

# 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.

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## [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.

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

*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**

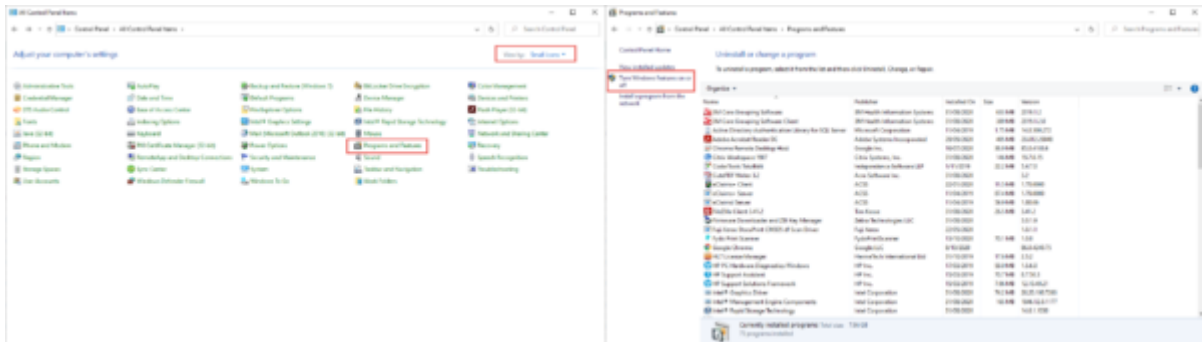
- Cycle Date
- Overnight Care Dates (*If overnight care is provided, each overnight care needs to be billed on the actual date the service was provided*)
- Total number of Hours and Visits for each type of workers for the whole 28 day cycle:
- Clinical Nurse Consultant (CNC)
- Enrolled Nurse (EN)
- Nursing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

# Print/Scan Tool Setup

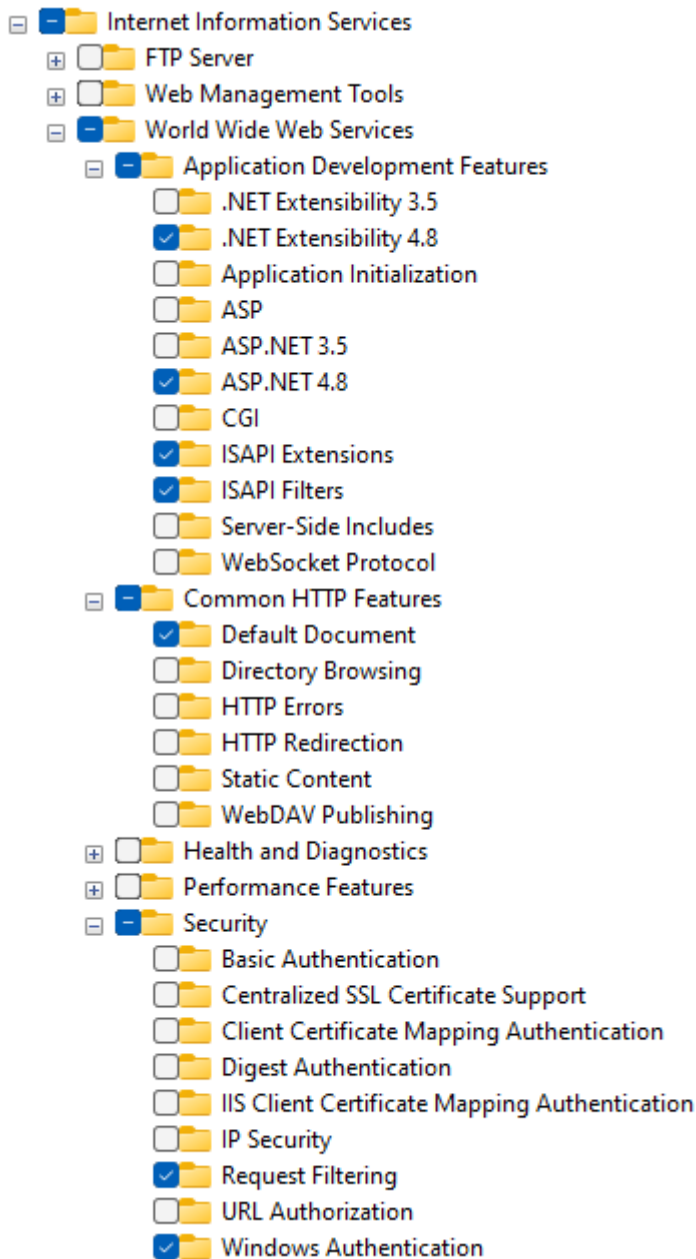
You will need to follow these steps when you go to install the Fydo print Scanner tool and it complains that IIS is older or maybe not even setup.

## Setting Up IIS

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

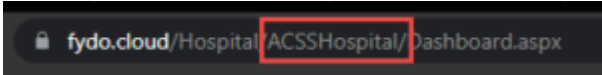


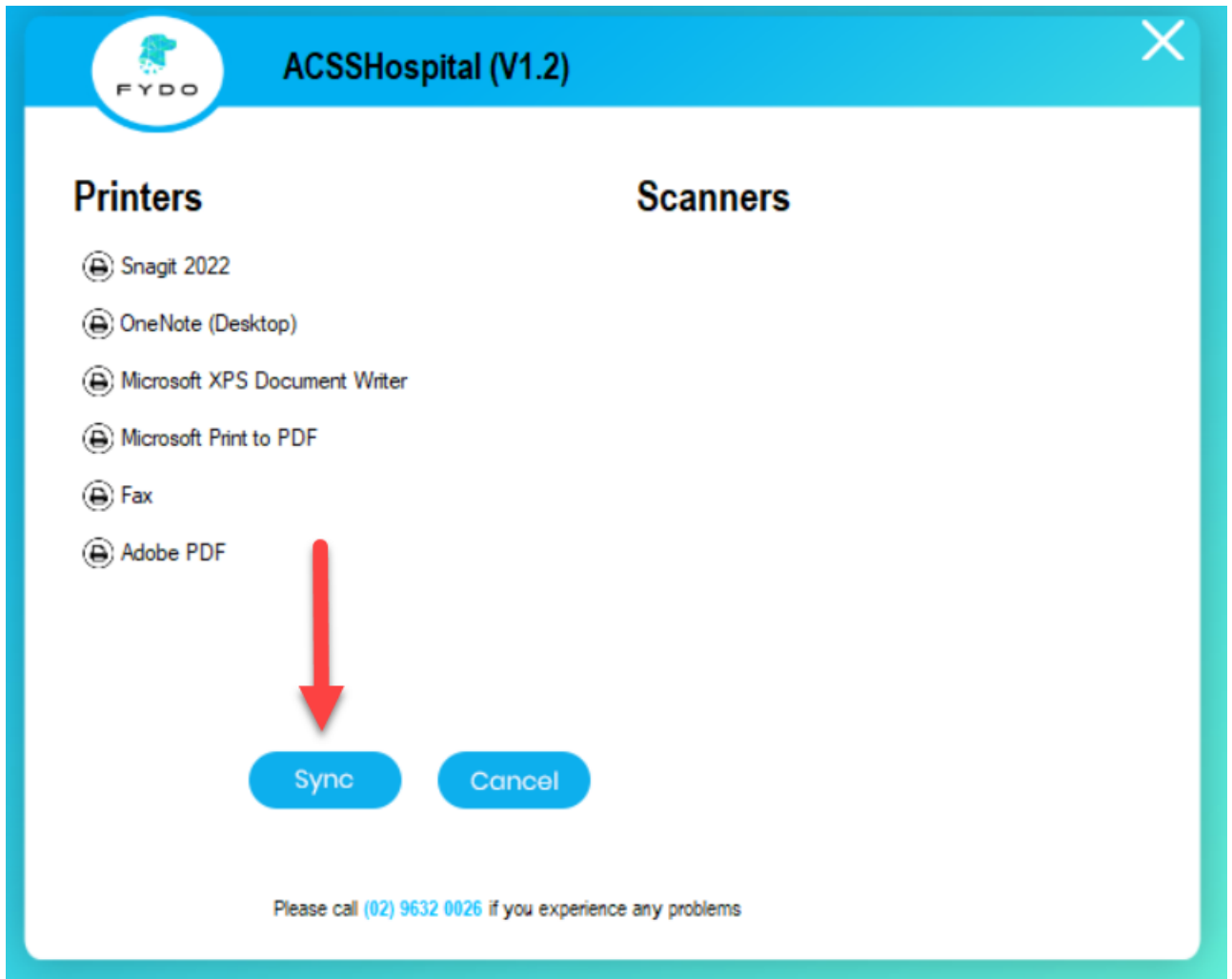
2. Enable all features which are shown in attached screenshot and click ok. It may ask for reboot.



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.

Please compare at least 40 patients records from a range of different dates to ensure we get a comprehensive overview of data that has been transferred.

### **Please check:**

- **10 very old patients** select patients from 5-10 years ago (*depending on how long you've used your previous 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 6 months

## When reviewing these records, please ensure the following information is accurate:

### Patient Screen Example:

- Patient demographics - Patient Names, DOB, address
- Medicare Number or DVA Number
- Private Health Fund and Number
- Other Information Fields - Allergies and Notes if applicable
- Personal Information - Marital Status, Indigenous Status, Language
- Referring doctor information if applicable
- Next of Kin details if applicable

The screenshot shows a patient record for Kathy KNIGHT (Patient ID 122, DOB 12/12/1959). The form is divided into several sections, with several key areas highlighted in red boxes:

- Patient Details:** Includes fields for Title (Mrs), Pronouns, File Number, External ID, First Name (Kathy), Middle Name, Last Name (KNIGHT), Previous Name, Preferred Name (Kath), Date of Birth (12/12/1959), DOB Estimate, Sex (Female), Gender (Woman, or girl, or female), Address (300 Pretty Parade, PARADISE BEACH, VIC, 3851), Suburb, State, Postcode, Mobile (0400-), SMS Opt Out, Home, and Work.
- Medicare / DVA:** Includes fields for Medicare Number, Ref, Expiry, Eligibility, Veterans No., Veteran Card Colour, DVA Auth No., and DVA Auth. Date.
- Entitlement Cards:** Includes fields for Card Type, Card Number, and Expiry.
- Health Fund:** Includes fields for Fund Name (MPL - Medibank Private Limited), Membership No. (123456789), UPI (0), Insurance Status (Full Fee), and Alias Name.
- Online Patient Verification (OPV):** Includes fields for Type (Health Fund), As at (17/03/2026), Last Medicare Check, Last Health Fund Check, Location (Shaes Private Hospital), Health Identifier Number, MHR consent, and Record Status.
- Referring Details:** Includes fields for Previous Referrals, Referring Doctor, Referral Date, Period, First Consult, Site Referral (global), and Open Access.
- Personal Information:** Includes fields for Marital Status (Married (including de facto)), Occupation, Employment Status, Employer, Indigenous Status (Neither Aboriginal or Torres Strait Islander), Australian South Sea Islander (Yes), Language (English), Country of Birth (Australia), Religion, and Interpreter (Overseas Visitor).
- Other Information:** Includes fields for Family GP (Current), Preferred Doctor, Bill Method, Fee Level, Send Invoices To (Not Set), Location, Dental Benefit (0.00), Deceased, Archived, and Survey.

### Hospital List Example:

- Episode information - For example: If a patient in your old system has 3 episodes, please ensure there are 3 episodes in your FYDO database.
- Appointment Information - Validate Appointment Date and Time, Admission Time, Discharge Time.
- Cancelled Appointments - Please also check some cancelled appointments to ensure they appear correctly.
- Time, MRN, Patients Name, Surgeons Name (*this is the admitting doctor for the hospital episodes that is needed for ECLIPSE claiming*), Health Fund or Uninsured.

Appointments 2 Patients | 60 of 600 minutes Tuesday, 03 Mar 2026

ADMISSIONS DAY PROGRAM THEATRE 1 THEATRE 2 THEATRE 3

Time	Name	MRN	Procedure	Surgeon	Notes	Sts	C	B	HF	OOP
06:00				HOUSE, Greg						
06:30				HOUSE, Greg						
07:00	DEAN, James	102		HOUSE, Greg		B			U/I	
07:30				HOUSE, Greg						
08:00				HOUSE, Greg						
08:30				HOUSE, Greg						
09:00				HOUSE, Greg						
09:30				HOUSE, Greg						
10:00				HOUSE, Greg						
10:30	HARD, Work	121		HOUSE, Greg		D	B		W/C	
11:00				HOUSE, Greg						
11:30				HOUSE, Greg						
12:00										
12:30										

### Hospital Coding Details:

Coding Screen - Diagnosis Codes, Procedure Codes, Anaesthetic Type, DRG

APPOINTMENTS > CODING SCREEN \* Total: \$700.00

MRN 121 - HARD, Work DOB 01/01/1978 (48) Sex Male FileNo Fund W/C Location Shaes Private Hospital (QLD)

Admission No. 1265 EpiNo. 17 Admission Date/Time 03/03/2026 14:02 Discharge Date/Time 03/03/2026 16:00 Dr/Surgeon HOUSE, Greg Speciality Gastroenterologist Anaesthetist HARRISON, George

Procedure Notes Other Notes

Diagnosis

Coder S (Altura) Coding on Hold Cancer Registry

#	Type	Code	Description	Cluster	Indicator
1	P - Principal Diagnosis	I97.83	Postproc Imphcele Imphdma & chylothorax	B - not assigned to a	Y - Condition present on admission

Procedure

Anaesthetic Type General

#	Code	Description	Surgeon/Dr	Date	Location
1	30483-00	Ins perc nonendosc gastrostomy button	House, Greg	03/03/2026	

DRG

DRG Code F75C Other Circulatory Disorders, Minor Complexity MDC 05 Date Grouped 17/03/2026 DRG Version 8.0

Actual Length of Stay 1 National Average Cost National Length of Stay National Cost Weight

Run Groupers Download

### Clinic List Example:

Time, Cancelled Patients, MRN, Patients Name, Notes, Appointment Type

Appointments 1 Patients | 10 of 180 minutes Wednesday, 18 Mar 2026

ADMISSIONS CAREY, Mariah CITIZEN, John CITIZEN, John CLAIMING, Test Nurse List PACKER, James REHAB ADMISSIONS RESEARCH UNIT SHENG'S LIST TH- Victor

Victorian Hospital Bondi Junction Clinic Bondi Junction Clinic Westmead Clinic Bondi Junction Clinic Bondi Junction Clinic Westmead Clinic Victorian Hospital ACSS NSW Hospital ACSS NSW Hospital

Time	Name	MRN	Notes	Mobile	App. Type	Length	Inv
07:00					test	30	...
07:30					test	30	...
08:00	TEST, Test	210		166666666	Gastro	10	...
08:10					test	20	...
08:30					test	30	...
09:00					test	30	...
09:30					test	30	...

**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](mailto: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.

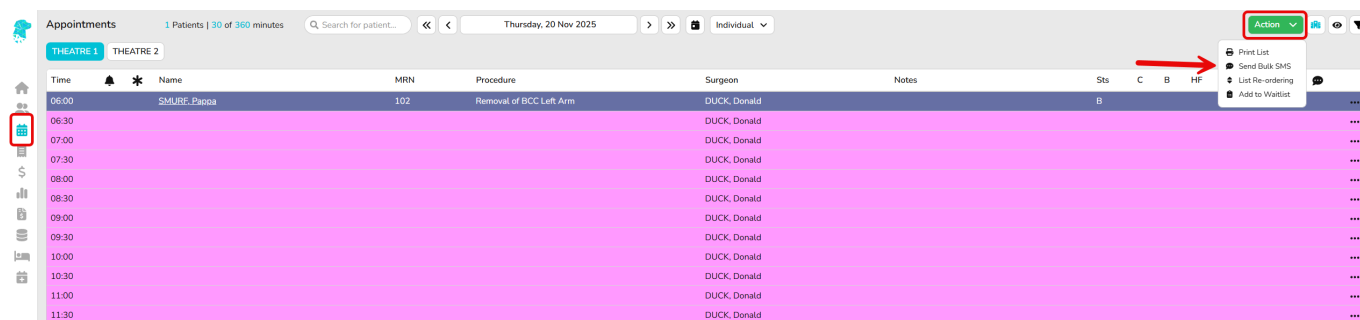
## SMS - How to order credits

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

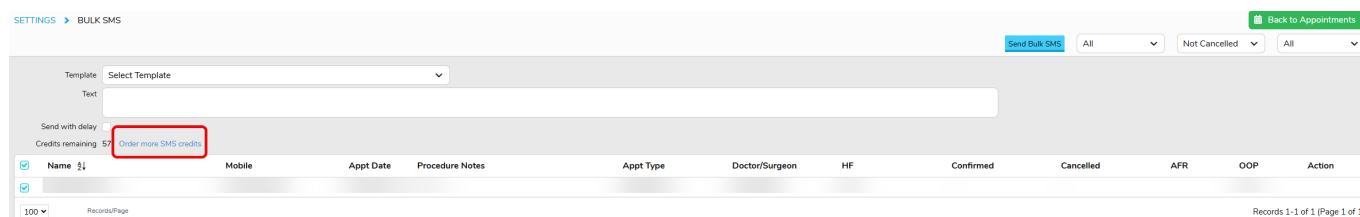
There are two places where you may order SMS credits. The first is through the *settings*, and the other is through the *SMS sending* screen. We will first explore ordering through the SMS sending screen. If you wish to order through the settings screen, please scroll down to - **Ordering credits - through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

### Ordering credits - through SMS sending screen:

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

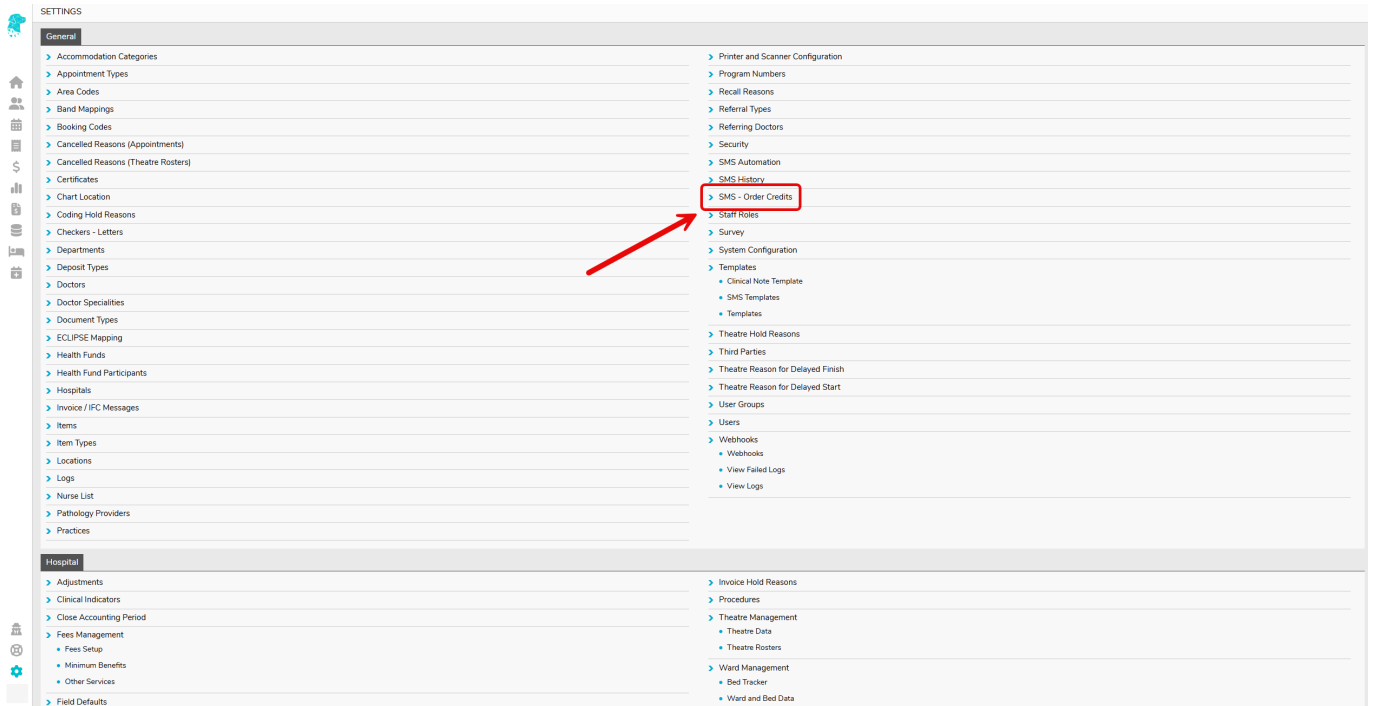


From there, you may click on the Order more SMS credits button to order additional credits.




### 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.*



## ORDER SMS CREDITS

### Order Details

**ADV00000 - ACSS - Test RA# 500000056**

Contact Person

Email

**Note:** Invoice will be sent to this email.

Email CC

**Note:** Invoice will be sent to this email.

Mobile

Qty

Unit Price (\$) 0.0

Total Price (\$) 0.0

[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](mailto: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	<a href="mailto:joannesheldon@gmhba.com.au">joannesheldon@gmhba.com.au</a>	
FAI	GU Health	<a href="mailto:gapsupport@guhealth.com.au">gapsupport@guhealth.com.au</a>	
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	<a href="mailto:tan@lhs.com.au">tan@lhs.com.au</a>	
MPL & AHM	Medibank / AHM	eclipse@medibank.com.au	Use the form <a href="https://simdaywinhelp.acsshealth.com/wp-content/uploads/2020/03/MPLAHM.pdf">https://simdaywinhelp.acsshealth.com/wp-content/uploads/2020/03/MPLAHM.pdf</a>
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 <a href="https://simdaywinhelp.acsshealth.com/wp-content/uploads/2020/03/NIB.docx">https://simdaywinhelp.acsshealth.com/wp-content/uploads/2020/03/NIB.docx</a>
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 <a href="https://simdaywinhelp.acsshealth.com/wp-content/uploads/2020/03/RTH-Hospital-EFT-Form.pdf">https://simdaywinhelp.acsshealth.com/wp-content/uploads/2020/03/RTH-Hospital-EFT-Form.pdf</a>
SLM	St Lukes	general@stlukes.com.au elizabeth.cashman@teachershealth.com.au	You need to have a ARHG contract or second tier first
TFH	Teachers Federation	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 \(For Hospitals\)](#)

### Pre Go-Live Preparation

There are several items we will need to prepare prior to your facility going live with FYDO. Your FYDO Onboarding Specialist will work through each of these items with you throughout the onboarding process.

### Theatre List

If you are an existing hospital and have a theatre list that you are happy with, please send us a copy and we will recreate it within FYDO.

If you have been wanting to make changes to your current theatre list, onboarding is the perfect opportunity to do so. Simply mark up your existing list with the require changes (handwritten markups are absolutely fine) and send it through to us.

Alternatively, the default FYDO Theatre List template can be [downloaded here](#). You are welcome to make modifications to the default template and return to us for setup.

If you require any additional lists to be built within FYDO, such as:

- Recovery List
- Catering/Food List
- Ward List
- Allergies List
- Custom Operational Lists
- Theatre Register List

please send through examples or requirements and we can configure these for you.

## Informed Financial Consent (IFC)

If your facility already has an approved Informed Financial Consent (IFC) template, please send it through to us.

Alternatively, the default FYDO IFC template can be [downloaded here](#). You are welcome to make modifications and return it to us for setup.

Please note that it is the responsibility of the hospital to ensure the IFC template meets all relevant regulatory, contractual, legal, and auditing requirements for the facility.

## Labels

If your facility is implementing an EMR solution, you may not require labels to be printed from FYDO. However, facilities not using an EMR may wish to print:

- Chart Labels
- Wristband Labels
- Patient Identification Labels

FYDO can accommodate different label sheet formats, such as 14, 16, or 18 labels per page. Please advise the label configuration your facility intends to use, and we will ensure the layouts are generated appropriately.

[Here is an example](#) of a 14-per-sheet chart label layout that can be utilised.

## Logo

To allow us to include your facility branding on documents such as IFCs and invoices, please provide a high-resolution version of your logo in either BMP or JPEG format.

## Doctor List

During onboarding, we will enter all your doctors into FYDO (unless this information is being migrated from another system). Please provide the following details for each doctor:

- First Name
- Last Name
- Provider Number
- Discipline/Specialty (e.g. Cosmetic Surgeon, Anaesthetist)

## SMS Templates

If you intend to send SMS communications to patients, such as appointment reminders, fasting instructions, or out-of-pocket cost notifications, please provide the wording you would like used for your templates.

### 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.

Please note that placeholders such as <<patfirstn>> are mail merge token fields. Our team will configure the require merge field for you.

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 complete the initially setup of your health fund contracts and uninsured fee schedules within the system.

To allow this setup to occur prior to go-live, please ensure all current contracts and fee schedules are sent through to us during onboarding.

Following the initial setup, we will provide training to your nominated staff members so your facility can continue maintaining and updating fees internally as new contracts and rate changes are received in the future.

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## **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](mailto: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](mailto: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](mailto: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](mailto:hcp@mdhf.com.au)
- Hunter Health Insurance (formerly Cessnock Districts Health), send an email to [enquiries@cdhbf.com.au](mailto:enquiries@cdhbf.com.au)
- Latrobe Health, send an email to [hcp@lhs.com.au](mailto:hcp@lhs.com.au)
- St Lukes Health, send an email to [hcpdata@stlukes.com.au](mailto: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](mailto:iscos@doh.health.nsw.gov.au)

Email: [Roman.Leszczynski@health.nsw.gov.au](mailto:Roman.Leszczynski@health.nsw.gov.au)

### VIC Health - VAED

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

Email: [hdss.helpdesk@dhhs.vic.gov.au](mailto: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](mailto: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](mailto:DoH.AdmittedDataCollection@health.wa.gov.au)

## **ACT Health**

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

Email: [dsd.informationmanagementhub@act.gov.au](mailto:dsd.informationmanagementhub@act.gov.au)

Email: [Prathima.Karri@act.gov.au](mailto: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](mailto:Health.ISAACSubmissions@sa.gov.au)

For more information [click here](#).

## **Cancer Registers**

### **NSW & ACT**

Email: [information@cancerinstitute.org.au](mailto:information@cancerinstitute.org.au)

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

For more information [click here](#).

### **VIC**

Email: [vcr@cancervic.org.au](mailto: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](#)