **Save** button to lock them in.



You are also able to **Create** and **Edit** referrals from within the **Patient Details**, should you wish to do so, please see our <u>Creating a Patient</u> wiki page.

Eclipse Clinic Billing

Set up your patient and ready to bill? Read ahead to find out how to submit claims to **Health Funds** via **Eclipse.**

Important Note: If you have not submitted an *Online Patient Verification (OPV)* yet for your patient, or you do not know how, see our wiki page <u>here!</u>

To get started, from the **Patient Record**, we are going to click on the **Bill Patient** button.

You can also use the hotkey 'B'!



This will take you to the **Clinical Billing** page

MRN 3442		Patient	TEST, Bill	
Location				
TEST				~
Practitioner				
TESTER, Bill				~
DOS		Hospital		
13/08/2020	🖉 In Hospital	Fydo Test Hospital		~
Bill Type		Туре		
Eclipse	~	Agreement		~
Fee Level			Known Gap	
Level 5 - ahsa nsw	*	C Known Gap	0.00	

While you may notice that there are more fields than shown above, for **Eclipse** we will only be focusing on a few.

Please note that most of these fields are drop down menus.

- Location: The Location the service took place. If you only have one it will be defaulted.
- **Practitioner:** The Practitioner who performed the service.
- **DOS:** The Date of Service.
- In Hospital: A tick-box to indicate if this service was performed in a Hospital, this is required for Eclipse

The main fields to ensure are correct for **Eclipse** are the highlighted ones above, and outlined below:

• Bill Type: The type of billing; be sure to select Eclipse

- Fee Level: Which fees this billing will use. Will default based on the patients record.
- **Type:** Needs to be set to either **Agreement** or **Scheme** depending on the fund.

The last step before we can begin our billing is to enter any needed referral information. If this does not apply to you, skip to the next section: **Adding Items**

Otherwise, simply fill out the **Referral** section as seen below. If you only have one referring doctor for this patient, they will be automatically selected here (provided it has not expired)

If you don't see a **Referral** you have added, be sure to check the **Previous Referrals** drop down menu!

Referral				
Referral Flag				
			*	
Previous Referrals				
			~	
Referring Doctor			ADD REFERRING DOCTOR	Referral To
TESTER, Marko x				TESTER, Dr Bill x
Referral Date	Period	First Consult		Site Referral (global
19/05/2020	12	22/05/2020		
ADD ANOTHER RE	FERRAL			

Once you are done with the above segments, click on the green **Add Items** button in the bottom right hand corner of your screen.



Clinic Billing

You will arrive at the **Clinic Billing** page. Here we can see a brief overview of previous information for the patient, and where we can bill an invoice.

Billing is as easy as typing in the item you need and selecting it. There are two different ways to search for the item as shown below:

- Search for the item number itself.
- Search for a word in the description. This can either be at the start, or anywhere within the description!

Don't forget, for **Eclipse** you can easily change the Date of Service within the invoice by using the handy calendar!

DOS	Item	Description	
11/08/2020			
		Ν	
		1/2	

Once you have entered all your items as desired, click on the **Review Charges** button to proceed to the final page of billing.

Review Charges

Clinic Review Charges

You may notice that this page looks nearly identical to the previous **Clinic Billing** page. The only real difference is that you can no longer add or change items, and there are additional buttons at the bottom.

You will also be able to see the **Total Charges** for the items you have billed like so:

Total Charges	\$94.75	Total GST	\$0.00
Total Rebate	\$94.75	Out of Pocket	\$0.00

There are a few different options on this screen:

Edit Item And Charges

Cancel	Save	Save & Prin

- Edit Item And Charges: Realised you have made a mistake? click this button to go back to the previous page and fix it up!
- Cancel: Cancel out of this billing, this will take you back to the Patient Screen.
- Save: Save this invoice, prompting the final confirmation before it is send to **Claiming Medical**. If **Save & Print** is selected, it will also be printed.

Upon selecting one of the two save options, you will see the final stage of the billing, the **Claimant Screen.**

ECLIPSE				
Accident Indicator ?	IFC Issued	Not obtained	*	?
Compensation Indicator ?	Admission Date	Ĩ		
Financial Interest Indicator ?	Discharge Date			

Please note that most of the fields are optional, so if you do not wish to fill them out, simply click on the green **Send Electronically** button.



Otherwise, you can fill them out accordingly, and select if an IFC was issued.

All done! A batch has now been created within Claiming - Medical and will be ready to send off.

If you do not know how to send a batch, see our handy guide <u>here!</u>

Billing DVA Community Nursing (Clinic)

So you're ready to bill DVA community nursing patients. Follow along to learn how.

It all starts with patients so click on the **Patients** tab and select a patient.

Next, before you bill, you will need to enter the dates for the 28 day cycle. Click on the **Other** tab on the patient's record and enter the **admission date** as well as the start date of the 28 day cycle.

ient Details	Other	Appointments	Re	calls	Accounts	Episode	es Comm	unication	Docu	ument
ent Details										He
Patient #	121		File	Num		E	External ID 12	21		
Title			G	ender						
First Name	John						Mi			
Last Name	CITIZE	EN								
Pref. Name										-
Address										0
Suburb				State			Postcode			
Mailing Address										
Suburb				State			Postcode			
Date of Birth		(ÎÌÌ	Age			DOB Estimat	e 🖯		
Mahila				Home	0.		Work (

Once finished, hit **Save**.



At this point, you are ready to bill.

However, it is a good idea to first run the **Online Patient Verification** to ensure the correct patient details are entered, as they are known to DVA.

To learn more about the Online Patient Verification, <u>Click here</u>

When you're ready to bill, click on the **Bill Patient** button *or hit 'B' on your keyboard* as a shortcut!

While you may notice that there are more fields than shown above, for **Community Nursing**, we will only be focusing on a few.

Please note that most of these fields are drop down menus.

- Location: the location where the service took place. If you only have one, it will be defaulted
- **Practitioner:** the practitioner who performed the service. If you only have one, it will be defaulted
- DOS: date of service

• Referring Doctor

Note: The **Bill Type** will automatically be selected as **Veterans**, given the patient has a veterans card number on their record.

Additionally, If you only have one location and practitioner setup in the system, these too will automatically be selected. This is usually the case for most community nursing organisations.

So, all you need to enter is the **Date of Service** (DOS). The date in this field will always be prefilled as *today's date*. Therefore, in almost all cases, you will need to change this date. The date of service should be the *first day* of the 28 day claiming cycle.

For more information on this, click here to read more on the DVA website

	MRN	121				Patie	nt CITIZEN, John		
Location									
Eccles									*
Practitioner									
ECCLES U	JNIT, Nur	sing							*
DOS					Hospital				
21/08/2020)		🗌 In Hospita	al					*
Bill Type					Туре				
Veterans				~					~
Fee Level							Known Gap		
Level 1 - N	1BS			~	Known Gap	D	0.00		
Referral									
Referral Fla	g								
						*			
Previous Re	eferrals								
						*			
Referring D	octor		A	DD REFE	ERRING DOCT	OR	Referral To		
TEST, Tes	tDr x								
Referral Da	te	Period	First Consult	i			Site Referral (global)		
ADD ANOT	HER REF	FERRAL							

PATIENT > CLINICAL BILLING

Conditional: if you have entered a referral on the patient's record and do not see it in the billing

screen, you may click on the '**Previous Referrals**' drop down to view all previous entered referrals and select the desired one.

Once you have filled in the above fields, click on the Add Items button. You're nearly done!



You will now be presented with a pop up asking you to enter the nursing hours for this period of care (current 28 day cycle). Enter your nursing hours and hit '**Save**'.

Note: hours are only required to be reported when *core items* are billed. They are not required if you are billing *consumables* only.

That said, if you are **not** billing your core items with the consumables, you will need to bill the core items *first*, before billing the consumables to avoid rejections.

Community Nursing Information								
Admission Date 22/10/2018	Discharge Date	Ĩ						
Clinical Nurse Consultant (CNC) Hours 0. Visits 0 Minutes 0.	Enrolled Nurse (EN) Hours 0 Minutes 0	Visits 0						
Nursing Support Staff (NSS) Hours 0 Visits 0 Minutes 0	Registered Nurse (RN) Hours 0 Minutes 0	Visits 0						
Break in Episode Type	v	Save Cancel						

Forgotten to add some hours, or want to check what you've entered? You can invoke the nursing hours pop up again by hitting the '**CN Info**' button.



Next, go ahead and enter your desired item(s) in the below field:



Once you have entered all your desired items, click on:

- Review Charges
- Save

All done! A batch has now been created within Claiming - Medical and will be ready to send off.

If you do not know how to send a batch, see our handy guide <u>here!</u>

Searching for a Patient

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

Patient Other	Search	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.

$\ensuremath{}$ Patient $\ensuremath{\bigcirc}$ Other	Search	Show Deceased	?

This will bring up a helpful menu like so:

		Date of Birth : 19/11/1981	
Patient Other	Search	Name : Smith, Alan 🛛 🥐	
		MRN : 123	

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

Patient:		
 Patient O Other 	Search	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.



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

Patient Details						
Patient #	3444	File Num	12345	External ID	7210	
Title	Mr	Gender	Male		*	
First Name	Alan			?	Mi	
Last Name	SMITH					

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

Pat	ient Details	Other Appointn	nents Recalls	Accour 1 Epis	sodes Communica
No.	Adm #	Adm. Date	Dis. Date	Sts	Nights
3	2 1497	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 #**

Patient Det	ails Other	Appointments	Reca 1	Accounts
Account Status	All		3 V Service	Type All
	Date of Service	e	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.



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 a drop down menu called **More Actions**.

Edit	Bill Patient	More Actions	3 Y
			*
	UPI	0	

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

	Merge Patient						
MRN 3445 Patient TESTER, T e	DOB 01/01/1990	Gender Male					
Select a medical r 3445 will not longe the selected MRN	Select a medical record where the patient above will be merged into. This mean MRN 3445 will not longer exist and all appointments/episodes and invoices will be moved into the selected MRN below.						
	Q Search						
		Cancel					

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							X
	٠	Patient	? t	est Search			
Sumame	Firstname	MRN	FileNo	Address	DOB	Age	
Malatesta	CARL	2151.0		9/20-22 Loch Street CAMPSIE	14/09/1927	92	^
Tester	Test	3445		123 Test Street	01/01/1990	30	
Tester	Test	3446		123 Test Street	01/01/1990	30	

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						
MRN 3445	DOB 01/01/1990	Gender Male				
Patient TESTER, To	est					
Select a medical r 3445 will not long the selected MRN	record where the patient above will b er exist and all appointments/episode I below.	e merged into.This mean MRN es and invoices will be moved into				
	Q test					
	Merge into					
MRN 3446	DOB 01/01/1990	Gender Male				
Patient TESTER, Te	est					
		Merge Cancel				

Ensure the patients being merged are correct, as this process cannot be undone if an error is made.

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.



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

Logs

You will now see the Audit Log:

Usemame	Message	Date Created
Michelle Romero	Login – Michelle Romero	08/05/2020 1:34:44 PM
Michelle Romero	Patient Merge - Test TESTER - MRN: 3445 merged into MRN: 3446. MRN: 3445 will no longer exist.	07/05/2020 4:23:30 PM
Michelle Romero	Login – Michelle Romero	07/05/2020 1:25:55 PM

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.

Sending Batches - Claiming Medical

All done billing? Great! The next step is to send these batches off. To get started head to **Claiming**, then select **Claiming Medical**.



There are a few different **Types** that a batch can have, depending on what has been billed.



- Medicare
- Veterans
- IMC (Inpatient Medical Claims) Scheme or Agreement
- PC (Patient Claims) Store and Forward or Real Time

No matter the type of batch, they all follow the same simple process to be sent off.

Actions Menu

Before we get started on sending the batch, here is a handy guide to accessing the options for a batch. This will be used at all stages of the batches life cycle, from **Open** to **Payment Received.**



As shown above, there are two ways to access this menu:

- 1. Left click on the downward arrow in the Action column.
- 2. Right click **anywhere** on the batch line itself.

Both of these methods will display the same menu.

Sending a Batch

To send a batch; first the batch must have the status of **Closed**, this can be seen in the **Status** column.



In the case of a **Medicare** or **Veterans** batch, the status may be **Open.** An **Open** batch means that if you bill any more invoices of the same type, they will be added to this batch. A **Medicare** or **Veterans** batch can hold up to 80 invoices before it will automatically **Close.**

In a case like this, you will have to access the Actions Menu as seen above, and select Close.



Once a batch is **Closed**, simply access the **Actions Menu** once more and select **Send Batch**.



All done! You will notice the status of your batch will first change to **Queued** as it is getting ready to go. Then it will become **Sent** should you refresh the page or come back to it a bit later.

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	G CREATED							
Patient Details O	ther							
Patient Details								
Patient #		File N	lum		I 3	External ID		
Title	Mr	Ger	ider M	lale				~
First Name	John				1	? Mi	i	
Last Name	SMITH							
Pref. Name								
Address	123 ACSS Street							
Suburb	HOMEBUSH		State	NSW		Postcode	2140	
Mailing Address								
0.1t			01-1-			Destanda		
Suburb	04/04/4000	÷	State			Postcode		
Date of Birth	01/01/1990	/	Age	30		DOB Estima		
Fmail	U412-343-676		Home	(02)1234-3676		VVOIK	() -	
Emai	John Sinim@test.com.au							
Medicare/DVA Details								
Medicare Number	2111-11111-1				F	Ref 1	Exp 05/2025	
Eligibility								~
Veterans No.			Veter	ran Card Colour				*
DVA Auth.No				DVA Auth. Date				
Entitlement Card		~				Exp		

Fund Name	BUP - BUPA Australia			3
Membership	123456		UPI	
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.

Previous Referrals					~
Referring Doctor	Search for a Refer	ring Doctor			
	ADD REFERRING DO	CTOR			
Referral Date	03/05/2020	Perio	d 12	First Consult	Î
Referral To	Search for a Refer	ral To			
	Site Referral (glob	al)	Active		
	ADD ANOTHER R	EFERRAL E	DIT 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			
Numb	er	Provider Number	123456AF	
Tit	le Dr			
First Nan	Test			
Surnan	Doctor			
Practice Nan	The ACSS Test Practice	*		
Addre	123 ACSS Street			
Cubu	HOMERUSU		1014/	0140
Pho	e ()- Fax ()-		1510	2140
-				
Type	GP			× 💙
Speciality				~
Email	Test Dr@test.com.au			
Mobile				
Created On	26/02/2020			
Created Off	26/03/2020			
Birthdate	01/01/1990			
Status	✓ Active			

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



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



All done! We have created our first patient.

To understand the importance of an **Online Patient Verification**, and how to do one yourself: <u>Click Here</u>

<u>Clinic Bulk Billing</u>

Set up your patient and ready to bill? Read ahead to find out how to submit claims to **Medicare** via **Bulk Billing.**

Important Note: If you have not submitted an *Online Patient Verification (OPV)* yet for your patient, or you do not know how, see our wiki page <u>here!</u>

To get started, from the **Patient Record**, we are going to click on the **Bill Patient** button.

You can also use the hotkey 'B'!

Bill Patient

This will take you to the **Clinical Billing** page

MRN 3442		Patient	TEST, Bill
Location			
Recovery Station			
Practitioner			
TESTER, Bill			*
DOS		Hospital	
22/05/2020	🛄 🗌 In Hospital		*
Bill Type		Туре	
Medicare	~	•	*
Fee Level			Known Gap
Level 1 - MBS	~	Known Gap	0.00

While you notice that there are more fields than shown above, for **Bulk Billing** we will only be focusing on a few.

Please note that most of these fields are drop down menus.

- Location: The Location the service took place. If you only have one it will be defaulted.
- Practitioner: The Practitioner who performed the service.
- **DOS:** The Date of Service.
- **In Hospital:** A tick-box to indicate if this service was performed in a Hospital. If you select this the **Hospital** drop down menu becomes active, allowing you to select the Hospital.

The last step before we can begin our billing is to enter any needed referral information. If this does not apply to you, skip to the next section: **Adding Items**

Otherwise, simply fill out the **Referral** section as seen below. If you only have one referring doctor for this patient, they will be automatically selected here (provided it has not expired)

Referral		
Referral Flag		
	*	
Previous Referrals		
	*	
Referring Doctor	ADD REFERRING DOCTOR	Referral To
TESTER, Marko x		TESTER, Dr Bill x
Referral Date Period First Consult 19/05/2020 12 Image: Consult Consult ADD ANOTHER REFERRAL		Site Referral (global)

Once you are done with the above segments, click on the green Add Items button in the bottom

right hand corner of your screen	Add Items
int nand corner of your screen.	

Clinic Billing

You will arrive at the **Clinic Billing** page. Here we can see a brief overview of previous information for the patient, and where we can bill an invoice.

Billing is as easy as typing in the item you need and selecting it. There are two different ways to search for the item as shown below:

- Search for the item number itself.
- Search for a word in the description. This can either be at the start, or anywhere within the description!

DOS	Item Description	
	I	

Remember for **Bulk Billing** the **Date of Service (DOS)** cannot be changed in an invoice.

Once you have entered all your items as desired, click on the **Review Charges** button to proceed to the final page of billing.



Clinic Review Charges

You may notice that this page looks nearly identical to the previous **Clinic Billing** page. The only real difference is that you can no longer add or change items, and there are additional buttons at the bottom.

You will also be able to see the **Total Charges** for the items you have billed like so:

Total Charges	\$94.75	Total GST	\$0.00
Total Rebate	\$94.75	Out of Pocket	\$0.00
There are a few differe	nt ontions on this sc	roon.	

There are a few different options on this screen:

Edit Item And Charges	Cancel	Save	Save & Print

- Edit Item And Charges: Realised you have made a mistake? click this button to go back to the previous page and fix it up!
- Cancel: Cancel out of this billing, this will take you back to the Patient Screen.
- Save: Save this invoice, send it to the Claiming Medical section, ready to send. If Save & Print is selected, it will also be printed.

All done! The invoice has now been saved within a **Batch** and is now ready to be sent.

Deleting a Patient

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

Edit	Bill Patient	More Actions	•
			~
	UPI	0	
			~

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

Are you sure you want to delete this patient?	
Yes No	

Done! The patient has now been deleted.

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



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.

Usemame	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.

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:

×

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.

×

Alternatively, you may also use a shortcut on your keyboard: $oldsymbol{V}$

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.

××

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.

		10(a) 0.00		
Edit	Bill Patient	More Actions	5	*
				4.2

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.