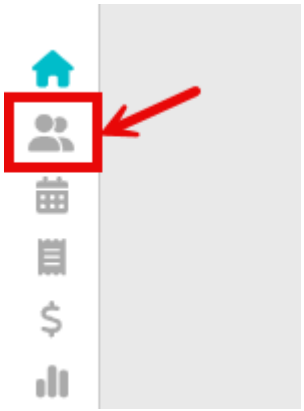
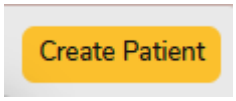
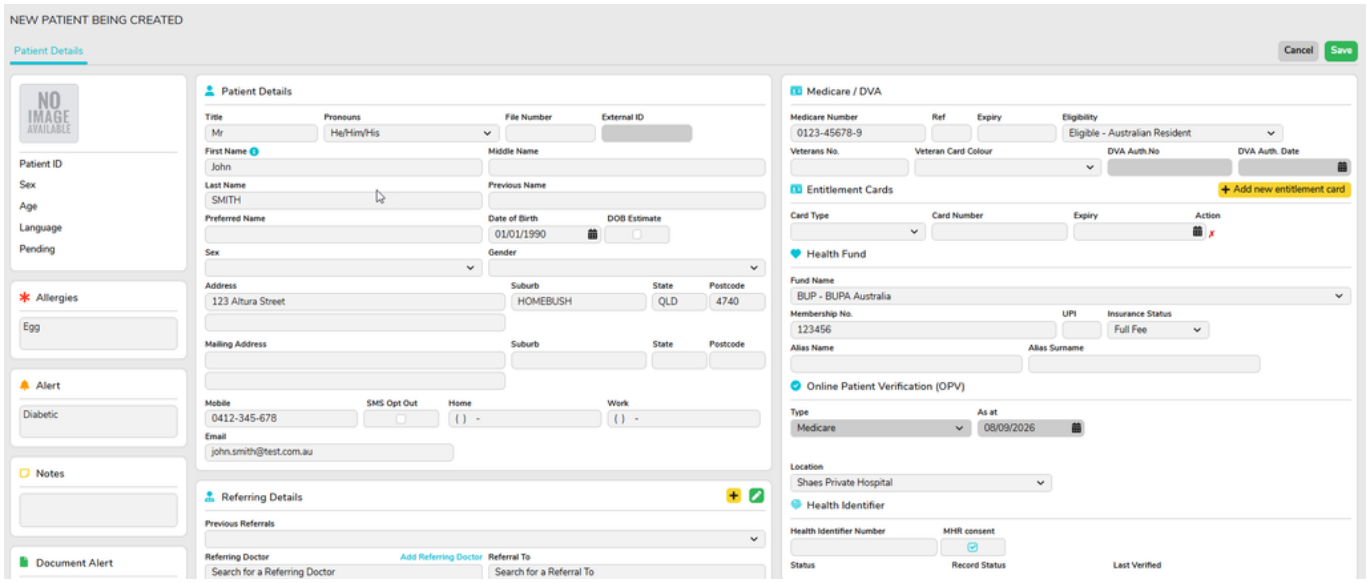
How to Create a Patient

To get started, head to the **Patient** menu, and click **'Create Patient'** in the top right corner.





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**.



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.**

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

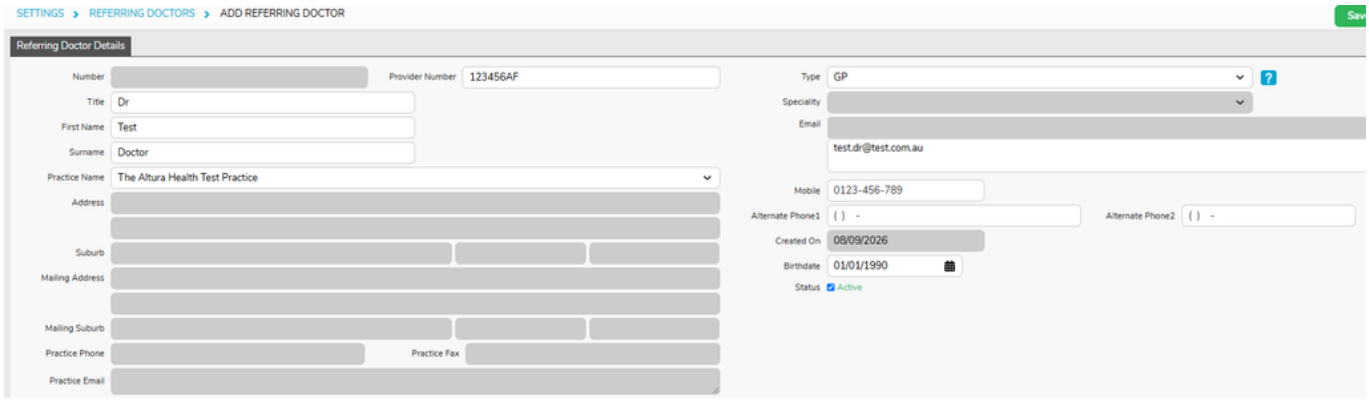
Don't have the referring doctor in your system? Read below to see how to add them.

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)**



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:* ***Click Here***

Clinic Bulk Billing

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

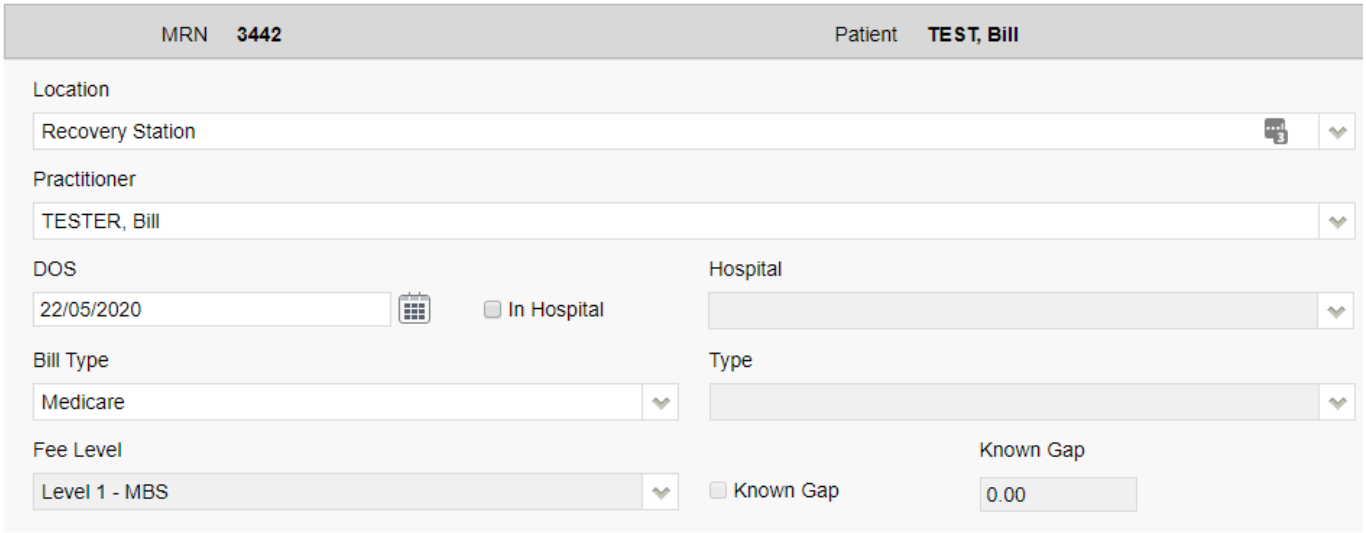
Important Note: *If you have not submitted an **Online Patient Verification (OPV)** yet for your patient, or you do not know how, see our wiki page* ***here!***

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



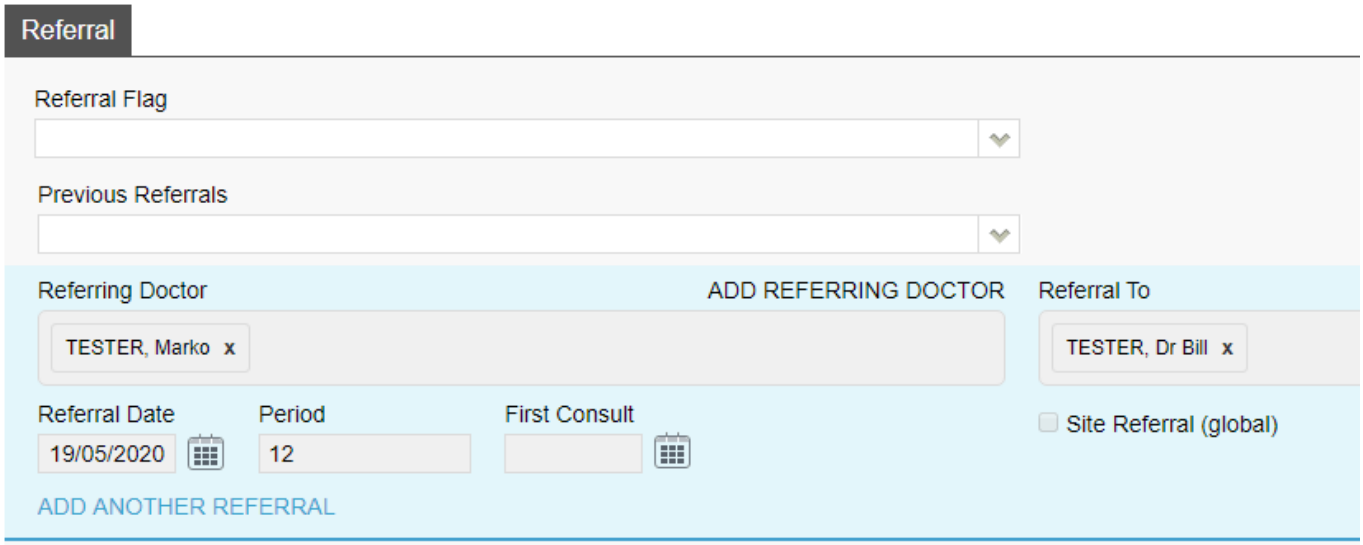
While you notice that there are more fields than shown above, for **Bulk Billing** we will only be focusing on a few.

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)



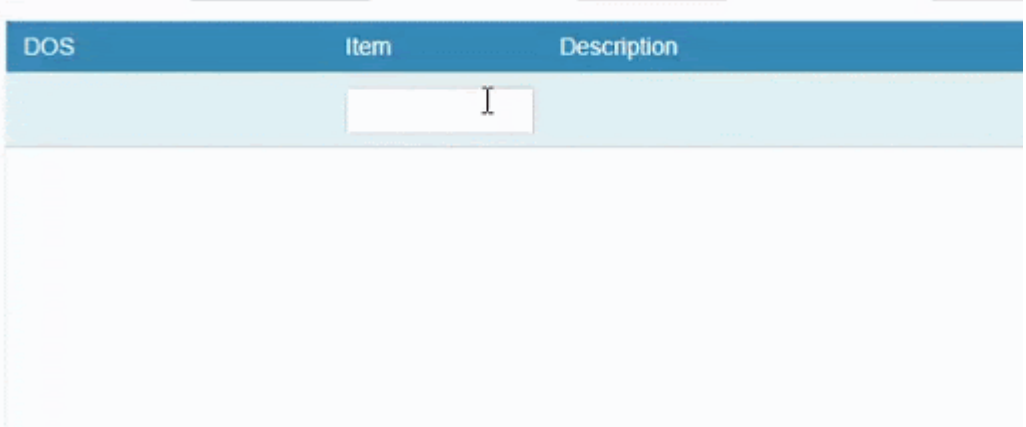
Once you are done with the above segments, click on the green **Add Items** button in the bottom right hand corner of your screen. 

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!**



*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.



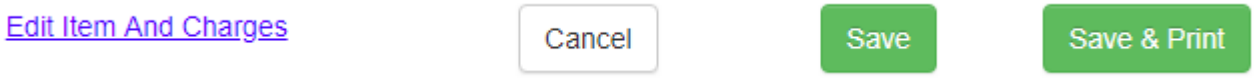
Clinic Review Charges

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:



There are a few different options on this screen:



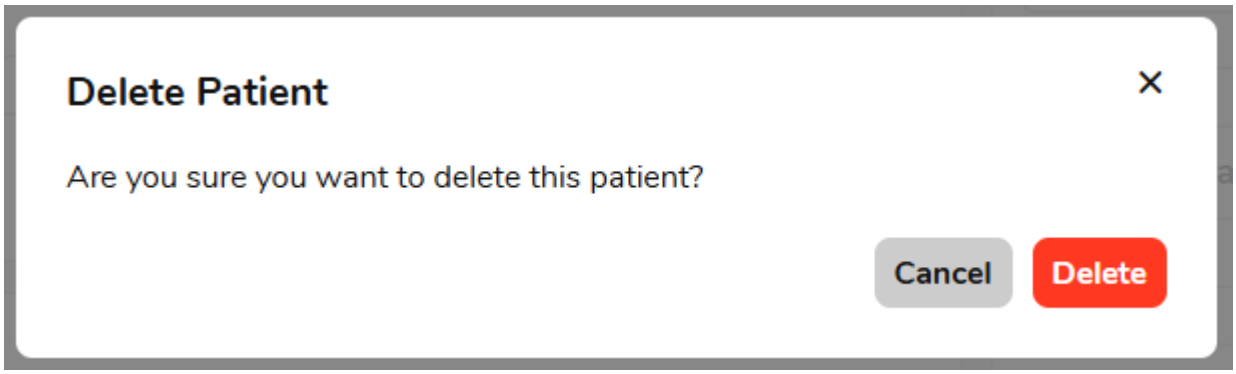
- **Edit Item And Charges:** Realised you have made a mistake? click this button to go back to the previous page and fix it up!
- **Cancel:** Cancel out of this billing, this will take you back to the **Patient Screen.**
- **Save:** Save this invoice, send it to the **Claiming Medical** section, ready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

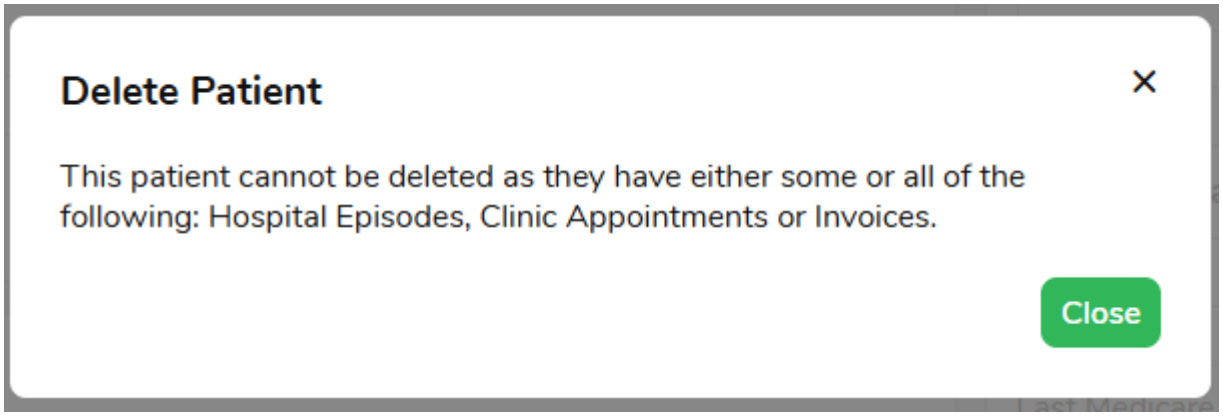
From the **Patient Screen,** select the more actions drop down, then **Delete Patient**

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



Done! The patient has now been deleted.

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



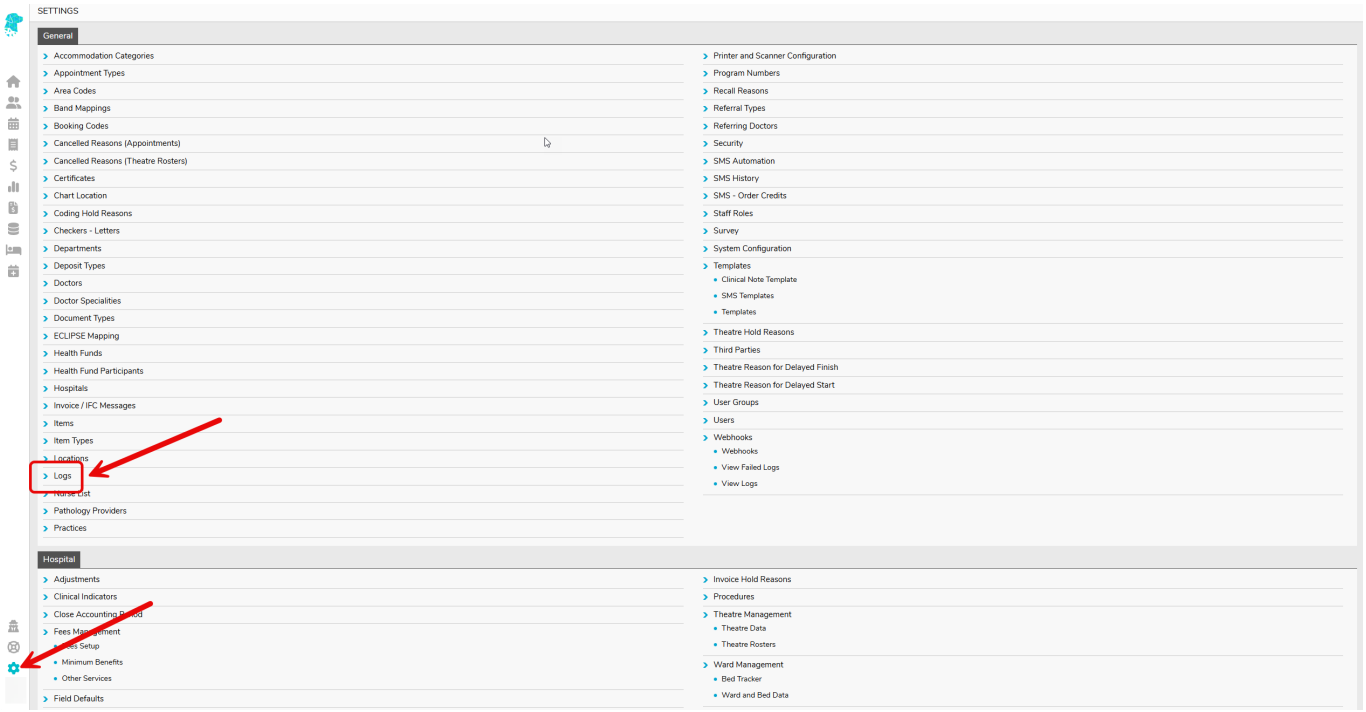
As the message states the patient may have one or more things stopping the deletion; things such as:

- **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.**

Username	Message
	Patient Delete - Daisy DUCK - MRN: 101 has been deleted

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

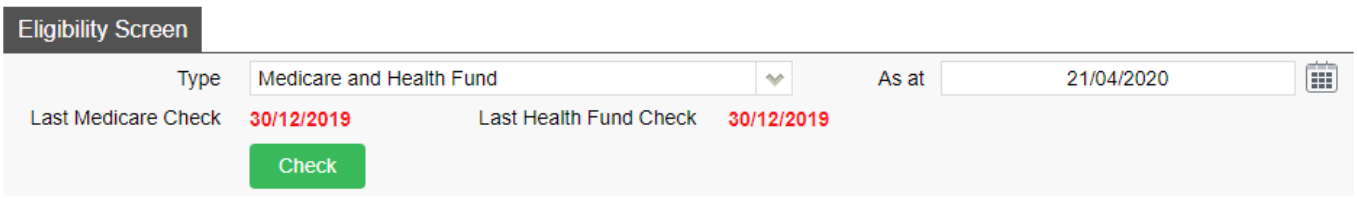
An Online Patient Verification (**OPV**) is a check you should perform before billing a patient, to avoid potential rejections. This function will check the details you have entered against the records Medicare, DVA or a Health Fund have on their system.

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.

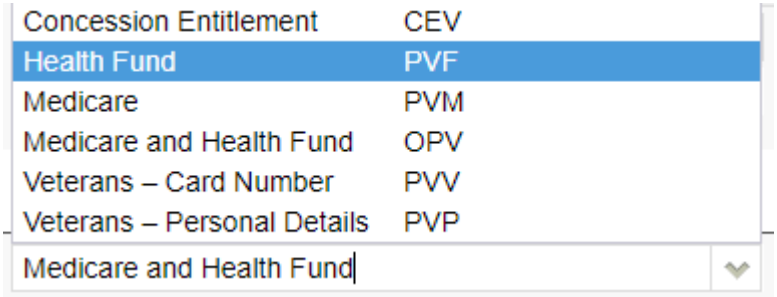
First, head to the **Patient Details**. At the bottom of the record you will see the **Eligibility Screen** as shown below.



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.*

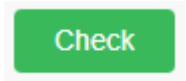
Simply select the following:

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.



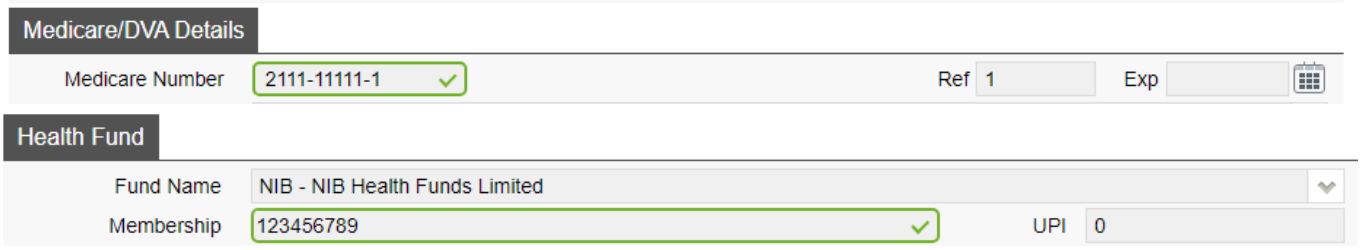
Alternatively, you may also use a shortcut on your keyboard: ***V***

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.

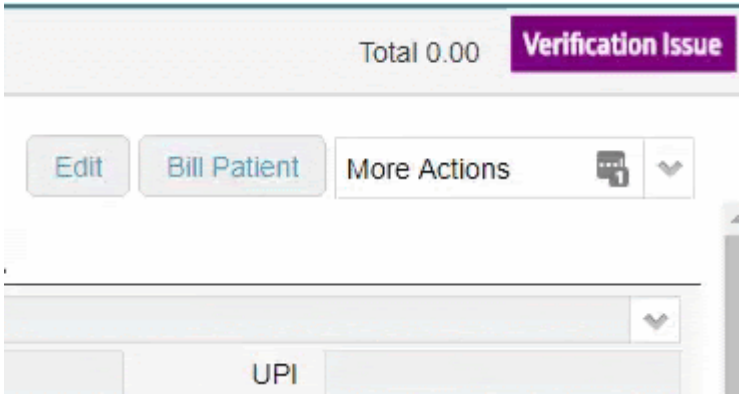


2. Successful with a Verification Issue

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!



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



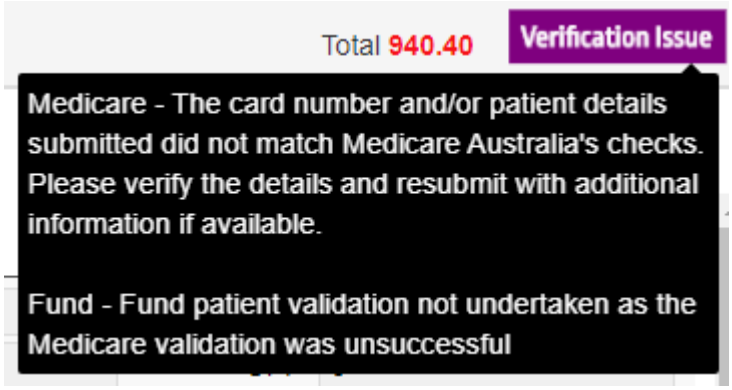
An issue like this means that the data Fydo has submitted to medicare was close enough to the correct details, that Medicare has gone ahead and provided us with the correct information.

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.

Tokens – Statements (Clinic)

Location Details

Token Name	Data	Notes
<<StsLocID>>	ID	
<<StsLocName>>	Name	
<<StsLocAdd1>>	Address Line 1	
<<StsLocAdd2>>	Address Line 2	
<<StsLocSuburb>>	Suburb	
<<StsLocPostcode>>	Postcode	
<<StsLocPhone>>	Phone	(99)9999-9999
<<StsLocFax>>	Fax	(99)9999-9999
<<StsLocEmail>>	Email	
<<StsABN>>	ABN	
<<StsACN>>	ACN	
<<StsMinorId>>	Minor Id	
<<StsBankName>>	Bank Name	
<<StsBankAdd>>	Bank Branch	

<<StsAccName>>	Bank Account Name
<<StsBSB>>	BSB
<<StsAccno>>	Account Number

Doctor Details

<<StsDoctorFirstName>> <<StsDoctorLastName>>

<<Status>><<Name>><<Title>><<Division>><<Delivery Number>><<Payment Number>>

<<StandardDeviationAs>><<QualifiedDeviationAs>><<StatsDeviationAs>><<StatsDeviationABN>><<ExistsDeviationRegNumber

Statements Grid

I = InvoiceJ = AdjustmentV = JournalP = PaymentItemSolidVersionInvoiceNumber

If the item is in hospital, the item will be sterilised after the item e.g. 116*

Item	Description	Quantity	Unit Price	Total
Item 1	Description 1	1	$1.00	$1.00
Item 2	Description 2	2	$2.00	$4.00
Item 3	Description 3	3	$3.00	$9.00
Item 4	Description 4	4	$4.00	$16.00
Item 5	Description 5	5	$5.00	$25.00
Item 6	Description 6	6	$6.00	$36.00
Item 7	Description 7	7	$7.00	$49.00
Item 8	Description 8	8	$8.00	$64.00
Item 9	Description 9	9	$9.00	$81.00
Item 10	Description 10	10	$10.00	$100.00
Item 11	Description 11	11	$11.00	$121.00
Item 12	Description 12	12	$12.00	$144.00
Item 13	Description 13	13	$13.00	$169.00
Item 14	Description 14	14	$14.00	$196.00
Item 15	Description 15	15	$15.00	$225.00
Item 16	Description 16	16	$16.00	$256.00
Item 17	Description 17	17	$17.00	$289.00
Item 18	Description 18	18	$18.00	$324.00
Item 19	Description 19	19	$19.00	$361.00
Item 20	Description 20	20	$20.00	$400.00

M = Medicare
I = Immunisation
V = Veterans
E = ECLIPSE
W = WorkersComp
T = Third Party

<Qty><Value>1</Value></Qty>
<Description>Supplies</Description>
<Price><Amt>1.00</Amt></Price>
<GST><Amt>0.00</Amt></GST>
<InHospitalFlag>N</InHospitalFlag>
<SEPTD><Service><ServiceType>

<RechteVerweis><ServiceID>{6D809377-6AF0-444B-8957-A3773F02200E}</ServiceID><ServiceName>Rechteverwaltung</ServiceName><Level>1</Level></RechteVerweis>

Servicing Drug Name Servicing Drug Name

Total Charges/Balances

<Service Charges>

Summary Adjustments <<StsPayments>> <<StsGST>> <<StsBalance>>

Tokens – Invoice (Clinic)

Location of Invoice

<<InvLocId>>	Location ID

<<InvLocName>>	Location Name	
<<InvLocAdd1>>	Location Address Line 1	
<<InvLocAdd2>>	Location Address Line 2	
<<InvLocSuburb>>	Location Suburb	e.g. BONDI
<<InvLocState>>	Location State	e.g. NSW
<<InvLocPostcode>>	Location Postcode	
<<InvLocPhone>>	Location Phone	e.g. 02 1234 5678
<<InvLocFax>>	Location Fax	e.g. 02 1234 5678
<<InvLocEmail>>	Location Email Address	
<<InvLocAbn>>	Location ABN	
<<InvLocACN>>	Location ACN	
<<InvLocBSB>>	Location BSB	
<<InvLocAccNo>>	Location Account Number	
<<InvLocAccName>>	Location Account Name	
<<InvLocProvNo>>	Location Provider Number	
<<InvLocMinorID>>	Location Minor ID	

Invoice Particulars

	Data	
<<InvLabel>>	Invoice Type	e .g. Tax Invoice, Receipt
<<InvMessage>>	Invoice Message	
<<InvPage>>	Current Page	Shows the current page e.g. if the invoice needs to be a total of 4 pages, it prints which page it is e.g. could be page 2 of 4
<<InvTotPages>>	Total Pages	

Bill To

<<InvBillTo>>	Biller Name
<<InvBillToAdd1>>	Biller Address Line 1
<<InvBillToAdd2>>	Biller Address Line 2
<<InvBillToAdd3>>	Biller Address Line 3

Patient ID and Invoice Number

<<InvMRN>>	MRN	
<<InvNo>>	Invoice Number	
<<InvNoBB>>	Reference Number	Medicare Bulk Bill Invoices

Invoice Grid

	Data	Notes
<<ICT>>	Transaction Type	e.g. I – Invoice J – Adjustment P – Payment
<<ICode>>	Item	*the item will have an * after this code if inhospital*
<<IDesc>>	Item Description	
<<IDescShort>>	Item Description Short	First 50 characters
<<Iid>>	Item Id/Sequence	
<<IDOS>>	Date of Service	dd/mm/yyyy
<<InvDocDos>>	Date of Service Date of Imagine Procedure Date of Specimen Collection	Medicare Bulk Bill Invoices
<<IDOT>>	Accounting Period Date	dd/mm/yyyy
<<IQty>>	Quantity	
<<Itype>>	Invoice Type	e.g. M – Medicare V – Veterans I – Immunisation H – Health Fund P – Patient
<<IUnit>>	Unit Price	
<<ITotal>>	Charge	
<<IGSTAmt>>	Gst Amount	
<<IIH>>	In hospital flag	Shows False if not inhospital Show True is in hospital *Generally not required on the invoice, since the item will have an * after the item code if inhospital*
<<TEID>>		
<<iStext>>	Service Text	
<<IBenef>>	Benefit Amount	
<<IFLvl>>	Fee Level	
<<IRef>>	Reference	

Doctor Invoiced

	Data	
<<InvDocID>>	Doctor ID	
<<InvDocFullname>>	Doctor Full Name	e.g. CITIZEN, John
<<InvDocFirstname>>	Doctor First Name	
<<InvDocSurname>>	Doctor Surname	e.g. CITIZEN
<<InvDocTitle>>	Doctor Title	
<<InvDocProv>>	Doctor Provider Number	

<<InvDocPayeeName>>	Doctor Payee Name	
<<InvDocPayee>>	Doctor Payee Provider Number	
<<InvDocInvAs>>	Doctor Invoice As	
<<InvDocQualif>>	Doctor Qualifications	
<<InvDocABN>>	Doctor ABN	
<<InvDocAdd1>>	Doctor Address 1	
<<InvDocAdd2>>	Doctor Address 2	
<<InvDocSuburb>>	Doctor Suburb	e.g. BONDI
<<InvDocState>>	Doctor State	e.g. NSW
<<InvDocPostcode>>	Doctor Postcode	
<<InvDocPhone>>	Doctor Phone	e.g. 02 1234 5678
<<InvDocFax>>	Doctor Fax	e.g. 02 1234 5678
<<InvDocEmail>>	Doctor Email	
<<InvDocRegNo>>	Doctor Registration No	

Other Information

Token Name	Data	
<<InvHospital>>	Hospital where procedure occurred	
<<IMCAssign>>	Implied / Requested	Assignment Type
<<InvDocBB>>	Agreement Statements	Medicare Bulk Bill Invoices
<<AssignType>>	Manual / Digital	Medicare Bulk Bill – Agreement Type
<<AssignPat>>	Yes /No	Medicare Bulk Bill – Is the assignor the patient
<<AssignDate>>	Agreement Date	Medicare Bulk Bill Invoices
<<InvLSPN>>	LSPN	
<<InvSCP>>	SCP number	
<<InvAccountingPer>>	Accounting Period Date	dd/mm/yyyy
<<InvDueDate>>	Due Date	Invoice accounting period date + xxx number of days

Referral Details

	Data
<<InvRefId>>	Referring Dr Id
<<InvRefFullName>>	Referring Dr Full Name
<<InvRefFirstname>>	Referring Dr First Name
<<InvRefSurname>>	Referring Dr Surname
<<InvRefProv>>	Referring Dr Provider Number
<<InvRefDate>>	Referral Date
<<InvRefPer>>	Referral Period

<<InvRefSD>>	Referral Self Determined Flag

Referring Doctor other details

<<InvRefPId>>	Practice Id	
<<InvRPName>>	Practice Name	
<<InvRPAdd1>>	Practice Address 1	
<<InvRPAdd2>>	Practice Address 2	
<<InvRPSuburb>>	Practice Suburb	e.g. BONDI
<<InvRPState>>	Practice State	e.g. NSW
<<InvRPPostcode>>	Practice Postcode	
<<InvRPPhone>>	Practice Phone	e.g. 02 1234 5678
<<InvRPFax>>	Practice Fax	e.g. 02 1234 5678

Health Fund Invoiced

	Data	Notes
<<InvFundID>>	Health Fund ID	This is the unique ID for the health fund in the database
<<InvFund>>	Health Fund Code	e.g. HBF
<<InvFundName>>	Health Fund Name	e.g Health Benefits Fund
<<InvFundNo>>	Health Fund Membership Number	

Third Pary Invoiced

<<InvTPContact>>	Third Party Contact Name
<<InvTPPhone>>	Third Party Phone No
<<InvTPFax>>	Third Party Fax No
<<InvTPEmail>>	Third Party Email

Total Charges/Balances

Token Name	Data	Notes
<<TotCharges>>	Sum of all Charges	
<<TotPayments>>	Sum of all Payments	
<<TotAdjust>>	Sum of all Adjustments	
<<TotGST>>	Sum of all GST	
<<TotBalance>>	Balance Due	Balance due = InvCharges + InvPayments + InvAdjust

Other Invoice Fields (relevant to Veterans)

Token		
<<InvTL>>	Treatment Location Code	Applicable to Veterans invoices
<<InvTL>>	Treatment Location Description	Applicable to Veterans invoices
<<cncHrs>>	CNC Hours	Applicable to Veterans invoices
<<cncVis>>	CNC Visits	Applicable to Veterans invoices
<<enHrs>>	Enrolled Nurse Hours	Applicable to Veterans invoices
<<enVis>>	Enrolled Nurse Visits	Applicable to Veterans invoices
<<rnHrs>>	Registered Nurse Hours	Applicable to Veterans invoices
<<rnVis>>	Registered Nurse Visits	Applicable to Veterans invoices
<<nssHrs>>	NSS Hours	Applicable to Veterans invoices
<<nssVis>>	NSS Visits	Applicable to Veterans invoices
<<BrkEpi>>	Break in Episode	Applicable to Veterans invoices
<<StartBrk>>	Start of Break	Applicable to Veterans invoices
<<EndBrk>>	End of Break	Applicable to Veterans invoices
<<AdmDate>>	Admission Date	Applicable to Veterans invoices
<<DisDate>>	Discharge Date	Applicable to Veterans invoices
<<DisInd>>	Disability Indicator	Applicable to Veterans invoices
<<DisText>>	Disability Text	Applicable to Veterans invoices

Other Invoice Fields (relevant to Patient Claims)

Token	
<<ciFirstn>>	Claimant First Name
<<ciLastn>>	Claimant Last Name
<<ciDOB>>	Claimant Date of Birth
<<ciMed>>	Claimant Medicare Number
<<ciRef>>	Claimant Medicare Reference
<<clAdd1>>	Claimant Address Line 1
<<clAdd2>>	Claimant Address Line 2
<<clSuburb>>	Claimant Suburb
<<clState>>	Claimant State
<<clZip>>	Claimant Postcode
<<ciPaid>>	Account Paid in Full Indicator
<<CLBankName>>	Claimant Bank Account
<<CLBSB>>	Claimant BSB
<<CLAcc>>	Claimant Account Number

BPAY

	Data	Notes

<<BPAYsb>>	Sub biller	This is something BPAY will give the organisation
<<BPAYISC>>	Internal code	This is something BPAY will give the organisation
<<BPAYref>>	BPAY reference	You can choose between the MRN or the invoice. This can be set from Settings > Locations

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Tokens – General

Token Name	Data	Notes
<<CurrentDate>>	Current Date	dd/mm/yyyy
<<LongDate>>	Long Date	dd Month yyyy e.g. 9 February 2021
<<Datename>>	Name of the Current Day	e.g. Monday
<<CurrentTime24h>>	Current Time in 24 hr	e.g. 13:30
<<CurrentTime12h>>	Current Time in 12 hr	e.g 1:15 PM
<<PrintedBy>>	Name of user that printed document	

Tokens – SMS

Token Name	Data	Format
<<Recreason>>	Recall reason	
<<Recdate>>	Recall date	dd/mm/yyyy
<<Recdoc>>	Recall Doctor Full Name	If no doctor set, then will show “Any doctor” Otherwise, it will show the doctors name, e.g. SURNAME, Firstname
<<RecdocfirstN>>	Recall Doctor First Name	If no doctor set, then will show “Any doctor” Otherwise, it will show the doctors first name
<<RecDoclastN>>	Recall Doctor Surname	If no doctor set, then will show “Any doctor” Otherwise, it will show the doctors surname
<<RecdocTitle>>	Recall Doctor Title	If no doctor set, then will show “Any doctor” Otherwise, it will show the doctors title
<<Reclocid>>	Clinic ID	
<<Recloc>>	Clinic Name	

SMS Tokens to use if from: Doctor or Nurse Screen

Token Name	Data	
<<conFirstn>>	First Name	
<<conLastn>>	Surname	
<<ConEmail>>	Email	

Tokens – Clinic

<<ListID>>	Appointment ID	
<<ListLoc>>	Location ID	
<<ListLocName>>	Location Name	
<<ListLocAdd1>>	Location Address Line 1	
<<ListLocAdd2>>	Location Address Line 2	If no address line 2, then this will be the Suburb State and Postcode
<<ListLocAdd3>>	Location Address Line 3	If no address line 2, then this will be the empty
<<ListLocSub>>	Location Suburb	
<<ListLocState>>	Location State	
<<ListLocZip>>	Location Postcode	
<<ListPhone>>	Location Phone	
<<ListFax>>	Location Zip	
<<ListLocAccName>>	Location Account Name	
<<ListLocBSB>>	Location BSB	
<<ListLocAccNum>>	Location Account Number	
<<ListLocBank>>	Location Bank Name	
<<ListLocBankAdd>>	Location Bank Address	
<<ListDocDep>>	Doctor Department	
<<ListDocId>>	Doctor ID	
<<ListDocFullName>>	Doctor Name	e.g. CITIZEN, John
<<ListDocTitle>>	Doctor Title	
<<ListDocFirstname>>	Doctor First Name	
<<ListDocSurname>>	Doctor Surname	e.g CITIZEN
<<ListDocProviderNum>>	Doctor Provider Number	
<<ListDocQualif>>	Doctor Qualification	
<<ListDocSpec>>	Doctor Speciality ID	
<<ListDocSpecDesc>>	Doctor Speciality	
<<ListDocFPayee>>	Doctor Fund Payee	
<<ListDocAdd1>>	Doctor Address Line 1	
<<ListDocAdd2>>	Doctor Address Line 2	
<<ListDocSuburb>>	Doctor Suburb	
<<ListDocPC>>	Doctor Postcode	
<<ListDocState>>	Doctor State	
<<ListDocMob>>	Doctor Mobile	e.g. 9999 999 999
<<ListDocPh>>	Doctor Phone	e.g. 99 9999 9999
<<ListDocFax>>	Doctor Fax	e.g. 99 9999 9999
<<ListDate>>	Appointment Date	dd/mm/yyyy

<<ListDayS>>	Appointment Name of Day – Short	e.g. Mon
<<ListDayL>>	Appointment Name of Day	e.g. Monday
<<ListMthS>>	Appointment Name of Month – Short	e.g. Apr
<<ListMthL>>	Appointment Name of Month	e.g. April
<<ListTime>>	Appointment Time	e.g 1315
<<ListTime12h>>	Appointment Time in 12 hr	e.g. 1:15 PM
<<ListTime24h>>	Appointment Time in 24 hr	e.g. 13:15
<<ListAType>>	Appointment Type ID	
<<ListATypeDesc>>	Appointment Type	
<<ListAMins>>	Appointment Length	
<<ListTimeA>>	Calculated Arrival Time	e.g 1315
<<ListTimeA12h>>	Calculated Appointment Time in 12 hr	e.g. 1:15 PM
<<ListTimeA24h>>	Calculated Appointment Time in 24 hr	e.g. 13:15
<<ListTimeP>>	Calculated Pickup Time	e.g 1315
<<ListTimeP12h>>	Calculated Pickup Time in 12 hr	e.g. 1:15 PM
<<ListTimeP24h>>	Calculated Pickup Time in 24 hr	e.g. 13:15
<<ListTimeFF>>	Calculated Fasting Time Food	e.g 1315
<<ListTimeFF12h>>	Calculated Fasting Time Food 12 hr	e.g. 1:15 PM
<<ListTimeFF24h>>	Calculated Fasting Time Food 24 hr	e.g. 13:15
<<ListTimeFW>>	Calculated Fasting Time Water	e.g 1315
<<ListTimeFW12h>>	Calculated Fasting Time Water 12 hr	e.g. 1:15 PM
<<ListTimeFW24h>>	Calculated Fasting Time Water 24 hr	e.g. 13:15
<<ListNotes>>	Appointment Notes	
<<ListBillType>>	Appointment Bill Type	e.g. Medicare, not just the raw value
<<ListFeeLevelId>>	Appointment Fee Level ID	
<<ListFeeLevel>>	Appointment Fee Level	
<<ListArrived>>	Arrived Time	e.g 1315
<<ListArrived12h>>	Arrived Time in 12 hr	e.g. 1:15 PM
<<ListArrived24h>>	Arrived Time in 24 hr	e.g. 13:15
<<ListSeen>>	Seen Time	e.g 1315
<<ListSeen12h>>	Seen Time in 12 hr	e.g. 1:15 PM
<<ListSeen24h>>	Seen Time in 24 hr	e.g. 13:15
<<ListCanId>>	Cancelled Flag Id	
<<ListCan>>	Cancelled Flag	
<<ListConId>>	Confirmed Id	
<<ListCon>>	Confirmed	
<<ListBook1>>	Booking Code 1	
<<ListBook1ID>>	Booking Code 1 ID	
<<ListBook2>>	Booking Code 2	
<<ListBook2ID>>	Booking Code 2 ID	

<<ListI1>>	Item Code	If adding more than one item, the token will need to be added as per the example below: <<ListI1>> <<ListI2>> <<ListI3>>
<<List1Desc>>	Item Description	If adding more than one item, the token will need to be added as per the example below: <<List1Desc>> <<List2Desc>> <<List3Desc>>

Tokens – Patient

These tokens apply throughout the entire system, for use in templates, to obtain information from the Patient Screen.

Token Name	Data	Notes
<<patMRN>>	MRN	
<<patTitle>>	Title	
<<patFirstN>>	First Name	
<<patMInitial>>	Middle Initial	e.g. M
<<patMiddleN>>	Middle Name	e.g. Middle
<<patPrefN>>	Preferred Name	
<<patLastN>>	Surname (Capitals)	e.g. CITIZEN
<<patLastN2>>	Surname (Lower Case)	e.g. Citizen
<<patFullname>>	First Name + Surname	e.g. John CITIZEN
<<patGender>>	Sex	e.g. M, F
<<patGenderID>>	Sex ID	1 – Male, 2 – Female
<<patGenderDesc>>	Sex Description	e.g. Male, Female, Intersex
<<patGender2>>	Gender ID	e.g. 1- Man, 2 – Woman etc
<<patGender2Desc>>	Gender Description	e.g. Man, Woman, Non-Binary
<<patPronoun>>	Pronouns	
<<patDOB>>	Date of Birth	dd/mm/yyyy
<<patAge>>	Age	if under 1 year, then will show in months
<<patExtId>>	External ID	
<<patFileNum>>	File Number	
<<patMDID>>	MDID	
<<patadd1>>	Address Line 1	
<<patadd2>>	Address Line 2	

<<patSuburb>>	Suburb	e.g. BONDI
<<patState>>	State	e.g. NSW
<<patZIP>>	Postcode	
<<patPhoneH>>	Phone (Home)	e.g. 02 1234 5678
<<patPhoneW>>	Phone (Work)	e.g. 02 1234 5678
<<patMobile>>	Mobile	e.g. 0415 123 123
<<patEmail>>	Email Address	

Health Fund Details

	Data	Notes
<<patFundID>>	Health Fund ID	This is the unique for the health fund in the database
<<patFund>>	Health Fund Code	e.g. HBF
<<patFundDesc>>	Health Fund Name	e.g Health Benefits Fund
<<patFundMembership>>	Health Fund Membership Number	
<<patFundUPI>>	Health Fund Universal Position Number (UPI)	
<<patFundInsSts>>	Insurance Status ID	
<<patFundInsStsDesc>>	Insurance Status	
<<patFundAliasFirstN>>	Health Fund Alias First Name	
<<patFundAliasLastN>>	Health Fund Alias Surname	e.g. CITIZEN

Medicare/DVA/Other Card Details

Token Name	Data	Notes
<<patMedNo>>	Medicare Number	e.g. 2111-11111-1
<<patMedRef>>	Medicare Issue Number	
<<patMedExp>>	Medicare Expiry	e.g. mm/yyyy
<<patMedElig >>	Medicare Eligibility ID	
<<patMedEligDesc>>	Medicare Eligibility	
<<patDVA>>	DVA Card Number	
<<patDVAColourID>>	DVA Card Colour ID	e.g. W, G
<<patDVAColour>>	VA Card Colour	e.g. White, Gold
<<patDVAAuthNo>>	DVA Authorisation Number	
<<patDVAAuthDate>>	DVA Authorisation Date	dd/mm/yyyy
<<patConcession>>	Concession Card	
<<patConExp>>	Concession Card Expiry	mm/yyyy
<<patPension>>	Pension Card	
<<patPenExp>>	Pension Card Expiry	mm/yyyy
<<patSafetyNet>>	Safety Net Card	

<<patSafetyExp>>	Safety Net Card Expiry	mm/yyyy
<<patAmbul>>	Ambulance Card	
<<patAmbExp>>	Ambulance Card Expiry	mm/yyyy

Other Patient Info

Token Name	Data	Notes
<<patIndigID>>	Indigenous Status ID	
<<patIndig>>	Indigenous Status	
<<patMaritalID>>	Marital Status ID	
<<patMarital>>	Marital Status	
<<patLanguageID>>	Language Spoken at Home ID	
<<patLanguage>>	Language Spoken at Home	
<<patCountryID>>	Country of Birth ID	
<<patCountry>>	Country of Birth	
<<patEmpStsID>>	Employment Status ID	
<<patEmpSts>>	Employment Status	
<<patOccupation>>	Occupation	
<<patReligion>>	Religion	
<<patReligionID>>	Religion ID	
<<patAllergy>>	Allergies	
<<patAllergyFlag>>	Allergy	This will show the word Allergy, rather than the actual allergies
<<patAlert>>	Alert	
<<patDocAlert>>	Document Alert	
<<patOSvisitor>>	Overseas Visitor Answer	e.g. Yes or No
<<patOSvisitorID>>	OverseasVisitor Answer ID	e.g. 1 or 0
<<patOSVisitorCountryID>>	Overseas Visitor Country ID	
<<patOSVisitorCountry>>	Overseas Visitor Country	
<<patInterpreter>>	Interpreter Required Answer	e.g. Yes or No
<<patInterpreterID>>	Interpreter Required Answer ID	e.g. 1 or 0
<<patInterpreterLangID>>	Interpreter Language ID	
<<patInterpreterLang>>	Interpreter Language	
<<patDeceased>>	Deceased date	dd/mm/yyyyy
<<patNote>>	Notes	
<<patLastEpi>>	Lists Patients Last Episode	
<<PatPrevEpi>>	Previous Episode Indicator	e.g. Y *(Yes)* or N *(No)*
<<PatMhrConsent>>	My Health Record (MHR) Consent	From the Patient Screen
<<PatMhrHi>>	Individual Healthcare Identifier (IHI) Number	From the Patient Screen

Mailing Address

Token Name	Data	Notes
<<patMailadd1>>	Mailing Address Line 1	
<<patMailadd2>>	Mailing Address Line 2	
<<patMailSuburb>>	Mailing Address Suburb	e.g. BONDI
<<patMailState>>	Mailing Address State	e.g. NSW
<<patMailZIP>>	Mailing Address Postcode	

Referring Doctor

Token Name	Data	Notes
<<patRefID>>	Referring Doctor ID	
<<patRef>>	Referring Doctor Full Name	e .g. CITIZEN, John
<<patRefTitle>>	Referring Doctor Title	
<<patRefFirstn>>	Referring Doctor First Name	
<<patRefLastn>>	Referring Doctor Surname	e.g. CITIZEN
<<patRefProv>>	Referring Doctor Provider Number	
<<patRefSpecID>>	Referring Doctor Speciality ID	
<<patRefSpec>>	Referring Doctor Speciality	
<<patRefDate>>	Referral Date	dd/mm/yyyy
<<patRefPeriod>>	Referral Period	
<<patRefFV>>	Referral First Consult/Visit	dd/mm/yyyy
<<patRefPract>>	Referring Doctor Practice Name	
<<patRefAdd1>>	Referring Doctor Address Line 1	
<<patRefAdd2>>	Referring Doctor Address Line 2 / Suburb State Postcode	This token will work out if the Referring Doctor has characters in address line 2. If it doesn't it will put the suburb + state + postcode.
<<patRefAdd3>>	Referring Doctor Address Line 2 / Suburb State Postcode	This token will work out if the Referring Doctor has characters in address line 2. If it doesn't it will keep this token empty.
<<patRefSuburb>>	Referring Doctor Suburb	
<<patRefState>>	Referring Doctor State	
<<patRefPC>>	Referring Doctor Postcode	
<<patRefP>>	Referring Doctor Phone	99 9999 9999
<<patRefF>>	Referring Doctor Fax	99 9999 9999
<<patRefEmail>>	Referring Doctor Email	

GP / Family Doctor

Token Name	Data	Notes
<<patGPID>>	GP ID	e.g. this is the unique Id in the database
<<patGPTitle	GP Title	
<<patGPFullname>>	GP Full Name	e.g. CITIZEN, John
<<patGPFirstname>>	GP First Name	
<<patGPSurname>>	GP Surname	e.g. CITIZEN
<<patGPSpec>>	GP Speciality	
<<patGPSpecID>>	GP Speciality ID	
<<patGPProvNo>>	GP Provider Number	
<<patGPPract>>	GP Practice Name	
<<patGPAdd1>>	GP Address Line 1	
<<patGPAdd2>>	GP Address Line 2 / Suburb State Postcode	This token will work out if the GP has characters in address line 2. If it doesn't it will put the suburb + state + postcode.
<<patGPAdd3>>	GP Address Line 2 / Suburb State Postcode	This token will work out if the GP has characters in address line 2. If it doesn't it will keep this token empty.
<<patGPSuburb>>	GP Suburb	
<<patGPState>>	GP State	
<<patGPPC>>	GP Postcode	
<<patGPPhone>>	GP Phone	99 9999 9999
<<patGPFax>>	GP Fax	99 9999 9999
<<patGPEmail>>	GP Email	

Next of Kin

Token Name	Data	Notes
<<NOKTitle>>	Next of Kin Title	
<<NOKfirstn>>	Next of Kin First Name	
<<NOKlastn>>	Next of Kin Surname	e.g. CITIZEN
<<NOKrelation>>	Next of Kin Relationship	
<<NOKadd1>>	Next of Kin Address Line 1	
<<NOKadd2>>	Next of Kin Address Line 2	
<<NOKSuburb>>	Next of Kin Suburb	e.g. BONDI
<<NOKState>>	Next of Kin State	e.g. NSW
<<NOKPostcode>>	Next of Kin Postcode	
<<NOKPhoneH>>	Next of Kin Phone (Home)	e .g. 02 1234 5678
<<NOKPhoneW>>	Next of Kin Phone (Work)	e.g. 02 1234 5678
<<NOKMobile>>	Next of Kin Mobile	e.g. 0415 123 123

Emergency Contact

Token Name	Data	Notes
<<ECTitle>>	Emergency Contact Title	
<<ECfirstn>>	Emergency Contact First Name	
<<EClastn>>	Emergency Contact Surname	e.g. CITIZEN
<<ECrelation>>	Emergency Contact Relationship	
<<ECadd1>>	Emergency Contact Address Line 1	
<<ECadd2>>	Emergency Contact Address Line 2	
<<ECSuburb>>	Emergency Contact Suburb	e.g. BONDI
<<ECState>>	Emergency Contact State	e.g. NSW
<<ECPostcode>>	Emergency Contact Postcode	
<<ECPhoneH>>	Emergency Contact Phone (Home)	e.g. 02 1234 5678
<<ECPhoneW>>	Emergency Contact Phone (Work)	e.g. 02 1234 5678
<<ECMobile>>	Emergency Contact Mobile	e.g. 0415 123 123

Contributor

Token Name	Data	Notes
<<ContTitle>>	Contributor Title	
<<ContFirstn>>	Contributor First Name	
<<ContLastn>>	Contributor Surname	e.g. CITIZEN
<<ContRelation>>	Contributor Relationship	
<<ContAdd1>>	Contributor Address Line 1	
<<ContAdd2>>	Contributor Address Line 2	
<<ContSuburb>>	Contributor Suburb	e.g. BONDI
<<ContState>>	Contributor State	e.g. NSW
<<ContPostcode>>	Contributor Postcode	
<<ContPhoneH>>	Contributor Phone (Home)	e.g. 02 1234 5678
<<ContPhoneW>>	Contributor Phone (Work)	e.g. 02 1234 5678
<<ContMobile>>	Contributor Mobile	e.g. 0415 123 123

Pick Up Person

Token Name	Data	Notes
<<PUfirstn>>	Pickup Up Person First Name	
<<PUlastn>>	Pickup Up Person Surname	e.g. CITIZEN
<<PUrelation>>	Pickup Up Person Relationship	
<<PUPemail>>	Pickup Up Person Email	
<<PUphoneh>>	Pickup Up Person (Home)	e.g. 02 1234 5678
<<PUphonew>>	Pickup Up Person (Work)	e.g. 02 1234 5678
<<PUMobile>>	Pickup Up Person Mobile	e.g. 0415 123 123