Preadmit – Unblocking a Patient

Patients will have their access to the preadmit portal **temporarily suspended** after 5 incorrect password attempts. If this occurs, they will need to wait **10 minutes** before attempting to log in again. [redacted]

If they continue to attempt to log in with the incorrect password, their account will be **permanently suspended.** If this occurs, they will need to contact the hospital directly to have their account **Unblock**. [redacted]

If a patient calls and needs to be unblocked, follow these instructions.

Log into your **Hospital Preadmit Portal** and navigate to the **Patients Tab.**

Find the required patient, utilising the **Search** field if required.
The patient will appear as **Blocked** if they have exceeded the initial 10-minute restriction and continued to attempt to log in.

To unblock the patient, click on the **Actions** dropdown and select **Unblock.**

Patient will then need to follow the steps in the below PDF document to **reset their password.**

You are able to **download the below PDF** and send it to the patient if required.

Preadmit – Resetting Patient Password – Patient InstructionsDownload

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Preadmit – Resetting Password – Patient Instructions

Access to the preadmit portal will be **temporarily suspended** after 5 incorrect password attempts. If this occurs, please wait **10 minutes** before attempting to log in again.

If you continue to attempt to log in with the incorrect password, your account will be **permanently suspended.** If this occurs, you will need to contact the hospital you are attending to have them **Unblock** your account.

You will then be able to navigate to the **Patient Preadmit Portal** and click **Log In**.

Click **Forgot Password?**

Enter the patients **Email Address** and click **Recover.**

Check your email address for a link to **reset your password.**

Updating a Username

There may be instances when a user needs to change their name in FYDO. This can be done by the user themselves, by following the steps below.
[redacted]

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

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

4. Amend the required **First Name** or **Surname** fields
5. Click **Save**

Preadmit Hospital Portal – Ordering Credits

For patients to submit online pre-admission forms the facility will need to purchase credits.

This can be done from your hospitals Preadmit Portal.

1. Once on the dashboard, select **Credits** tab

The Credits tab there is the ability to:

a) Order credits
b) Set credit reminders
c) See available credits
d) View past credit purchases

2. To **Order Credits** select the yellow button on the far right that says ‘Order Credits’.

3. **Select the Qty** that you would like to purchase, and the **Unit Price** and **Total Price** will automatically populate.
4. Click **Proceed to Payment**.

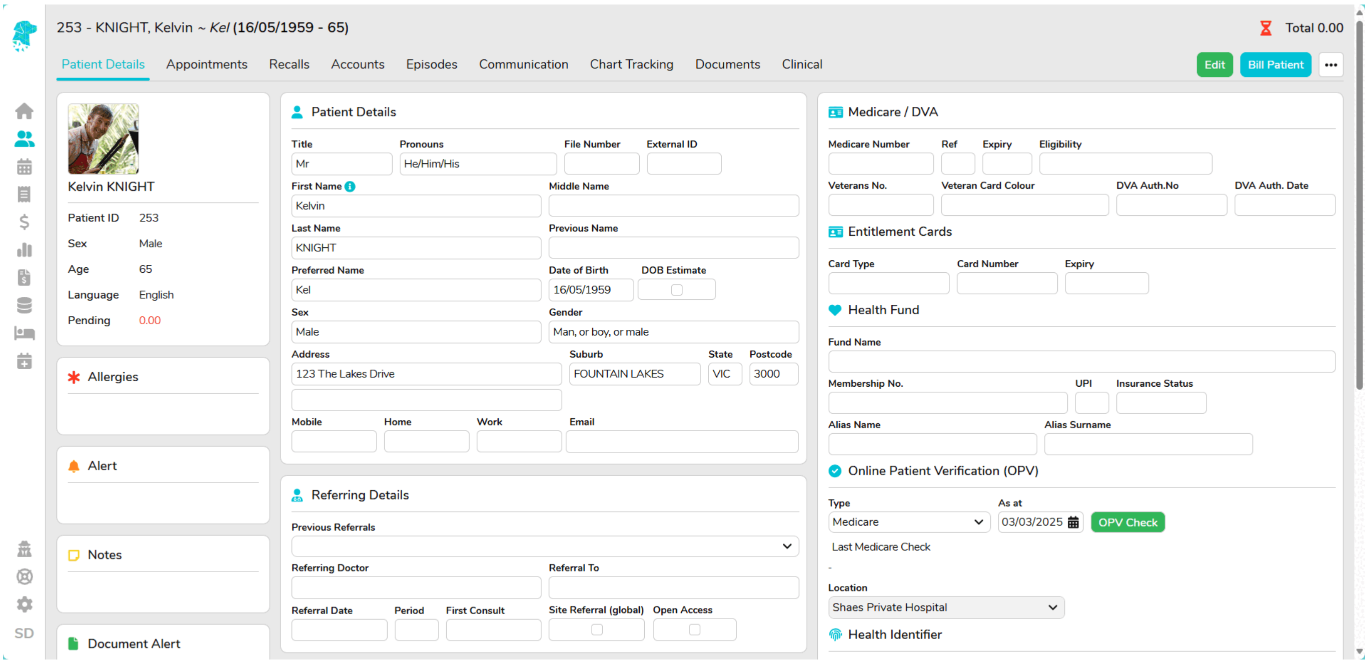
5. You will then be prompted to enter in the credit card details
6. Click **Submit Credits Order** and the credits will be added to the account as soon as the payment is processed.
7. Click **Set Credit Reminder** on the top left-hand side of the screen to set when you would like to receive reminders about how many credits there are remaining.

8. Then enter when you would like to receive the first and second **Credit Reminders**.

   This will send notification emails when the number of credits drops to the amount that you have stipulated. A reminder will also be sent when there are 0 credits remaining.

Re-Order Patient Screen

Users will soon be able to customise the **Patient Screen** and display the details that are most relevant to them!



Access to this feature is managed at the User Group level, via **Settings > User Groups**, by amending the option under **Patient** for **Reorder.**

Users with the appropriate access levels can customise the layout of the patient screen by navigating to any patient and selecting **Reorder Content** from the **Menu** in the top-right corner.

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

Information groups can also be **Reordered** by dragging them to the appropriate spot. The layout can be displayed across two columns or condense it into a single column if needed.

Once the desired order has been selected, click **Save Order** and the view will be displayed whenever the **Patient Screen** is opened.

Adding or Editing Doctors – Hospital

Adding Doctors or Surgeons to FYDO can be easily done by a user that has the required access level.

1. Navigate to **Settings**
2. Select **Doctors**

3. Use the **Search** field to find a specific doctor
4. To **Edit** a doctor already entered, simply **double click** on their line
5. To **Add** a new doctor select **Add Doctor**

6. For **multi-location** databases, you will be required to select the **Location** that the doctor is to be added to.

7. Minimum details required to add a doctor are **First Name, Surname** and **Speciality.**

8. Add in as much information as you would like. *Provider numbers can be required for data extract and claiming purposes.*
9. Doctors assigned the **Speciality** of **Anaesthetics** will be displayed in the **Anaesthetist** field throughout FYDO and won't be admitting doctors.
10. All other Specialties *(including customised ones, added by the facility)* will be included in the **Doctor/Surgeon** dropdowns in FYDO.

FYDO gives the option to view all the doctors expiry dates for **AHPRA, Insurance** and **Credentailing**. These dates can by displayed by selecting **View > Dates.** These dates are colour coded to allow easy identification if they are expiring soon:
– [redacted]
– [redacted]
– **Black Date > Not due to expire for over 3 months**

Users are able to export the Doctors List to Excel or PDF if required.

SMS Automation in FYDO

Stay connected with your patients effortlessly with the new **Automated SMS** feature in FYDO!
This feature allows you to automatically send SMSs to patients before and after their admissions, at timeframes that work for you!
– Need to send patients their admission times? Done.
– Need to remind patients to complete their Admission Form? No problem.
– Want to send a Post-Discharge follow-up or request feedback via a Patient Survey? It's all possible!

[redacted]

[redacted] support@alturahealth.com.au
[redacted]

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

- **An SMS Account:** You'll need an SMS account set up in FYDO. If you're not sure whether you already have one, contact our team.
- **SMS Templates:** You'll need to set up SMS Templates. Detailed instructions are available on our Adding SMS templates – FYDO Wiki
- **SMS Automation:** Once your templates are ready, you'll need to set up SMS Automation in the FYDO Settings. Let's walk through that now!

1. Navigate to **Settings**
2. Select **SMS Automation**

3. Click **Add SMS Automation**

4. Select the **Condition.** *(We will go into detail on each of the **Conditions** later in the instructions and explain what field in FYDO governs their status)*
5. Select the required **Template**
6. Select the **Number of Days Before** or **After** the episode that you'd like the SMS to be sent
7. Select the **Time** that you'd like the SMS sent
8. Select the **Location** for Multi-Location databases. *(Single location databases will not need to amend this field)*
9. Select the specific **Theatre** if this Automated SMS is only going to apply to one. Otherwise leave the selection as **All Theatres**
10. Click **Setup Auto SMS**

[redacted]

To Confirm Appointment

This type of SMS automation is triggered by the **Confirmed** field in the **Edit Appointment Screen** of each episode. When the Automated SMS Condition is set to **To Confirm Appointment** this field will be checked before sending, to ensure the message is only sent to appointments that haven't been confirmed yet.

[redacted]

For example, the automated SMS feature will check for appointments scheduled in the next two days

that haven’t been confirmed. It will send the selected SMS template at 9am.
For the below example, let’s say today is Monday:

- The system will check all appointments scheduled for Wednesday and send the SMS to those without an entry in the **Confirmed** field.
- FYDO will also scan for any late additions to appointments within the two-day window to ensure these patients also receive the SMS.

Post Discharge

This SMS automation is based on the **Discharge Date.** Once an episode is discharged, the SMS will be sent at the designated timeframe **after** the discharge date.
For example, if today is Monday and a patient is discharged at 1pm, they will receive the automated **Post Discharge SMS** one day after their discharge date. In this case, the SMS will be sent on Tuesday at 9am.

Admission Form Not Received

This automated SMS is triggered based on the **Admission Form Received** Check List item. If the checkbox is marked for a patient’s admission, they will not receive the automated SMS. This means the SMS will only be sent to patients who have not yet completed their admission form!

With the check box now automatically ticked when patients completed Online Preadmit Paperwork is committed, following up with patients who still need to complete this task has never been easier!

For the below example, if a patient is booked for Monday, they will receive their **Admission Form Not Received** reminder on Sunday at 8am, the day before their scheduled admission.

Keep in mind, you can set up **multiple SMS Automations**! So, if you want to remind patients every day until they submit their admission form, you can easily do that!

[redacted]

[redacted] support@alturahealth.com.au
[redacted]

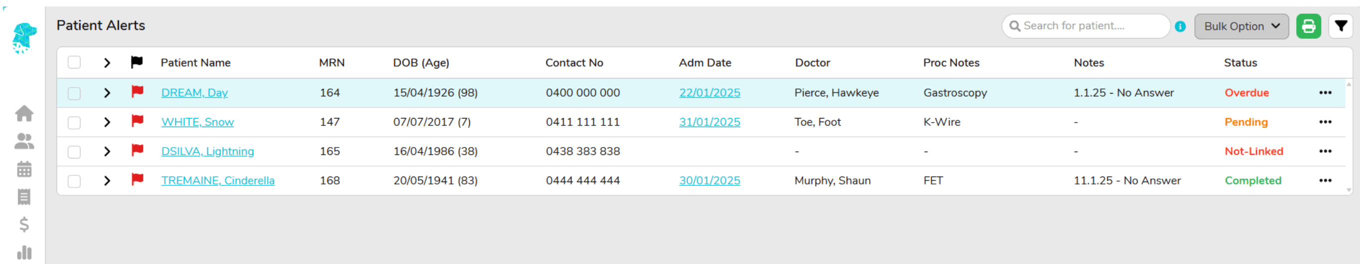
Let’s look at a demo setup for streamlining patient communication! Automating these SMS reminders can really help improve patient engagement and reduce the administrative burden on staff. Here’s an example of how it can work and why it’s effective:

1. **Online Pre-Admission Form Link (4 days before admission)**
   This gives patients a head start in completing their required paperwork. The fact that it only contacts those who haven't already submitted the form is a great way to avoid unnecessary follow-ups and potential annoyance for patients who are already on top of their forms.
2. **Follow-Up Reminder for Admission Forms (2 days before admission)**
   A reminder just before the deadline to submit the form ensures that those who missed the first notification get another nudge, but again, it avoids bothering anyone who's already completed the form. A gentle follow-up can help improve compliance.
3. **Pre-Procedure Confirmation (1 day before admission)**
   This is crucial for making sure patients are prepared with all the details – admission time, fasting instructions, what to do when they arrive, and appointment confirmation. It helps patients feel more confident and organized the day before their procedure.
4. **Post-Discharge Check-In (1 day after discharge)**
   Checking in on patients after they leave the hospital can show that you care about their recovery, making them feel supported and giving you an opportunity to catch any concerns early. Helping you meet your post-discharge obligations.
5. **Patient Survey Link (5 days post-discharge)**
   Asking for feedback via a patient survey is a great way to gather insights on their experience and identify any areas for improvement. Giving them a little time to settle into their recovery before asking for feedback might result in more thoughtful responses. Automating this follow up ensures all patients are given the opportunity to participate in providing feedback.

Patient Alerts – with Preadmit & FYDO

[redacted]

Patient Alerts is a new feature in FYDO that displays a list of high-risk patients and their associated conditions, helping you address potential issues before admission.



Patient Name	MRN	DOB (Age)	Contact No	Adm Date	Doctor	Proc Notes	Notes	Status
DREAM, Day	164	15/04/1926 (98)	0400 000 000	22/01/2025	Pierce, Hawkeye	Gastroscopy	1.1.25 - No Answer	Overdue
WHITE, Snow	147	07/07/2017 (7)	0411 111 111	31/01/2025	Toe, Foot	K-Wire	-	Pending
DSILVA, Lightning	165	16/04/1986 (38)	0438 383 838		-	-	-	Not-Linked
TREMAINE, Cinderella	168	20/05/1941 (83)	0444 444 444	30/01/2025	Murphy, Shaun	FET	11.1.25 - No Answer	Completed

[redacted]

Patient Alerts are configured within your hospital's Preadmit Portal:

- **You decide which questions to ask the patients.**
- **You determine the criteria that triggers a Patient Alert.** For Example:
  - BMI over 30

    - The patient indicating they have diabetes
    - Family history of cardiac issues

- **Patients answer these questions online** while completing their Preadmission Questionnaire.
- **Any high-risk responses are flagged** and displayed [redacted] for immediate review.

[redacted]

Patient Alerts streamline the preadmission process by enabling hospitals to gather critical information effortlessly and early:

- **Convenient for patients:** Patients can complete the questionnaire at a time that suits them, rather than waiting for a nurse's call.
- **Time-efficient for Clinical Staff:** Reviewing patient responses online reduces the need for lengthy phone calls.
- **Proactive consultation:** Doctors and anaesthetists can be consulted about high-risk cases BEFORE speaking with the patient, minimising the need for follow-up calls.

[redacted]

1. Continue using your existing **Preadmit Portal Link**
2. Patients complete the online questionnaire **at their convenience**, and responses are sent directly to **FYDO**
3. **Link** and **Commit** preadmit forms as usual. *(Instructions available [here](#))*

4. **Responses without alerts** are attached to the patient's FYDO file under **Documents.**
5. **High-risk responses** are displayed in the Patients Alert for review by Clinical Preadmission Staff.
6. To access the Patient Alerts Screen, navigate to **Data I/O** and select **Patient Alerts**.

7. **Key Features of the Patient Alerts Screen** include the top-right menu which allows users to:

8. **Arrow** or **Flag** icon will display the high-risk triggers.

9. **Patients Name Link:** Go directly to the Patient Details Screen.
10. **Important Information:** Regarding episode and patient can be viewed.
11. The **Status** indicates what action is require for the patient:

12. The menu, on the right, gives users a number of options, including:

[redacted]

It is so easy to get started! Our team will take care of the entire setup process for you, ensuring that Patient Alerts integrate seamlessly into your workflow. With everything handled by us, you can focus on providing the best care while benefiting from improved communication and efficiency.

Contact us today!
Email: preadmit@alturahealth.com.au
Phone: (02) 9632 0026

[redacted]

We are continuously improving FYDO, and the new Patient Alerts feature is no different! Upcoming enhancements include:

- **Permission/Access** Level for the screen.
- Automatically mark **Pre-Admission Contacted** when entry in Patient Alert screen is completed.
- Add the option to show the **Flags** in **Custom Views** on the Appointments Screen.

My Health Record (MHR)

This page is designed to guide your team through the process of connecting to My Health Record (MHR) via your FYDO account. It outlines the key steps to ensure a seamless integration, helping your hospital streamline the process of uploading of Discharge Summaries.

By preparing ahead of time, you'll have everything needed for a smooth transition, allowing both staff and patients to benefit from a more connected healthcare experience.

Explore the page to ensure your team is ready for this important integration, and feel free to contact us with any questions at **(02) 9632 0026** or **support@alturahealth.com.au**

On the 28th of November 2023 we partnered with the **Australian Digital Health Agency** to present a webinar to our customers. This webinar provided essential information on the steps required for your hospital's integration with MHR.

Click the link below to access the slideshow from this presentation. It offers step-by-step instructions on tasks like **how to register a seed organisation, registering for PRODA, linking your Healthcare Identifiers to HPOS, registering your organisation for HPI-O, and more.**

Implementing My Health Record in a Private Hospital or Day Surgery Webinar

Additional information on how to register your organisation for My Health Record can be accessed here.

My Health Record Timeline

The Advisory AS18/11: Implementing systems that can provide clinical information into the My Health Record system outlines the timeframes for implementation of a system to upload Discharge Summaries to MHR.

As of September 2024, this advisory stated:

To comply with Actions 1.17 and 1.18, health service organisation must:

- *By June 2024, have developed a detailed plan that complies with:*
  – all requirements of Part 5 of the Rule;
  – user of national patient and provider identifiers (IHIs, HPI-Os, HPI-Is); and,
  – user of standard national terminologies.

- *By December 2024, have ongoing monitoring and evaluation of compliance with the requirements of Action 1.17 and 1.18.*

Accrediting agencies are required to:

- *Review evidence that:*
  – From July 2024, the organisation has completed a gap analysis, has a detailed plan and the plan is being implemented
  – From January 2025, the organisation has as system to monitor and evaluate compliance with Action 1.17 and 1.18.
- *Rate Action 1.17 as met, only if the organisation demonstrates achievement of the specific requirements of the Action in the relevant year.*
- *Rate Action 1.18 as met only if the organisation demonstrates embedded processes in accordance with the specific requirements of the Action in the relevant year.*
- *Rate Actions 1.17 and 1.18 as met with recommendations if there is evidence of a gap analysis and finalised plan endorsed by executive and the plan is being implemented and monitored (NB. where these requirements are met, these actions may be rated 'met with recommendation' for no more than one accreditation cycle).*

The information above outlines that, from January 2025, the health service organisation are expected to **works towards implementing** systems capable of providing clinical information to MHR. Additionally, organisations must have **processes that**

- **describe access to the system** and
- **maintain the accuracy and completeness of information the organisation uploads**

What can you do to prepare for the MHR integration?

Facilities can ensure they are ready for the integration as soon as it becomes available by:

- Ensuring they have registered their organisation and obtained their **HPI-O**
- Collecting the individual **HPI-I's** of their doctors
- Review **Advisory AS18/11** to conduct the required gap analysis and ensure a detailed plan is in place and being implemented.
- Await an email, from us at FYDO, that advises of our **CSP number** so that you can link your **HPI-O**
- **Set required access levels** for all staff to Upload and Remove Discharge Summaries from MHR. This can be done by an authorised staff member from your facility by navigating to **Settings > User Groups.**

We appreciate your patience and support as we continue to undergo conformance testing, with the Australian Digital Health Agency, to implement this integration with MHR.

Single Sign On (SSO) with FYDO

At FYDO, we are committed to continuously enhancing the security and convenience of our platform for our valued customers. And because of that, we use Single Sign On (SSO) to FYDO! This feature will allow you to access FYDO using your existing credentials from Microsoft or Google, simplifying your login process while maintaining the highest level of security.

SSO is a secure authentication process that enables you to log in to multiple applications with a single set of credentials. By integrating SSO, we aim to provide you with a seamless and efficient log in experience.

When you log in, you will notice two buttons for Microsoft and Google account access, as pictured below.

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

Note– The account you use must already be set up in FYDO to proceed.

If you are not already logged into your browser with an account, you will be prompted to **'Pick an account'** or **'Use another account'** as shown below. You will need to enter your password to proceed.

You may still use your email and password to log in unless your FYDO account subscriber has forced SSO to be used. In that case, you may receive a message at the top of the screen, as shown:

If you receive the message above, please try using the Microsoft or Google buttons. If you still have problems logging in, **contact your FYDO account subscriber** *(the person in charge of FYDO at your facility)* before reaching out to Altura Health Support.

If you have forgotten your Microsoft or Google password, please contact your IT department. This issue is separate from FYDO and cannot be addressed by Altura Health Support.

How to enforce SSO in FYDO

SSO authentication can be enforced for all or selected users. Once SSO is enforced, an email invitation will be sent to the applicable user/s, advising them to activate their account via SSO. The user does not need to use the email invitation link; they can go directly to the FYDO website.

Note: Once a user is required to use SSO by their facility, their existing password will be deleted.

To enforce SSO for all users:

1. Go to **Settings > Security** and click **Edit**.

2. Tick the **SSO as Mandatory** tick box (as shown below) and click **Save**.

If, for any reason, some users are unable to authenticate using SSO, they can be reverted back to the standard email/password authentication method.

To revert all users to email/password authentication:

1. Simply untick the **SSO as Mandatory** box in **Settings > Security.**

To revert specific users to email/password authentication:

1. Go to **Settings > Users**
2. Double-click on required user
3. Click **Edit**
4. Untick **SSO Mandatory**
5. Click **Save**

Reverted users will receive another email invitation to set up their new password.

You can see which users have SSO enforced and whether they have successfully authenticated using SSO by going to **Settings > Users**.

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