

Training Sessions for Hospitals

Below is a list of training sessions included as part of the initial onboarding with FYDO. Should you require additional training, beyond the allocated hours, these can be arranged for an additional fee.



- Creating a patient
- How to search for an episode and the different search options. E.g. MRN, name, dob etc.
- How to make a Theatre Booking
- How to make a Patient Booking
- Key fields to be completed
- How to edit patient demographics
- OPV checks (Green around Medicare and Health Fund details. Blue Tick on Appointments Screen)
- How to add patient Allergies and Alerts and where flags will show
- How to do an Online Eligibility Check (OEC)
- How to create an Informed Financial Consent (IFC)
- Where OECs and IFCs save in the patient Document section
- Where you can view past Episodes
- How to print HC21 Left and Labels
- How to admit, add Theatre Information and Discharge a patient
- How to receipt a patient Excess/Deposit
- How to reprint a copy of the Excess/Deposit
- How to print a Theatre List
- How to mark Appointment as confirmed
- How to copy, cut and paste appointments if needed
- How to delete an appointment or mark as cancelled
- How to customise Appointment views
- Where to print Quick Forms
- How to send Bulk SMSs and Individually SMSs
- End of Day Banking



- How to create Theatre Roster
- How to create ad hoc Theatre Session
- How to add Doctors
- How to add Staff
- How to add Procedures
- How to add Users and User groups
- Where to edit Templates and SMS Templates
- How to view Logs and Audits

- How to do Adjustments for refunds and write offs etc.

- Billing Status Report > Show Not Billed Only
- Where to edit Theatre Times
- Where to add Prostheses
- Ticking the Theatre Complete tick box
- How to raise an Invoice
- Where to send a claim - Hospital Claiming > Not Yet Sent
- What to do if a claim is "Not Ready"
- Go through the different status of invoices
- Where to view the status of your claims
- Incomplete Report > Admitted but not yet Discharged
- Receipting payments - both Eclipse and Manual
- How to do Adjustments for refunds and write offs etc.

- Episodes Screen > Invoice Information
- Claiming Hospital > Claims Tab > Resending a Batch
- Processing IHC Screen - Checking for Rejected Claims
- Checking for Payments
- Arrears Report

These sessions can be conducted separately, depending on which staff are required to perform each task.

- How to Code an Episode
- Where to enter Diagnosis codes
- Where to enter the Procedure and Anaesthetic code
- How to run the Grouper
- Incomplete > Uncoded Report
- How to fix any errors (needs to be done prior to the submission process)
- How to send Data Extracts (HCP, PHDB, State Health & Cancer Registry)

- Favourite Reports
- Closing Accounting Period
- Running Financial Reports
- Running Statistical Reports

Second Tier Private Hospital Registration Process

There are a number of different relationships that hospitals can have with health funds.



Minimum Benefits is what all brand-new hospitals are approved for once they are registered with the Department of Health. These rates are paid for [REDACTED], and there is [REDACTED] for each item number. The Minimum Benefit Rates are renewed by the Department of Health. This funding source is only considered temporary and ideally facilities should only require these for a maximum of 3 months, as the goal is to obtain approval for Second Tier Rates.

And that is where these instructions fit in, in order to obtain Second Tier Rates:

1. Obtain a **Provider Number**
2. Apply to become a **second-tier default benefits eligible hospital**. Information can be found

in the link below:

[Become a second-tier default benefits eligible hospital](#)

3. FYDO will initiate the **ECLIPSE registration process** for your facility. This involves contacting the health funds to get approval for your hospital to submit claims electronically via ECLIPSE. [REDACTED]
4. [REDACTED] **contact all health funds (AHSA funds as a group)** to inform them of your Second Tier Approval and request that their Second Tier Rates be provided. Please note that each fund has its own process, so it's important to follow their specific requirements. Contact details for the funds can be found on our wiki page here: [Medicare and Fund Contacts](#)
5. [REDACTED] as some funds will not backdate Second Tier Approval. This means your facility may only be eligible to charge Minimum Benefit Rates until their Second Tier Rates are provided.
6. Send the Second Tier Rates through to us at FYDO as you receive them, so that we can enter them into FYDO for you.
7. Finally, please ensure you only bill each health fund once their Second Tier Rates have been received. This will allow you to bill at the maximum possible benefit.

[How to prepare for ECLIPSE - Clinics](#)

*If you are already sending claims to the health funds, either manually / via another software or have already registered with each health fund, then you do not need to register again with the health funds. **If this is you, then go to straight to step 2.***

*If you have never sent a claim to a health fund before nor have registered with the health funds yet, **then you will need to start at step 1.***

Step 1 - Register provider/s with each health fund

Each fund is different in their registration process. Some will require a form to be completed and signed, while others require an online form to be completed.

Forms required

The table below lists all downloadable and online forms to register a new provider number with the funds. Depending on the fund, it takes anywhere from one to three weeks to process these. Most funds will email you once your registration is processed—just make sure to check your Spam/Junk folder as they sometimes get sent there. In case there was no notification email, we recommend that you call or email them a week after you send the forms to check if they are processed.

Fund	Type	Email
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Alliance	Download Form (new registration) Download Form (adding a practice location) Download Form (to change bank details)	access@ahsa.com.au
ARHG	Online Form (for new registrations or any changes) Download Form (new registration)	
BUPA	Download Form (to change bank/contact details or to add provider numbers/providers to your practice)	provopsmedical@bupa.com.au BUPA requires that you attach a bank statement or another official bank document to confirm your bank account details.
GU Health	Online Form (for new registration or any changes for GUH and NIB) Download Form (new registration or to add provider numbers)	
HBF (ONLY FOR WA)	Download Form (to change bank/contact details) Download Form (new registration or to add provider numbers)	medicalgap@hbf.com.au
HCF	Download Form (to change bank/contact details) Download Form (new registration or to add provider numbers)	Medicoverenquiry@hcf.com.au HospitalMedicalRegistrations@hcf.com.au
Medibank/AHM	Download Form (for new registrations or any changes)	GapCoverForms@medibank.com.au
NIB	Online Form (for new registration or any changes for GUH and NIB) Download Form (They come under HCF, but have their own registration form)	
RT Health	Download Form (They come under HCF, but have their own registration form)	Medicover@hcf.com.au

Links are accurate as of 1 May 2024 but may be changed by the funds any time.

Step 2 - Get your practice ID for BUPA

BUPA is the only fund that will assign you a practice ID. We need this practice ID so we can add it to your FYDO account. It goes with the claim when it gets sent electronically to BUPA. Without it, they will reject the claim.

Preparing for your First Billing Training Session - Clinics

To get the most out of your training session, our goal is to send a few claims out to Medicare and/or Veterans and/or to the health funds (ECLIPSE), then monitor those first few claims and ensure they get paid correctly. This way, we can ensure everything has been set up correctly for you.

Below is a checklist of things to prepare and have ready for your training session.

Please make sure to have at least 2-5 patients to bill. You need the following about the patients you plan to bill:

- Patient first name, last name, date of birth, Medicare (or Veterans - if Veterans claim)

- e.g. Michelle, Romero, 19/11/1981, 2111-11111-1 (or if a Veterans number NX123456)
- If doing ECLIPSE (i.e. billing the health fund), you will also need the patient's health fund and membership number
 - e.g. Bupa, ABC12345
- You need the servicing provider's details:
 - Doctor name and provider number
- If the service provided was referred, you need to have the referral details, such as referring doctor's name and provider number, as well as the referral date
 - e.g. Dr Pete Sampras, provider number 123456AF, referral date 01/01/2017
- About the invoice itself, you will need the following
 - The item number/s performed, i.e the MBS e.g. 104, 110, 42702 etc
 - The date the patient was seen, i.e. the date of service
- If you plan to do ECLIPSE (i.e. in hospital), you will also need:
 - The hospital's provider number. Call the hospital, they should be able to provide this to you. However, if this proves difficult, please let us know prior to your training, so we can try to track it down for you.
- For BUPA, we will need to know the practice ID for each provider.

For more details, see <https://wiki.fydo.cloud/how-to-prepare-for-eclipse-clinics/>

DVA Community Nursing

Minimum Data Requirements for DVA Community Nursing Claims:

PATIENT DETAILS

- Patients Full Name
- Date of Birth
- Sex/Gender
- Veterans Number
- Referral Details - Doctor Name, Provider Number and if they're a GP/Specialist
- Date of Admission
- First Cycle Date (*First date of care*)
- Discharged Date (*If the client has been discharged from care*)

BILLING DATA

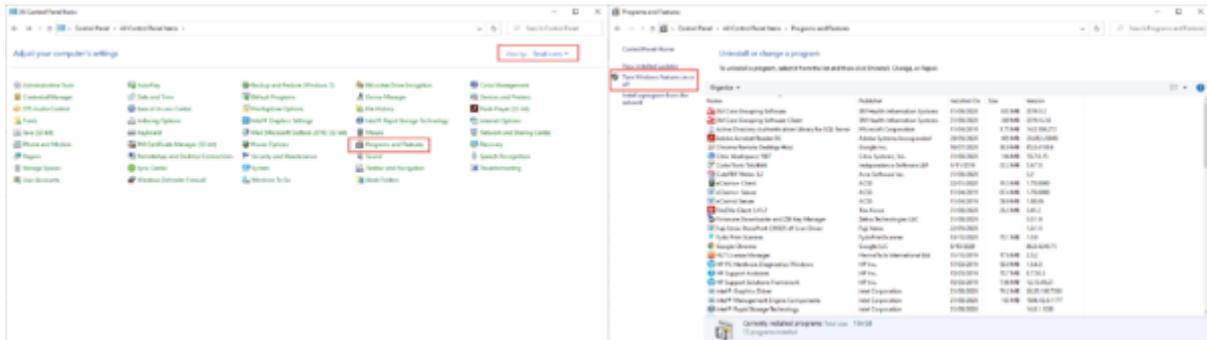
- Cycle Date
- Overnight Care Dates (*If overnight care is provided, each overnight care needs to be billed on the actual date the service was provided*)
- Total number of Hours and Visits for each type of workers for the whole 28 day cycle:
- Clinical Nurse Consultant (CNC)
- Enrolled Nurse (EN)
- Nursing Support Staff (NSS)
- Registered Nurse (RN)

Print/Scan Tool Setup

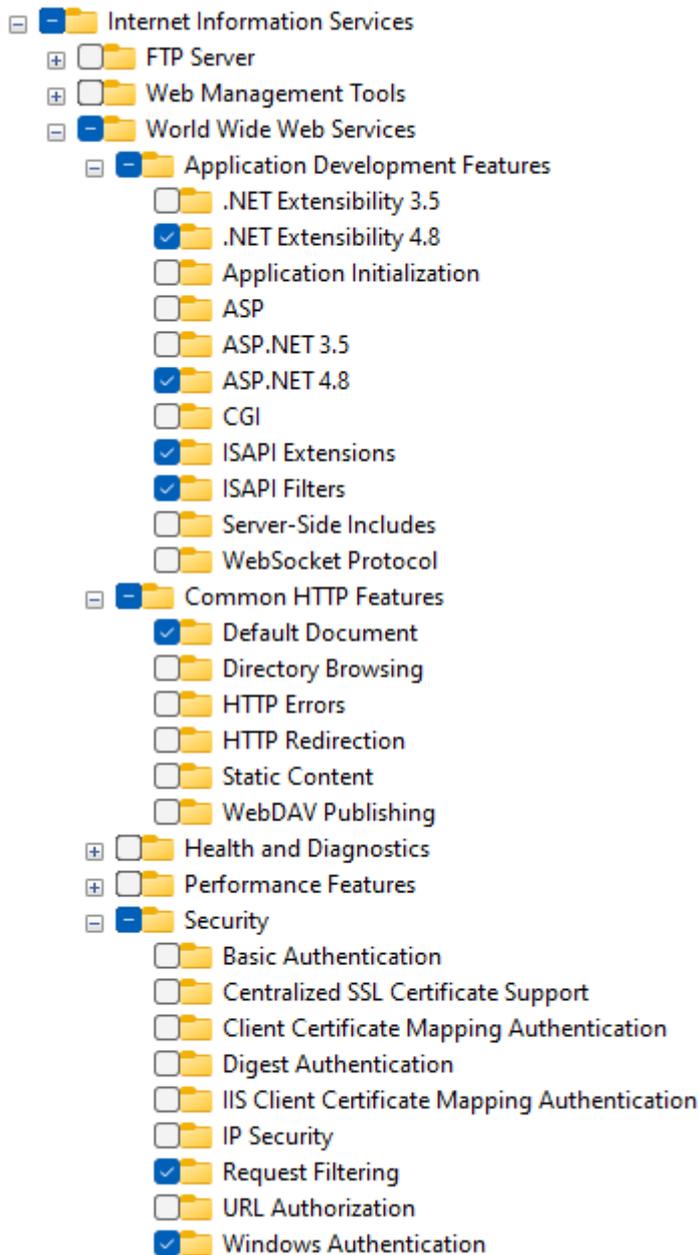
You will need to follow these steps when you go to install the Fydo print Scanner tool and it complains that IIS is older or maybe not even setup.

Setting Up IIS

1. Go to Control Panel > View by: Large/Small icons > Programs and Features > Turn Windows features on or off

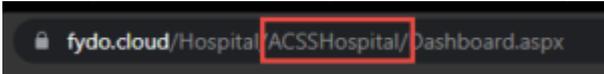


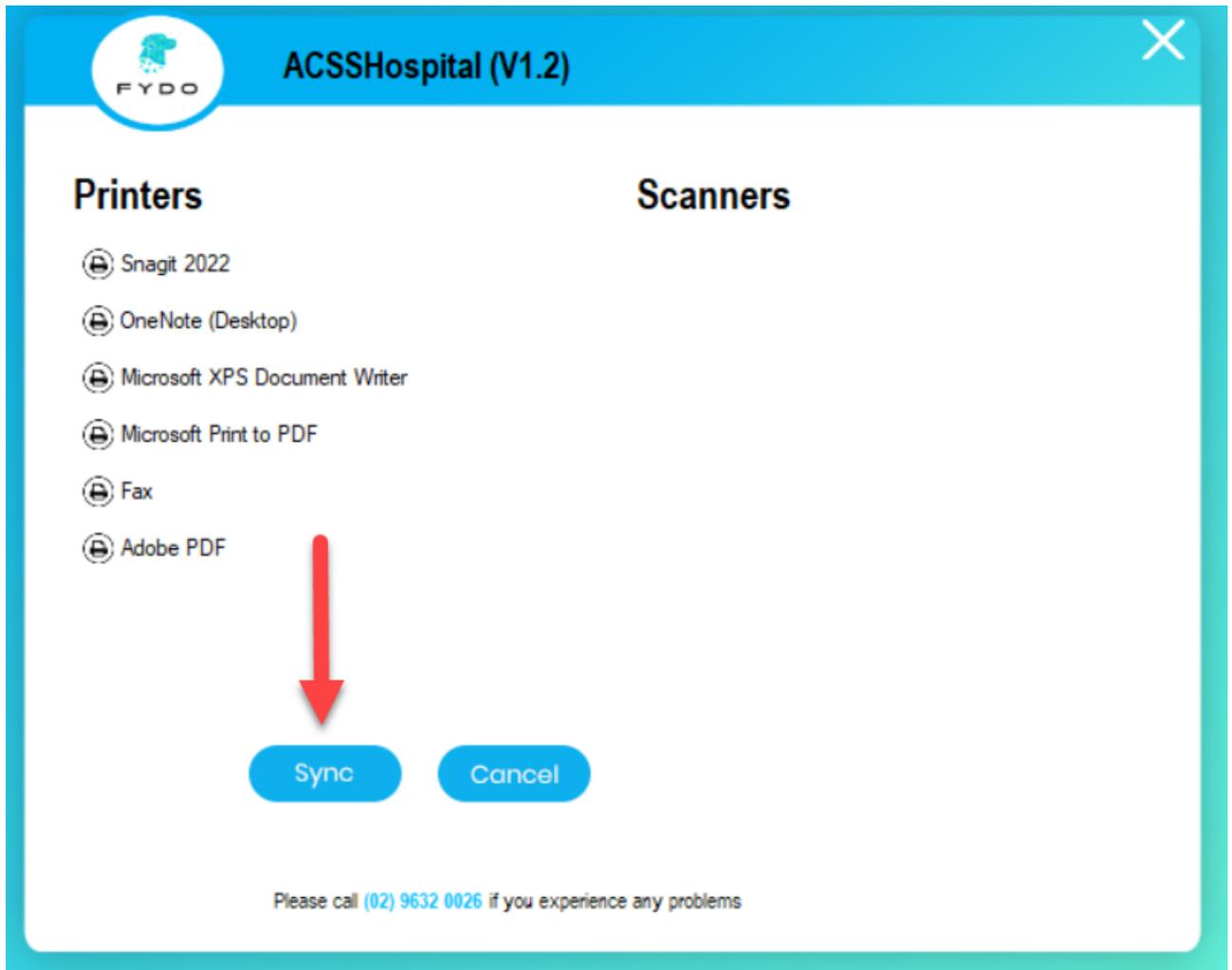
2. Enable all features which are shown in attached screenshot and click ok. It may ask for reboot.



3. Let it all Install

Download/Install the Print Tool

1. Please [call](#) or [email](#) to request a download link
2. Install with Admin Permissions
(If you get ISS issues please follow previous steps or contact Altura Health Support Line)
3. Launch the FYDO Print Tool
(Note this will need to be done on every machine)
4. Once launched login to the app
 1. Hospital Name (Grab your hospitals unique name from your FYDO url)

 2. Username (From FYDO Login - email)
 3. Password
5. Click Login
6. Click Sync
(Note this might take some time, wait for completed message before closing)



Data Migration Testing

When we migrate your data across from your old system into FYDO, it is important you check the data to ensure all information has come across correctly and there is no data missing.

Please ensure you follow the steps below and test your data before we move to the final migration stage. We recommend you have your old system open as well as your new FYDO account and compare all information listed below. We ask you to compare 40 patients from a range of different dates to ensure we get a good overview of data that has come across.

Please check:

- 10 very old patients (we recommend between 5-10 years old depending on the length of time you have had your system).
- 10 patients who have been admitted within the last 2-3 years
- 10 Patients who have been admitted within the last 12 months
- 10 Patients who have been admitted within the last 3-6 months

When checking these patient records you need to ensure the following information has

come across:

- Patient demographics (Patient name, DOB, address)
- Referring doctor information if applicable
- Marital status, language, indigenous status etc.
- Episode information (If a patient in your old system has 3 episodes in your old system please ensure there are 3 episodes in your FYDO system).
- Coding information
- Appointment screen information (please ensure your FYDO appointment screen matches your old system for the same dates).

Please note: Depending on the system we are migrating your data from, bringing across all this information may not be possible and in this case, your FYDO onboarding specialist will highlight the information you need to check. Once you have checked the data is correct please email us at sales@alturahealth.com.au to confirm you are happy with the data migration and we will proceed to the final migration stage. If you have any issues with your data migration, please contact your FYDO onboarding specialist as soon as possible.

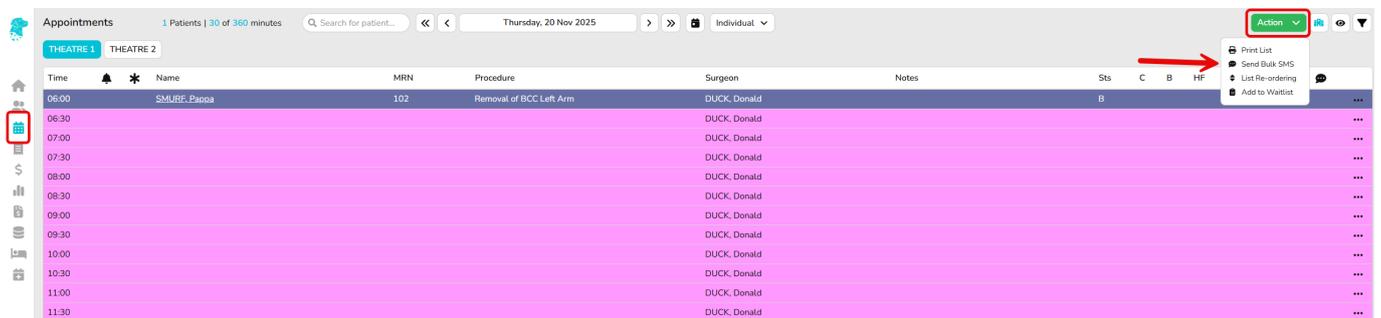
SMS - How to order credits

Need to order SMS credits? Read on to learn how!

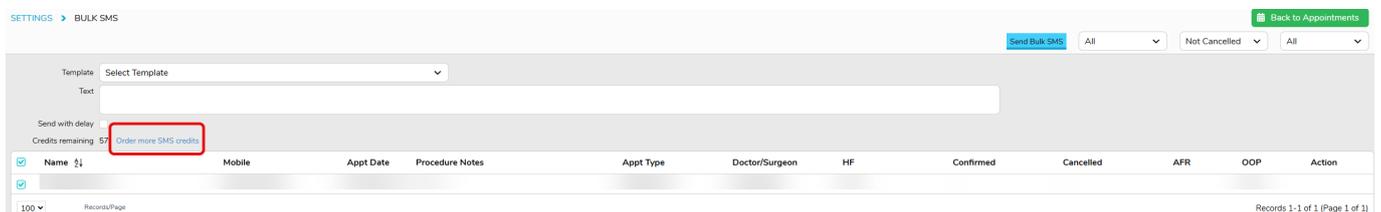
There are two places where you may order SMS credits. The first is through the *settings*, and the other is through the *SMS sending* screen. We will first explore ordering through the SMS sending screen. If you wish to order through the settings screen, please scroll down to - **Ordering credits - through the settings screen**

Ordering credits - through SMS sending screen:

Start off by going to Appointments > Select an action > Send bulk SMS

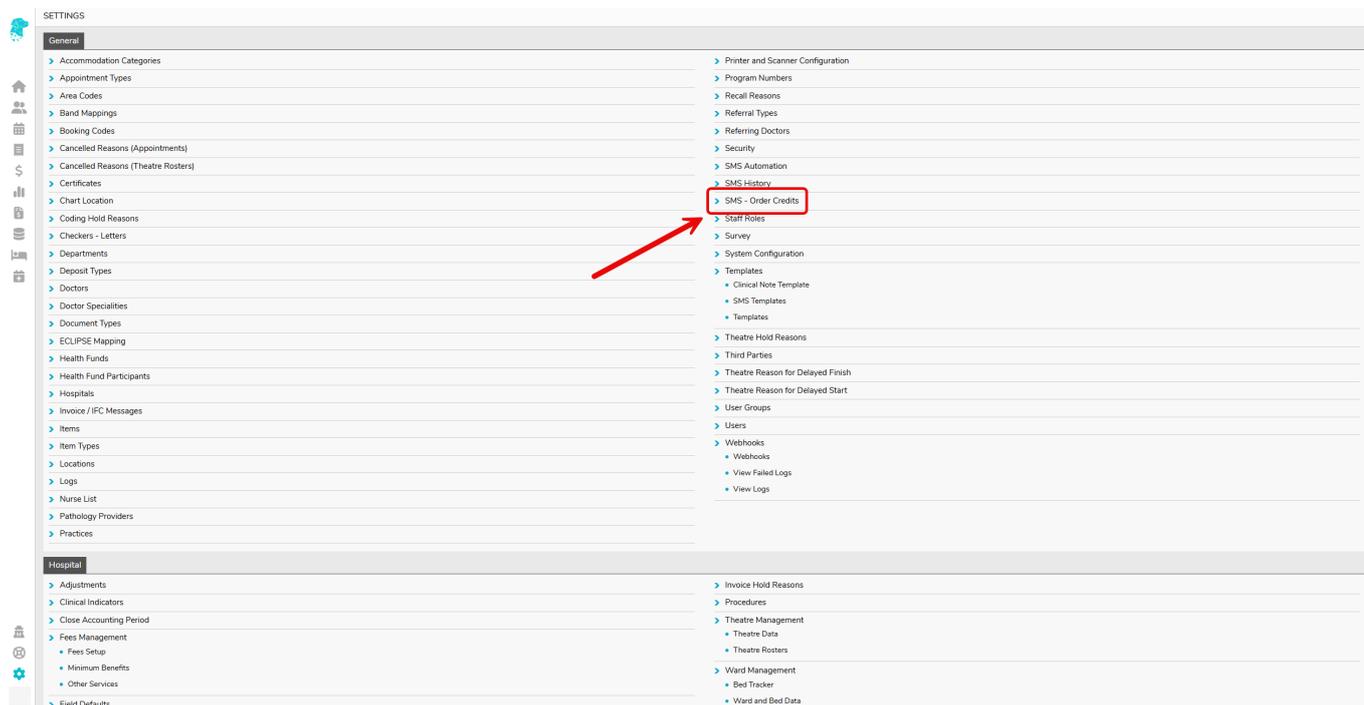


From there, you may click on the Order more SMS credits button to order additional credits.



Ordering credits - through the settings screen:

Start off by going to Settings > SMS - Order Credits



This will open a new tab. From there, complete the form and proceed to payment.

Note: the more credits you order, the lower the cost per credit.

A screenshot of the 'ORDER SMS CREDITS' form. The form is titled 'ORDER SMS CREDITS' and has a sub-header 'Order Details'. The main heading is 'ADV00000 - ACSS - Test RA# 500000056'. The form contains several input fields: 'Contact Person', 'Email', 'Email CC', and 'Mobile'. Below the 'Email' and 'Email CC' fields, there are notes: 'Note: Invoice will be sent to this email.' The 'Qty' field is a dropdown menu with 'Select Qty' selected. Below the 'Qty' field, there are two rows of text: 'Unit Price (\$) 0.0' and 'Total Price (\$) 0.0'. At the bottom of the form, there is a green button labeled 'Proceed To Payment'.

That's it! Once your order is complete, the credits will be applied to your account nearly instantly.

Should you have any issues or questions regarding your order, please do not hesitate to contact us at support@alturahealth.com.au or on (02) 9632 0026.

Hospital ECLIPSE Registration

For each of the health funds, send an email to the contact/s below, advising them that you would like to register your facility for ECLIPSE IHC claiming or if you need to edit your bank details.

Include the following information:

- Facility Name
- Facility Provider Number
- Contact Person
 - Contact Person's Position/Role
 - Contact Person's Email Address
 - Contact Person's Phone Number
- Bank Account Details
 - BSB
 - Account Number
 - Account Name
 - Bank
 - Branch

Fund	Fund Name	Email / Phone	Comments
ACA	ACA Health	acahealthit@acahealth.com.au	You need to have a AHSA contract or second tier first
AUH	Australian Unity	dgilder@australianunity.com.au 03 8682 4219	After you email them, they go through a parallel testing period to ensure that all data is being received correctly. During this parallel period, AUH requires you to scan and email dgilder@australianunity.com.au and Scan_HI_Indexing@australianunity.com.au a copy of the signed HC21 claim form, invoice and any certificate for claims sent via Eclipse for comparison. Any Accident Certificates and Type B/C Certificates are also required to be entered via Eclipse.
BUP	BUPA	eclipseprovidercomms@bupa.com.au gordon.barrett@bupa.com.au	You need to have BUPA contract or second tier first. Also, they will initially require a scanned copy of the invoice for the first two claims submitted through Eclipse. The scanned invoices should be emailed to Swati Alladi (Swati.Alladi@bupa.com.au) and copied to Gordon (gordon.barrett@bupa.com.au) so that they have an overview of interactions. They will be viewing all new Eclipse claims for billing and system accuracy to ensure both organisations get the best outcome.
CBH & CBC	Corporate Health and CBHS Health Fund	providers@cbhs.com.au julie.mckinnon@cbhs.com.au	
CDH	Cessnock	enquiries@cdhbf.com.au	
CUA	CUA	ashlee.young@cua.com.au	
DHF	Defense Health	providerrelations@defencehealth.com.au	Include a note in company letterhead indicating the bank account details
AMA	Doctors Health Fund	lesley.rutter@doctorshealthfund.com.au 03 6345 0100	You need to have a AHSA contract or second tier first
ESH	Emergency Services Health (also managed by Police Health)	providerenquiries@eshealth.com.au	
GMH	Frank Health Insurance	joannesheldon@gmhba.com.au	
FAI	GU Health	gapsupport@guhealth.com.au	
HBF	HBF	ahsaproviderrelations@hbf.com.au	You need to have HBF contract or second tier first
HCF	HCF	hospital_benefits@hcf.com.au	
HCI	Health Care Insurance	jamie.gillam@hcilt.com.au	
HIF	Health Insurance Fund	hospital.team@hif.com.au	You need to have a AHSA contract or second tier first
SPS	Health Partners	Kirstyn.Schmidt@healthpartners.com.au hospitalclaims@healthpartners.com.au	
LHS	Latrobe	tan@lhs.com.au	
MPL & AHM	Medibank / AHM	eclipse@medibank.com.au	Use the form https://simdaywinhelp.acsshealth.com/wp-content/uploads/2020/03/MPLAHM.pdf
MDH	Mildura	eclipse@mildurahealthfund.com.au	Include a bank statement or remittance advice that shows the correct bank account details
MYO	MO Health	health.claims@aia.com	
NHB	Navy Health	query@navyhealth.com.au	

NIB	NIB	ContractSpecialistTeam@nib.com.au providers@nib.com.au	Use the form https://simdaywinhelp.acsshealth.com/wp-content/uploads/2020/03/NIB.docx
NMW	Nurse and Midwives	EclipseClaims@nmhealth.com.au George.Drakakis@nmhealth.com.au Alternatively, try: dianne.roe@teachershealth.com.au	
OMF	OneMediFund	info@onemedifund.com.au	
LHM	Peoplecare Health Insurance	info@peoplecare.com.au	
PHF	Phoenix Health	enquiries@phoenixhealthfund.com.au	
POL	Police Health (also managed by Emergency Services Health)	providerenquiries@policehealth.com.au	
QCH	Queensland Country	info@queenslandcountry.health 1800 813 415	Accreditation needs to be completed first.
QTU	Queensland Teachers (TUH)	claims.enquiries@tuh.com.au	They require that you have a claim history with them first
RBH	Reserve Bank health	info@myrbhs.com.au	
RTH	RT Health	hospitals@rthealthfund.com.au	Use the form https://simdaywinhelp.acsshealth.com/wp-content/uploads/2020/03/RTH-Hospital-EFT-Form.pdf
SLM	St Lukes	general@stlukes.com.au	You need to have a ARHG contract or second tier first
TFH	Teachers Federation	elizabeth.cashman@teachershealth.com.au Alternatively, try: EclipseClaims@teachershealth.com.au George.Drakakis@nmhealth.com.au dianne.roe@teachershealth.com.au	
TFS	Transport Health	hospitals@transporthealth.com.au	
WFD	Westfund	hospital@westfund.com.au	

[Onboarding onto FYDO \(For Hospitals\)](#)

There are few things we will need to prepare prior to go live within your FYDO account. Your FYDO onboarding specialist will work through these things with you.

Theatre List

If you are an existing hospital and have theatre list you are already happy with and do not want any modifications to it, send us a copy of your existing theatre list and we will re-create it in FYDO. If you already have a theatre list and have been wanting to make some modifications to it, definitely use this opportunity to make those edits. Simply markup on your theatre list what you would like edited (by hand is totally fine) and send it through to us.

The default FYDO Theatre List is here can be [downloaded here](#), feel free to make modifications to the default also if you like.

If you have any other types of lists, you want built, such as a recovery list, food list, please send them through to us to build in FYDO.

Informed Financial Consent

If you already have an approved IFC template, please send it over to us.

Alternatively, the default FYDO IFC can be [downloaded here](#), feel free to make modifications to it and send it back to us.

Please be aware that it is the hospitals responsibility to make sure the IFC template meets all their

regulatory, contractual and auditing requirements for their facility.

Labels

If you are planning to get an EMR, like DOX for example, you most likely will not print labels from FYDO. However, if you are not getting an EMR then you may wish to print out chart labels and a wristband label from FYDO.

The chart labels can be 14, 16, 18 etc. on a sheet. Let us know how many on a sheet and we will make them fit on your labels.

[Here is an example](#) of what would be printed on a sheet of 14 chart labels.

Logo

So that we can add your logo to form, such as the IFC and your invoice, please send us a high-resolution logo, in either BMP or JPEG format.

Doctor List

During the onboarding phase we will enter all your doctors into FYDO, i.e. surgeons/admitting doctor and anaesthetists, if it is not coming across in some sort of data migration. Please provide us with the following:

- First Name
- Last Name
- Provider Number
- Discipline e.g. Cosmetic Surgeon, Anaesthetist

SMS Templates

If you plan to send patients SMS reminders about fasting, out-of-pocket cost, or their appointment time, please send us the wording for the various SMS templates. Here are some examples (note the field such as <patfirstn>> is the mail merge token to insert the patient first name, we will handle the mail merge tokens for you).

EXAMPLE

Hi <<patFirstN>>. Your admission is on <<Date>> at FYDO Hospital at <<Time12h>>. Out of pocket expense is \$<<EpExcess>>. Any queries call 1300 123 123.

You can find further SMS Template examples on our other wiki page: [FYDO SMS Template Examples](#)

Health Fund Contracts / Uninsured Fees

As part of onboarding your facility onto FYDO, we will initially load your health fund contracts and uninsured fees into FYDO. But to do so, we will need all your contracts sent to us prior to go live. Following this initial set-up, we will schedule a training session to ensure your facility is equipped to continue updating your health fund fees as new contracts come through in the future.

[Hospital Data Extracts Setup](#)

Each month you will be required to submit data of patient discharges to various agencies. This data submission is mandatory and is required approximately two weeks into the following month.

Hospitals are required to submit data to:

- PHDB [Private Hospital Data Bureau]
- HCP [Hospital Casemix Protocol]
- State health departments also require data - you only need to submit data to the state the facility is located in

PHDB - Private Hospital Data Bureau

This data is collected by the Commonwealth. FYDO easily collects this information during the admission and discharge process, and at the end of month you can run a report to export this data to a file in the format PHDB requires.

Once FYDO produces the file, you will need to upload this file to the Data Submission Portal (DSP). To arrange access to the DSP please email hcp@health.gov.au with the following details:

- Facility Provider Number
- Facility Name
- Facility Address
- Facility Phone
- Name of data submitter (an individual)
- Email where verification reports can be sent to

For more information, please contact PHDB on:

Phone: [02 6289 8058](tel:0262898058)

Email: hcp@health.gov.au

Visit the PHDB website [click here](#).

HCP - Hospital Casemix Protocol

This monthly data submission is in a similar format to the PHDB file, however this data is sent to the patient's health fund. FYDO can produce a file at the end of each month for each health fund. If in the month of March there were no discharges for Medibank, then FYDO will not produce a file for Medibank.

You will need to contact each health fund and request access to their portal so that you can submit this data at the end of each month. *There is only one portal for the entire Australian Health Service Alliance (AHSa) group. For a list of health funds that are part of AHSa, [click here](#).*

Below are some of the funds you may need to report to, and how to request access:

- AHSa portal [click here](#)

- BUPA portal, send an email to hcp@bupa.com.au
- HCF portal [click here](#)
- Medibank portal [click here](#)
- NIB portal [click here](#)
- Mildura Health, send an email to hcp@mdhf.com.au
- Hunter Health Insurance (formerly Cessnock Districts Health), send an email to enquiries@cdhbf.com.au
- Latrobe Health, send an email to hcp@lhs.com.au
- St Lukes Health, send an email to hcpdata@stlukes.com.au

State Health Departments

The state your facility resides in also requires data at the end of each month. Like PHDB and HCP data, FYDO makes this easy each month. FYDO is able to create a file in the format your state requires. Each state has a different file format.

You will need to contact the representative in your state and request access, and instructions on where to submit your file each month.

NSW Health - Phisco data

Contact: Roman Leszczynski

Phone: [02 9391 9995](tel:0293919995)

Email: iscos@doh.health.nsw.gov.au

Email: Roman.Leszczynski@health.nsw.gov.au

VIC Health - VAED

Phone: [03 9096 8595](tel:0390968595)

Email: hdss.helpdesk@dhhs.vic.gov.au

Website for more information [click here](#).

QLD Health - QHAPDC

Phone: [07 3708 5679](tel:0737085679)

Email: QHIPSMAIL@health.qld.gov.au

For more information [click here](#).

WA Health - HMDS

Phone: [08 9222 4362](tel:0892224362) (Inpatient Data Collections)

Email: DoH.AdmittedDataCollection@health.wa.gov.au

ACT Health

Phone: [02 6205 5249](tel:0262055249)

Email: dsd.informationmanagementhub@act.gov.au

Email: Prathima.Karri@act.gov.au

For more information [click here](#).

TAS Health

Contact: Cynthia Rogers

Phone: [03 6166 1081](tel:0361661081)

For more information [click here](#).

SA Health - ISAAC

Email: Health.ISAACSubmissions@sa.gov.au

For more information [click here](#).

Cancer Registers

NSW & ACT

Email: information@cancerinstitute.org.au

Phone: [02 8374 5600](tel:0283745600)

For more information [click here](#).

VIC

Email: vcr@cancervic.org.au

For more information [click here](#).

For instructions on how to **Extract Hospital Data from FYDO** visit our wiki page:
[Hospital Data Extraction](#)

For instructions on how to **Re-Extract Hospital Data from FYDO** visit our wiki page:
[Re-Submitting a Hospital Data Extraction](#)