

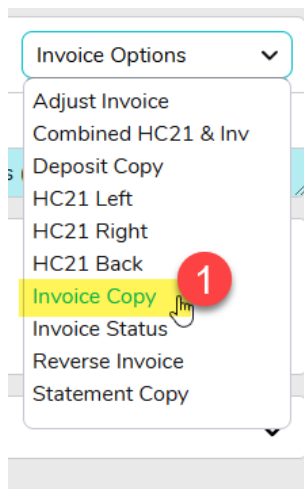
Emailing an Invoice from FYDO

You can now send invoices directly from FYDO using your Microsoft 365 email account. This feature uses a secure integration via a Microsoft Enterprise Application called **FYDO_EmailSender**.

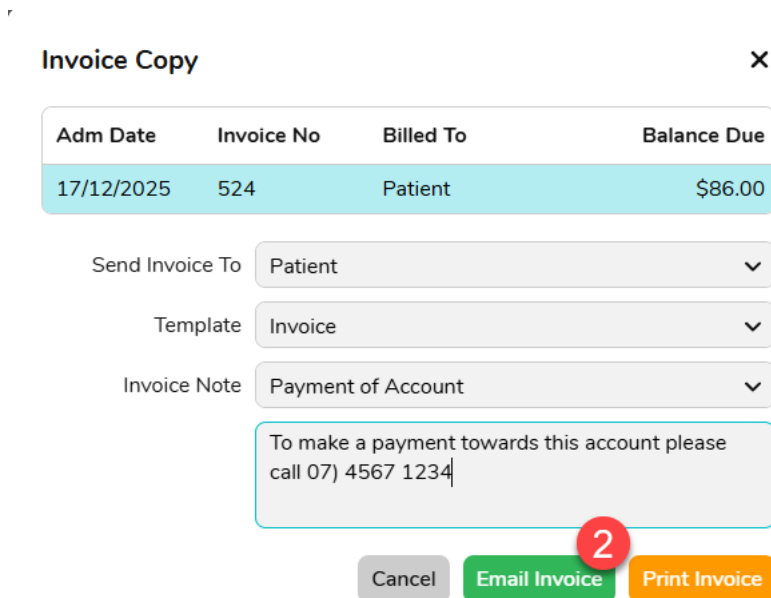
For this functionality to work, your Microsoft 365 tenant must allow the required permissions, which may need assistance from your IT department. To find out how to set up your email, see our [Setting up to Email from FYDO](#) user guide.

Once successfully set up, you can email an Invoice Copy from the Episodes screen.

1. Under the Invoice Options Drop down in the Episodes screen, select 'Invoice Copy'



2. Select the Invoice options as usual and click on the 'Email Invoice' button

A screenshot of a software interface showing the 'Invoice Copy' form. The form has a title bar 'Invoice Copy' with a close button 'X'. Below the title bar is a table with the following data:

Adm Date	Invoice No	Billed To	Balance Due
17/12/2025	524	Patient	\$86.00

Below the table are three dropdown menus: 'Send Invoice To' (set to 'Patient'), 'Template' (set to 'Invoice'), and 'Invoice Note' (set to 'Payment of Account'). Below these is a text area containing the text 'To make a payment towards this account please call 07) 4567 1234'. At the bottom of the form are three buttons: 'Cancel', 'Email Invoice' (highlighted with a red circle containing the number 2), and 'Print Invoice'.

3. Select who you'd like to email, whether it be the Patient or Fund, modify the Email Subject and Body of the email if necessary and click on the 'Send Email' button

Email Invoice

☒ Patient Email

EggMan@gmail.com

☐ Fund

Subject

Your Receipt/Invoice

Body

Hi Humpty
Please find attached your Receipt/Invoice #524

Discard

Send Email

3

4. If the email is successful, you should see a message at the top of the FYDO screen like below

Email sent successfully

x

❏ **Important:** The email will appear to the recipient as being sent from the shared mailbox (e.g. reception@hospital.org.au), but will still be sent using your personal Microsoft 365 account. The message will be saved in your **Sent Items**, not the shared mailbox's.

Setting up to email from FYDO

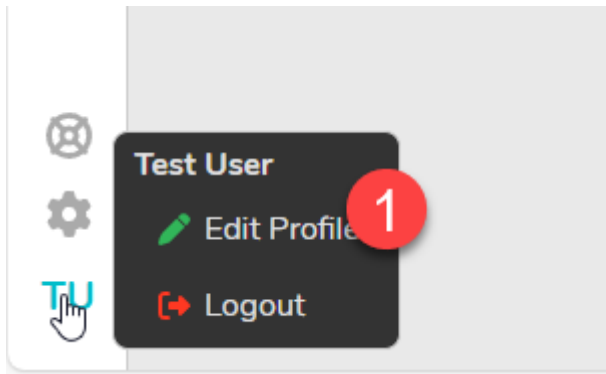
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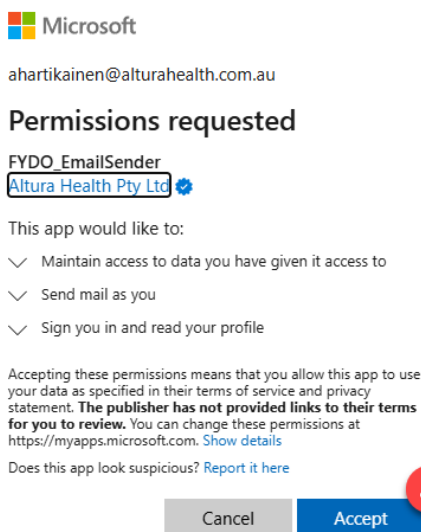
Email Verification Step – Before being able to email an invoice from FYDO, you firstly need to verify your email account (either your user account or a shared email account, such as a department email address).

To verify your email, follow these steps:

1. Go to your user account initials in the bottom left corner and select 'Edit Profile'



2. If you want to email from a Shared email account, enter the email address, otherwise leave blank to send from your account you used to log into FYDO.
3. Click on the Microsoft button, which will prompt you with the following screen.
4. Click on the Accept button and if your Microsoft already has the appropriate permissions set, you should get a "Email has been successfully verified" message at the top of FYDO, as shown below.

A screenshot of the 'Edit Profile - Test User' page. The page has a grey header with the title 'Edit Profile - Test User'. Below the header are four tabs: 'User Details', 'Change Password', 'Authentication', 'Sessions', and 'Email Verification'. The 'Email Verification' tab is selected and highlighted in blue. Below the tabs is a white box with the title 'Email Verification' and a 'Reset Verification' button. Inside the box, there is a 'Shared Email' section with a checked checkbox and an input field containing 'support@alturahealth.com.au'. A red circle with the number '2' is next to the input field. Below the input field are two buttons: 'Microsoft' (with a red circle '3' next to it) and 'Google'.

Email has been successfully verified.



Note: If you do not see the success message, your Microsoft 365 tenant may not have granted the required permissions. Please contact your IT department and advise them that the FYDO_EmailSender application needs to be granted the following permissions for your user account:

- offline_access
- Mail.Send
- User.Read

You may also not have the appropriate permissions to email from a Shared email account.

IT Support Teams can contact Altura Health Support for assistance if required.

To find out how to email an invoice from FYDO, please see our [Emailing an Invoice from FYDO](#) user guide.

[My Health Record - Checking Patient's Individual Healthcare Identifier and Consent](#)

In order for patient's Discharge Summaries to be uploaded into My Health Record (MHR) their Individual Healthcare Identifier (IHI) needs to be successfully verified.
These instructions will explain how this can be done in FYDO.

When creating a new patient, the **MHR Consent** tick box will be ticked by default. This ensures all episodes created for this patient will automatically have the **MHR Consent** box ticked at an episodic level.

It will need to be unticked if the patient withdraws consent for information to be uploaded to MHR, and in turn, any bookings created after the patients MHR Consent tick box is unticked will **not** have the tick selected in the episode.

163 - SWAGGER, Bob Lee (16/04/1986 - 39) * ⌚ Total 1,979.00

[Patient Details](#) [Appointments](#) [Recalls](#) [Accounts](#) [Episodes](#) [Communication](#) [Chart Tracking](#) [Documents](#) [Clinical](#) Edit Bill Patient ...

Bob Lee SWAGGER

Patient ID 163
Sex Male
Age 39
Language English
Pending 1,979.00

Allergies
Mango

Alert

Notes

Document Alert

Patient Details

Title Mr Pronouns File Number External ID

First Name Bob Lee Middle Name Shooter

Last Name SWAGGER Previous Name Fun

Preferred Name Date of Birth 16/04/1986 DOB Estimate

Sex Male Gender Man, or boy, or male

Address 123 Longshot Lane Suburb TRIGG State WA Postcode 6029

Mobile Home Work

Email

Referring Details

Previous Referrals

Referring Doctor Referral To

Referral Date Period First Consult Site Referral (global) Open Access Status

Personal Information

Medicare / DVA

Medicare Number Ref Expiry Eligibility

Veterans No. Veteran Card Colour DVA Auth.No DVA Auth. Date

Entitlement Cards

Card Type Card Number Expiry

Health Fund

Fund Name AUH - Australian Unity

Membership No. 123456 UPI Insurance Status Full Fee

Alias Name Alias Surname

Online Patient Verification (OPV)

Type Health Fund As at 28/10/2025 OPV Check

Last Medicare Check Last Health Fund Check

Location Shaes Private Hospital

Health Identifier

Health Identifier Number MHR consent IHI Check

Status Record Status Last Verified

FYDO will automatically verify the **IHI Number** when the patient is added to the database for the first time.

If manual verification is necessary, click “**IHI Check**” after adding the patient.

163 - SWAGGER, Bob Lee (16/04/1986 - 39) * ⌚ Total 1,979.00

[Patient Details](#) [Appointments](#) [Recalls](#) [Accounts](#) [Episodes](#) [Communication](#) [Chart Tracking](#) [Documents](#) [Clinical](#) Edit Bill Patient ...

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Type Health Fund As at 28/10/2025 OPV Check

Last Medicare Check Last Health Fund Check

Location Shaes Private Hospital

Health Identifier

Health Identifier Number MHR consent IHI Check

Status Record Status Last Verified

If you are aware of what the patient’s IHI Number is, and have typed it into FYDO, the check will verify that it is correct.

If you do not have the patient’s IHI Number, the check will retrieve their number and populate the field, provided that the patient can be identified.

The **Status**, **Record Status** and **Last Verified** information will be displayed.

The interface displays the following information:

Health Identifier Number	MHR consent	IHI Check
800	<input checked="" type="checkbox"/>	<input type="button" value="IHI Check"/>

Status	Record Status	Last Verified
Active	Verified	20/10/2025 04:43:11 PM

A message will display if the patient cannot be identified.

The first message is titled "Health Identifier Error" and contains the text: "(INFORMATION) No Healthcare Individual records have been found." with an "OK" button.

The second message is titled "Health Identifier - Failed Luhn Check" and contains the text: "The Health Identifier value has failed the Luhn check, please check." with a "Close" button.

IHI verifications work according to the same data matching principals' as the Medicare OPV. To address an unsuccessful verification, users can check certain patient identifiers i.e. the spelling of the first and last name, accuracy of their Date of Birth and Medicare card.

MHR Consent

MHR Consent is available in FYDO on both the **Patient Level** and the **Episodic Level** to allow patients the flexibility to withdraw MHR consent for specific episodes.

For facilities that utilise Preadmit, MHR Consent can be obtained when the patient submits their admission form, and the information can be transferred into FYDO. The answer that the patient gives will be reflected on the **Patient Screen**. If you are interested in setting this up, please reach out to our Preadmit team.

Consent on a Patient Level:

- For patients created in FYDO, MHR Consent is ticked on the **Patient Screen** by default when a patient is created.

- If a patient withdraw consent completely, this box needs to be manually unticked.
- MHR Consent updates made in **Preadmit** will update the patient's MHR Consent status in the **Patient Screen**.

Consent on an Episodic Level:

- MHR Consent is defaulted at the point of booking based on the patient's current consent status in the **Patient Screen**.
- If the patient has consented, new episodes will be automatically ticked as consented.
- If the patient has not consented, new episodes will remain unticked.
- After booking, the **Edit Appointment Screen** consent operates independently from the Patient Screen. This allows consent to be added or removed for an individual admission.
- If the MHR Consent is **not** ticked in the **Edit Appointment Screen**, FYDO recognises that the patient has not consented, and the facility will be unable to upload the discharge summary to MHR.

For more helpful information related to **My Health Record** visit our associated wiki pages to:

Add your **organisations** HPI-O to FYDO [here](#).

Add your **doctors** HPI-I to FYDO [here](#).

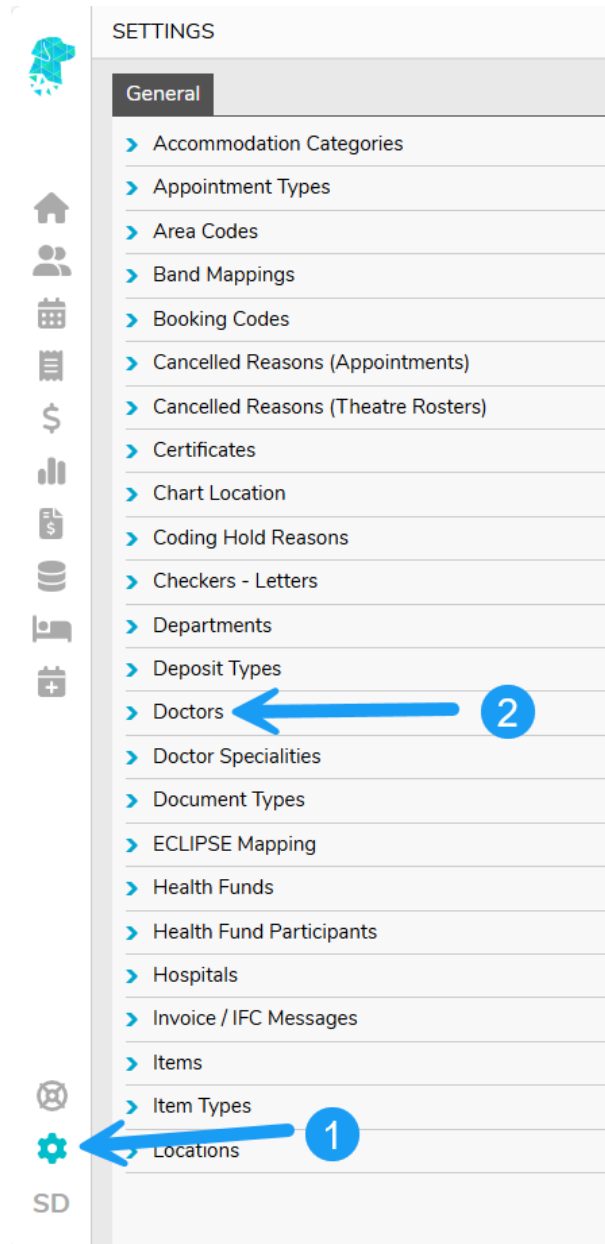
Upload a **discharge summary** in FYDO [here](#).

[My Health Record - Adding your Doctors HPI-I to FYDO](#)

In order to upload Discharge Summaries to My Health Record Clinical Staff (Doctors/Surgeons) will need to supply the facility with their *Healthcare Provider Identifier - Individual (HPI-I)*. Doctors can find out what their HPI-I is by calling Healthcare Identifiers on 1300 361 457 or they can get it from AHPRA. This number needs to be entered into FYDO by following the instructions below.

Navigate to **Settings**

Select **Doctors**



Double click on the required Doctor & select **Edit**



Type in the Doctors HPI-I, under the section **Health Identifier**, and click **Save**

Health Identifier

HPI-I

Status -

Last Verified -

Address Site Name

Address Street Number

Address Street Name

Address Street Type

FYDO will automatically run an internal check, to ensure the HPI-I follows the required format, when you click save. If the number doesn't meet the requirements, you will be given an alert.

Health Identifier – Failed Luhn Check

×

The Health Identifier value has failed the Luhn check, please check.

Close

You will then need to either correct the HPI-I or remove it to be able to save the rest of the information.

If the number was able to be saved, you can utilise the **HPI-I Check** button to verify the number. A successful verification will be identified with a **GREEN** boarder, and the **Status** and **Last Verified** date and time also be displayed.

Health Identifier

HPI-I

8003619900047181

HPI-I Check

Status **Active**

Last Verified 20/10/2025 11:31:50 AM

Address Site Name

Address Street Number

Address Street Name

Address Street Type

For more helpful information related to **My Health Record** visit our associated wiki pages to:

Add your **organisations** HPI-O to FYDO [here](#).

Check a **patients** IHI in FYDO [here](#).

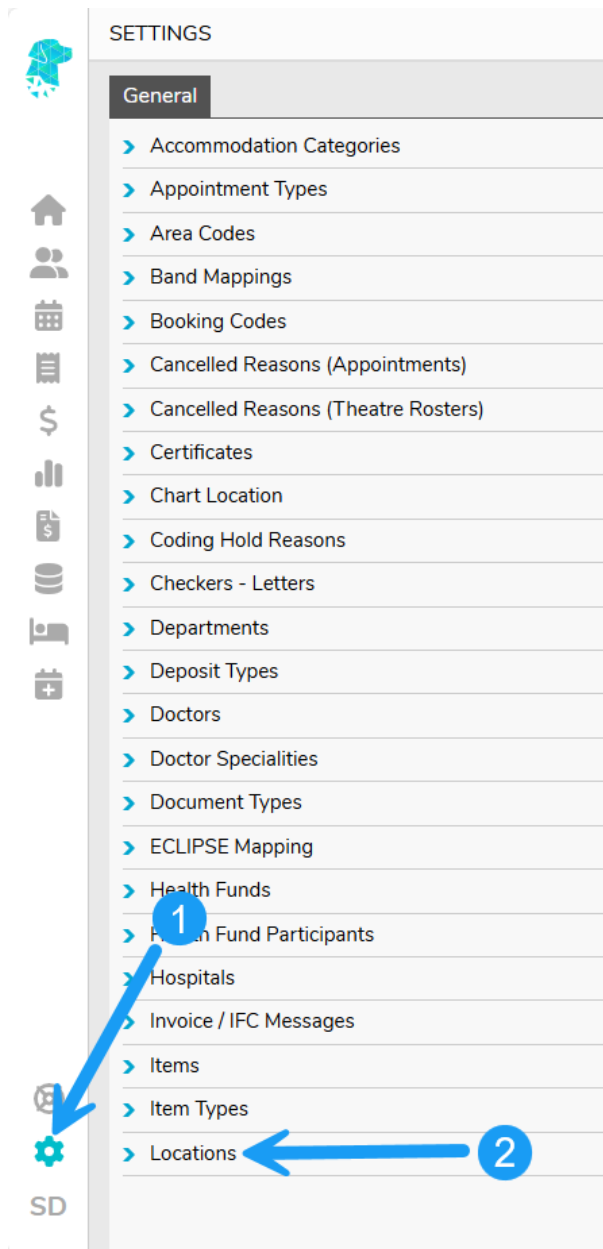
Upload a **discharge summary** in FYDO [here](#).

[My Health Record - Adding your Organisations HPI-O to FYDO](#)

In order to upload Discharge Summaries to My Health Record organisations will need to have completed the registration process & received a *Healthcare Provider Identifier - Organisation (HPI-O)*. This number needs to be entered into FYDO by following the instructions below.

Navigate to **Settings**

Select **Locations**



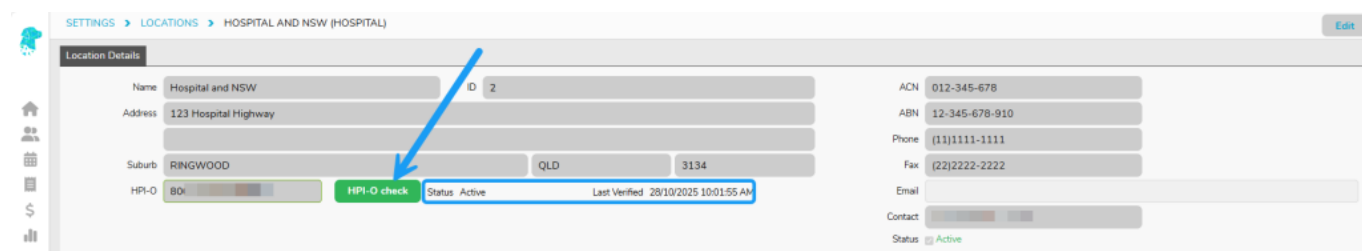
Double click on the required Location & Click **Edit**



Enter in the organisations **HPI-O** and click **Save**



You will then be able to click **HPI-O Check** and see the **Status** and **Last Verified** date and time.



SETTINGS > LOCATIONS > HOSPITAL AND NSW (HOSPITAL) Edit

Location Details

Name: Hospital and NSW ID: 2

Address: 123 Hospital Highway

Suburb: RINGWOOD QLD 3134

HPI-O: [Green box] **HPI-O check** Status: Active Last Verified: 28/10/2025 10:01:55 AM

ACN: 012-345-678

ABN: 12-345-678-910

Phone: (11)1111-1111

Fax: (22)2222-2222

Email:

Contact:

Status: Active

A successful verification will be indicated with a **GREEN** boarder around the number as per above.

For more helpful information related to **My Health Record** visit our associated wiki pages to:

Add your **doctors** HPI-I to FYDO [here](#).

Check a **patients** IHI in FYDO [here](#).

Upload a **discharge summary** in FYDO [here](#).

Diagnosis Cluster Code User Guide

This guide is written for end users (*e.g. clinical coders, medical record staff*) who assign the Diagnosis Cluster Code ID during routine workflows.

What is a Diagnosis Cluster Code?

A **Diagnosis Cluster Identifier (DCID)** is an alphanumeric character allocated to each ICD-10-AM code reported within an episode of care to identify and maintain the link between diagnosis codes as the data is collected, validated, processed and analyzed.

When should I assign it?

Cluster codes apply for ICD-10-AM and ACS Thirteenth Edition and will be mandatory starting from **1 July 2026**.

Is FYDO Cluster Code Ready?

Yes, the Diagnosis Cluster Code field is already available on the **FYDO Coding Screen** for each diagnosis line.

APPOINTMENTS

CODING SCREEN

MRN 103 - DAY Doris

Admission No. 1086

Procedure Notes Gastroscopy

DOB 03/04/1922 (103)

EpiNo. 111

Admission Date/Time 02/12/2025 06:00

Sex Female

FileNo

Discharge Date/Time -

Fund BUP

Dr/Surgeon HAB,Rea

Other Notes

Location Shaes Private Hospital (QLD)

Speciality Surgeon

Anaesthetist

Save & Continue

Save

Cancel

Clinic: \$0.00 Hospital: \$-923,315.50 Total: \$-923,315.50

Diagnosis

Codefinder

Documents

Coder S (Altura)

Copy Previous Coding

Select Episode

Coding on Hold

#	Type	Code	Description	Cluster	Indicator	Action
1	P - Principal Diagnosis	S52.30	Fracture shaft of radius part unsp	A	Y - Condition present on admission	X
2	E - External cause	V03.1	Ped vs car truck ped traf accident	A	Y - Condition present on admission	X
3	E - External cause	Y92.10	Plo prison	A	Y - Condition present on admission	X
4	E - External cause	Y72.0	ENT dev ass unintrl dx & monitor	A	Y - Condition present on admission	X
5	A - Additional Diagnosis	J44.1	COPD with acute exacerbation unspecified	8 - not assigned to	Y - Condition present on admission	X
6	A - Additional Diagnosis	Z72.0	Tobacco use current	8 - not assigned to	Y - Condition present on admission	X
7	A - Additional Diagnosis	U82.3	Supplementary code for hypertension	0 - chronic conditio	Y - Condition present on admission	X
8	A - Additional Diagnosis	U86.2	Supply code arthritis & osteoarthritis	0 - chronic conditio	Y - Condition present on admission	X
9						X

While not mandatory until 1 July 2026, hospitals have the option of assigning DCIDs now or leave the cluster code as default 8.

More information can be found via the helpful link here:

[Cluster coding | IHACPA](#)

Cluster Coding and Data Extracts

FYDO will include Diagnosis Cluster Codes in all statutory data extracts from 1 July 2026, in alignment with IHCPA requirements.

Appointment Screen Improvements

FYDO is continuously working behind the scenes to enhance functionality and streamline workflows. Below, you'll find an overview of the new look **Appointment Screen** scheduled for implementation at the end of **September**.

This sleek new look has been designed to support efficient workflows and allow staff to easily access the features that are important to them. All actions previously in the sidebar have been relocated to allow for a wider view to display more information that is important to you.

Appointments 3 Patients 45 of 360 minutes <input type="text" value="Search for patient..."/> Wednesday, 10 Sep 2025 Individual Action												
ADMISSIONS DAY PROGRAM MEDICAL THEATRE 1 THEATRE 2 THEATRE 3												
Time	Name	MRN	Procedure	Surgeon	Notes	Sts	C	B	HF	OOP		
09:00				EYES, Bright								...
09:30				EYES, Bright								...
10:00	SWAGGER, Bob Lee	163	Left Cat & IOL	EYES, Bright	Diabetic	B			AUH			...
10:15	STEWART, Alfred	110	Left Cat & IOL	EYES, Bright		B			BUP			...
10:30	FLINSTONE, Frederick	228	Right Cat & IOL	EYES, Bright	Wheelchair	B			DHF			...
10:45				EYES, Bright								...
11:00				EYES, Bright								...
11:30				EYES, Bright								...
12:00				EYES, Bright								...
12:30				EYES, Bright								...
13:00				EYES, Bright								...
13:30				EYES, Bright								...
14:00				EYES, Bright								...
14:30				EYES, Bright								...

To choose your preferred view - **All, Individual, Week, List, or Waitlist** - use the dropdown menu located on the right-hand side of the date.

Appointments 3 Patients 45 of 360 minutes <input type="text" value="Search for patient..."/> Wednesday, 10 Sep 2025 Individual Action												
ADMISSIONS DAY PROGRAM MEDICAL THEATRE 1 THEATRE 2 THEATRE 3												
Time	Name	MRN	Procedure	Surgeon	Notes	Sts	C	B	HF	OOP		
09:00				EYES, Bright								...
09:30				EYES, Bright								...
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10:45				EYES, Bright								...
11:00				EYES, Bright								...
11:30				EYES, Bright								...
12:00				EYES, Bright								...
12:30				EYES, Bright								...
13:00				EYES, Bright								...
13:30				EYES, Bright								...
14:00				EYES, Bright								...
14:30				EYES, Bright								...

Appointments 10 Patients 155 of 1440 minutes <input type="text" value="Search for patient..."/> Wednesday, 18 Jun 2025 All Action												
THEATRE 1				THEATRE 2				THEATRE 3				
Time	Name	Sts	Excess	Time	Name	Sts	Excess	Time	Name	Sts	Excess	
08:00			...	08:00			...	09:00				...
08:30			...	08:15			...	09:30				...
09:00	STEWART, Alfred	A	...	08:30	PEEP, Bo	A	500.00	10:00	DEAN, James	A	200.00	...
09:15	BEETHOVEN, Ludwig	B	400.00	08:45	PORGY, Georgy	A	800.00	10:20	SWAGGER, Bob Lee	B		...
09:30	DUMPTY, Humpty	B	...	09:00	WHITE, Snow	B	...	10:35	FLINSTONE, Frederick	B		...
09:45	KNIGHT, Kathy	B	...	09:15			...	10:50				...
10:00			...	09:30			...	11:00				...
10:30			...	09:45			...	11:30				...
11:00			...	10:00			...	12:00				...
11:30			...	10:15			...	12:30				...

Appointments 12 Patients 205 of 205 minutes <input type="text" value="Search for patient..."/> Wednesday, 18 Jun 2025 List Action												
Hospital View												
Time	Name	Surgeon	Procedure	Notes	HF	Excess	Anaesthetic (1)	List				
09:00	STEWART, Alfred	MURPHY, Shaun	Right Cat & IOL		BUP		IV/Sedation	Theatre 1				...
09:15	BEETHOVEN, Ludwig	MURPHY, Shaun	Right Cat & IOL		BUP	400.00	IV/Sedation	Theatre 1				...
09:30	DUMPTY, Humpty	MURPHY, Shaun	Left Cat & IOL		BUP		IV/Sedation	Theatre 1				...
09:45	KNIGHT, Kathy	MURPHY, Shaun	Left Cat & IOL		MPL		IV/Sedation	Theatre 1				...
08:30	PEEP, Bo	HOUSE, Greg	Sleep Study		POL	500.00	General	Theatre 2				...
08:45	PORGY, Georgy	HOUSE, Greg	Sleep Study	Wheelchair	MPL	800.00	General	Theatre 2				...
09:00	WHITE, Snow	HOUSE, Greg	Sleep Study		CBH		General	Theatre 2				...
08:40	SQUAREPANTS, Spongebob	PIERCE, Hawkeye	Prep Admission		BUP		General	Admissions				...
10:00	PORGY, Georgy	MURPHY, Shaun			MPL		General	Day Program				...
10:00	DEAN, James	BLACK, Jack	Colonoscopy		MPL	200.00	IV/Sedation	Theatre 3				...

To view the **calendar**, click on the displayed date (e.g., **Wednesday, 10 Sep 2025**). The calendar will open, allowing you to easily select your desired date.

Appointments 3 Patients | 45 of 360 minutes Search for patient... Wednesday, 10 Sep 2025 Individual

ADMISSIONS DAY PROGRAM MEDICAL THEATRE 1 THEATRE 2 **THEATRE 3**

Time	Name	MRN	Procedure	Notes	Sts	C	B	HF	OOP
09:00									
09:30									
10:00	SWAGGER, Bob Lee	163	Left Cat & IOL	Diabetic	B			AUH	
10:15	STEWART, Alfred	110	Left Cat & IOL		B			BUP	
10:30	FLINSTONE, Frederick	228	Right Cat & IOL	Wheelchair	B			DHF	
10:45									
11:00									
11:30									
12:00									
12:30									
13:00									
13:30									
14:00									
14:30									

You can also use the arrows on either side of the displayed date to navigate forward or backward by **one day** or **one week**, making it easy to reach nearby dates.

Appointments 3 Patients | 45 of 360 minutes Search for patient... Wednesday, 10 Sep 2025 Individual

ADMISSIONS DAY PROGRAM MEDICAL THEATRE 1 THEATRE 2 **THEATRE 3**

Time	Name	MRN	Procedure	Surgeon	Notes	Sts	C	B	HF	OOP
09:00				EYES, Bright						
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11:00				EYES, Bright						
11:30				EYES, Bright						
12:00				EYES, Bright						
12:30				EYES, Bright						
13:00				EYES, Bright						
13:30				EYES, Bright						
14:00				EYES, Bright						
14:30				EYES, Bright						

To manage your daily tasks – such as **Printing Lists**, **Sending Bulk SMS Messages**, **List Re-ordering**, or **Adding Patients to the Waitlist**, simply use the green dropdown menu labeled **Action**.

Appointments 3 Patients | 45 of 360 minutes Search for patient... Wednesday, 10 Sep 2025 Individual

ADMISSIONS DAY PROGRAM MEDICAL THEATRE 1 THEATRE 2 **THEATRE 3**

Time	Name	MRN	Procedure	Surgeon	Notes	Sts	C	B	HF	OOP
09:00				EYES, Bright						
09:30				EYES, Bright						
10:00	SWAGGER, Bob Lee	163	Left Cat & IOL	EYES, Bright	Diabetic	B			AUH	
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10:45				EYES, Bright						
11:00				EYES, Bright						
11:30				EYES, Bright						
12:00				EYES, Bright						
12:30				EYES, Bright						
13:00				EYES, Bright						
13:30				EYES, Bright						
14:00				EYES, Bright						
14:30				EYES, Bright						

The next icon allows you to filter the view based on the specific hospital status.

The screenshot shows the 'Appointments' interface for Wednesday, 10 Sep 2025. The top right corner features a red box highlighting the 'eye' icon, which is used to customize the view. A dropdown menu is visible, showing options for 'Appointment Type', 'Status', 'Booking Code 1', and 'Booking Code 2'.

Time	Name	MRN	Procedure	Surgeon	Notes	Sts	C	B	HF
09:00				EYES, Bright					
09:30				EYES, Bright					
10:00	SWAGGER, Bob Lee	163	Left Cat & IOL	EYES, Bright	Diabetic	B			AUH
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10:30	FLINSTONE, Frederick	228	Right Cat & IOL	EYES, Bright	Wheelchair	B			DHF
10:45				EYES, Bright					
11:00				EYES, Bright					
11:30				EYES, Bright					
12:00				EYES, Bright					
12:30				EYES, Bright					
13:00				EYES, Bright					
13:30				EYES, Bright					
14:00				EYES, Bright					
14:30				EYES, Bright					

The **eye icon** allows you to customize the view to meet the specific requirements of each hospital's department, displaying only the information relevant to you.

The screenshot shows the 'Appointments' interface with the 'New View' dropdown menu open. The menu includes options: 'Checklist', 'Doctors', 'New View', 'Status', and 'Theatre'. Each option has a heart icon, a green checkmark, and a red X icon.

Time	Name	MRN	Procedure	Surgeon	Notes	Sts	C	B
09:00				EYES, Bright				
09:30				EYES, Bright				
10:00	SWAGGER, Bob Lee	163	Left Cat & IOL	EYES, Bright	Diabetic	B		
10:15	STEWART, Alfred	110	Left Cat & IOL	EYES, Bright		B		
10:30	FLINSTONE, Frederick	228	Right Cat & IOL	EYES, Bright	Wheelchair	B		
10:45				EYES, Bright				
11:00				EYES, Bright				
11:30				EYES, Bright				
12:00				EYES, Bright				
12:30				EYES, Bright				
13:00				EYES, Bright				
13:30				EYES, Bright				
14:00				EYES, Bright				
14:30				EYES, Bright				

Finally, the **filter option** provides four categories – **Based On, Location, Department, Doctors/Theatres**, allowing you to customize the view accordingly.

The screenshot shows the 'Appointments' interface with the 'Filter' dropdown menu open. The menu includes sections for 'Based On' (All Appointments Exc Cancelled), 'Location' (All Locations), 'Department' (All Departments), and 'Doctors/Theatre' (All Doctors/Theatres). There are 'Clear' and 'Apply Filter' buttons at the bottom.

Time	Name	MRN	Procedure	Surgeon	Notes	Sts	C
09:00				EYES, Bright			
09:30				EYES, Bright			
10:00	SWAGGER, Bob Lee	163	Left Cat & IOL	EYES, Bright	Diabetic	B	
10:15	STEWART, Alfred	110	Left Cat & IOL	EYES, Bright		B	
10:30	FLINSTONE, Frederick	228	Right Cat & IOL	EYES, Bright	Wheelchair	B	
10:45				EYES, Bright			
11:00				EYES, Bright			
11:30				EYES, Bright			
12:00				EYES, Bright			
12:30				EYES, Bright			
13:00				EYES, Bright			
13:30				EYES, Bright			
14:00				EYES, Bright			
14:30				EYES, Bright			

Combine Invoice & HC21 in One PDF

Have you ever needed to produce a single PDF for a health fund that includes the **Invoice, HC21 Left** signed by the patient AND **HC21 Right** signed by the hospital representative?

Maybe you even need to add a **Type C Certificate** into the file!

FYDO has made this process easy, with a feature that does it all for you! Follow the steps below to learn how.

1. Upload a **completed HC21 Left** document to the patients **Documents** (or any document that needs to be included. e.g. Type C or Acute Care Certificate)

147 - WHITE, Snow ~ Snowy (07/07/2017 - 8)

Patient Details Appointments Recalls Accounts Episodes Communication Chart Tracking **Documents** Clinical

All Document Type ☐ Show deleted documents Search Admission Select Admission Date Import Scan New Letter

Document Name	Type	Adm Date	MHR	Created
HC21 - Signed	Document	31/07/2025		08/08/2025
IFC 2025-05-22	IFC	22/05/2025		22/05/2025
AdmissionForm_001	Admission Form	28/01/2025		28/01/2025

100 Records/Page Records 1-3 of 3 (Page 1 of 1)

NATIONAL PRIVATE PATIENT HOSPITAL CLAIM FORM

Private Health Fund: Hospital: Patient Number: Member Number:

MEMBER DETAILS

Family Name of Patient: Given Name of Patient: Membership Number: Level of Cover: Relationship of Patient to Member: Date of Birth: Age:

Family Name of Member: Given Name of Member: Residential Address of Member: Postcode:

Is this a permanent address? ☐ Yes ☐ No Email: Telephone - Home: Work: Mobile: Adding a new member to your family membership: ☐ Yes ☐ No Family Name: Given Name: Date of Birth:

Full name of Submitting Medical Practitioner:

DECLARATION OF CONSENT

I, the undersigned, do hereby certify that the above information is true and correct to the best of my knowledge and belief.

Signature: Date:

2. Navigate to **Episodes**
3. Ensure the correct **Episode** is selected
4. Ensure the correct **Invoice** is selected
5. Utilise the **Invoice Options** dropdown
6. Select **Combined HC21 & Inv**

147 - WHITE, Snow ~ Snowy (07/07/2017 - 8)

2

Patient Details Appointments Recalls Accounts Episodes Communication Chart Tracking Documents Clinical

Search ? Print Export To v

No.	Adm #	Adm. Date	Dis. Date	Status	Nights	Procedure	Other Notes	Fund	Surgeon	Location
31	965	31/07/2025	31/07/2025	Discharged	D/O	Hysteroscopy	3	MPL	Connors, Curtis	Shaes Private Hospital
28	924	09/07/2025	12/07/2025	Discharged	3	Knee Replacement		MPL	Doctor, Test	Shaes Private Hospital
27	845	22/05/2025	22/05/2025	Discharged	D/O			MPL	Black, Jack	Shaes Private Hospital
25	809	20/04/2025	23/04/2025	Discharged	3			MPL	Hab, Rea	Shaes Private Hospital
29	947	08/04/2025	08/04/2025	Discharged	D/O			MPL	Eyes, Bright	Shaes Private Hospital

Admission Date: 31/07/2025 | Invoices for Admission: 965

Episode Total 1,589.00 Balance Due 1,089.00 Show voided invoices

Inv #	To	Charge inc GST	Adjustments	Payments	Balance Due	Last Audit Date/Time	Last User Edited
644	MPL	\$1,589.00	\$0.00	\$-500.00	\$1,089.00	08/08/2025 2:02 PM	Shae Darr (Altura)

Invoice: 644 | MPL: 987654321

Invoice Total 1,589.00 Balance Due 1,089.00 Show voided transactions

Inv #	To	DOS From	Acc Period	T	Code	Description	Qty	B	Charge inc GST	GST	T	Audit Date	User
644	MPL	31/07/2025	31/07/2025	D	DEPOS	Excess Payment: Cash	-		\$-500.00	0.00	H	31/07/2025 5:48 AM	Shae Darr
644	MPL	31/07/2025	31/07/2025	A	ACCOM		1	3	\$0.00	0.00	H	31/07/2025 5:30 AM	Shae Darr
644	MPL	31/07/2025	31/07/2025	R	I18B	Other Knee Interventions, Minor Comple...	-		\$1,589.00	0.00	H	31/07/2025 5:30 AM	Shae Darr

Invoice Options

- Adjust Invoice
- Combined HC21 & Inv
- Deposit Copy
- HC21 Left
- HC21 Right
- HC21 Back
- Invoice Copy

7. Select the **HC21 Left** document that you had previously loaded into the patients **Documents** in step 1. And any certificate that also need to be included in the single PDF file.
8. Click **Print Invoice**

HC21 & Invoice Copy

Adm Date	Invoice No	Billed To	Balance Due
31/07/2025	644	Health Fund	\$1,089.00

Document	Type	Adm Date
<input checked="" type="checkbox"/> HC21 - Signed	Document	31/07/2025
<input type="checkbox"/> IFC 2025-05-22	IFC	22/05/2025
<input type="checkbox"/> AdmissionForm_001	Admission Form	28/01/2025

Send Invoice To: Health Fund

Template: Invoice

Message:

Cancel Print Invoice

FYDO will produce a **single PDF** that includes:

- **Invoice**
- **HC21 Right**
- **Documents** that were selected

The **HC21 Right** will need to have the **Authorising Hospital Officer's Signature** and **Date** added. Most PDF programs will allow this electronically.

The image shows a PDF form titled "3. HOSPITAL ACCOMMODATION DETAILS (To be completed by Hospital, please see overleaf for codes.)". The form is divided into several sections:

- Admission Date:** 31/07/2025
- Separation Date:** 31/07/2025
- Admission Code:** 4
- Accommodation Code:** 2
- Date From:** 31/07/2025
- Date To:** 31/07/2025
- Discharge Code:** 1
- Days Claimed:** 1
- Payment Type Code:** Other
- Amount Charged:** 0.00
- Same Day Patients Only:** (Please tick (✓) boxes below)
 - Admission Time (24hr): 06:00
 - Separation Time (24hr): 16:00
 - Same Day Band (1-4): 3
 - Anaesthetic: None ☐ Local ☐ Intravenous ☐ Regional ☐ General ☒
- Time in Theatre (ALL EPISODES - 24 hr):**
 - From 11:30 To 11:45
- Theatre/MBS (*Principal MBS first):**

MBS Item	Date of Service	Amount Charged
*118B	31/07/2025	1,589.00
35633	31/07/2025	0.00
- Other Services:**

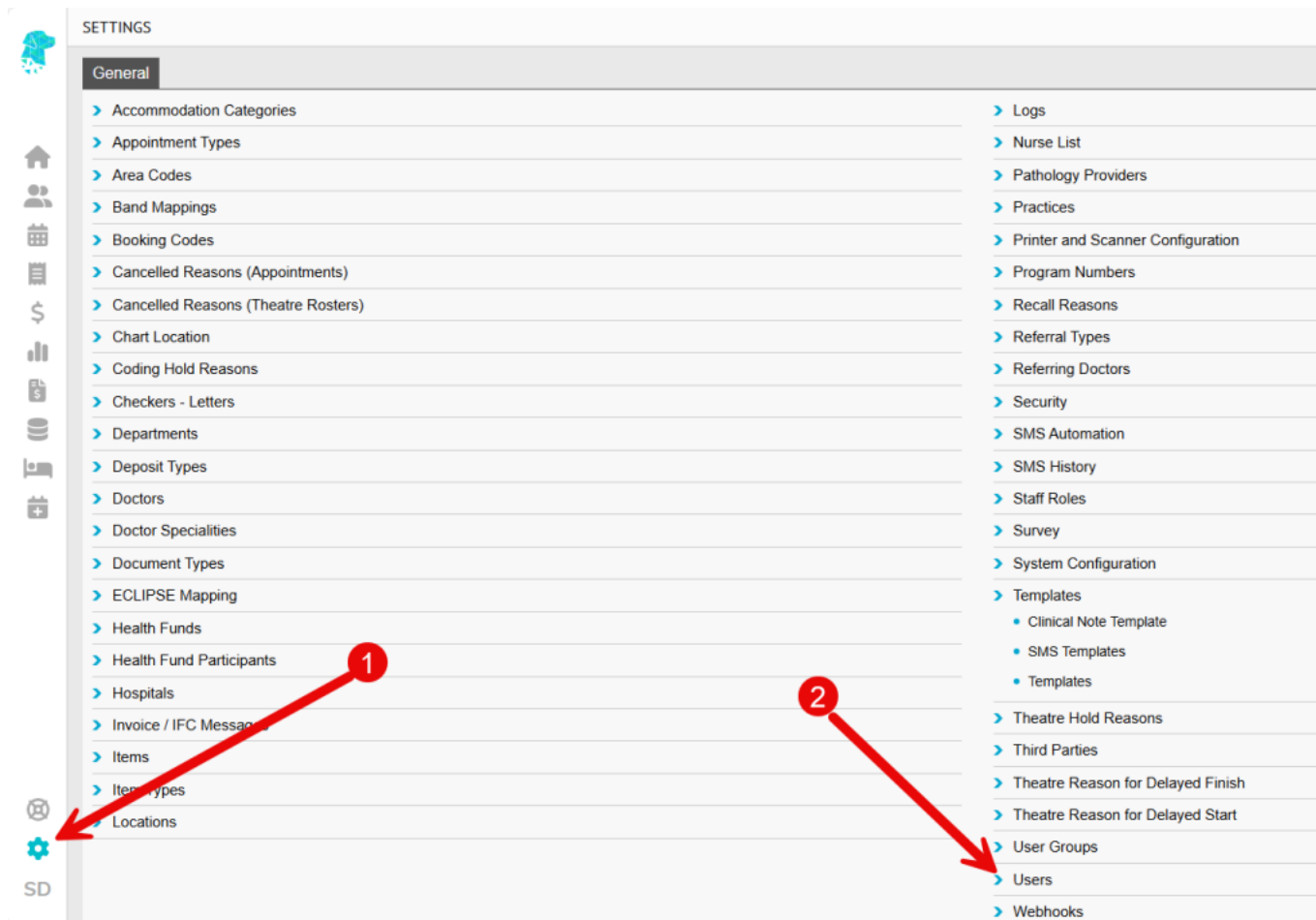
Code	Date of Service	Number	Amount Charged
- Certificates Attached:** Please tick (✓) Acute ☐ Psych ☐ Rehab ☐ ICU ☐ NIGU ☐ Pt. Election ☐
- Same Day Certification:** ☐ (See Section 4 overleaf)
- Diagnoses / Procedures / Other Details:**
 - DRG: 118B
 - DRG VERSION: 8.0
 - PRINCIPAL DIAGNOSIS ICD-10-AM: M23.09
 - Additional Diagnoses ICD-10-AM: M23.09
 - Procedure Codes ACHI (*Principal Procedure first): #9503-00, 92514-39
- Infant/Newborn:**
 - Weight (grams): 0
 - Age in Days: 0
 - Urgency of Admission: Non-Acute
 - Modality: Separation
 - Source of Referral: 8
 - Transfer In: X
- Consent:**
 - Consent: 1
 - Non-Acute Length of Stay: 1
 - Total Leave Days: 0
 - ICU Hours: 0
 - MV Hours: 0
 - Transfer Out: X
- Same Day Services:**
 - Same Day Services: 1
 - Mental Health Legal Status: 9
 - Inter-Hospital Contracted Patient: 5
 - Unplanned Theatre Visit During Episode: Yes ☐ No ☐
 - Transfer No. of Hospital: 0
 - Provider No. of Hospital Transferred To: 0
- Authorising Hospital Officer's Signature:** [Signature]
- Date:** 08/08/2025

Save the document and submit to the health fund.

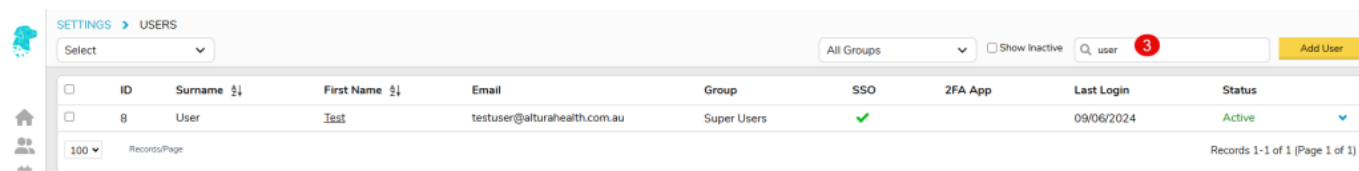
Deactivating a User

When users no longer require access to FYDO, they can be deactivated in the system.

1. Select **Settings**
2. Click **Users**



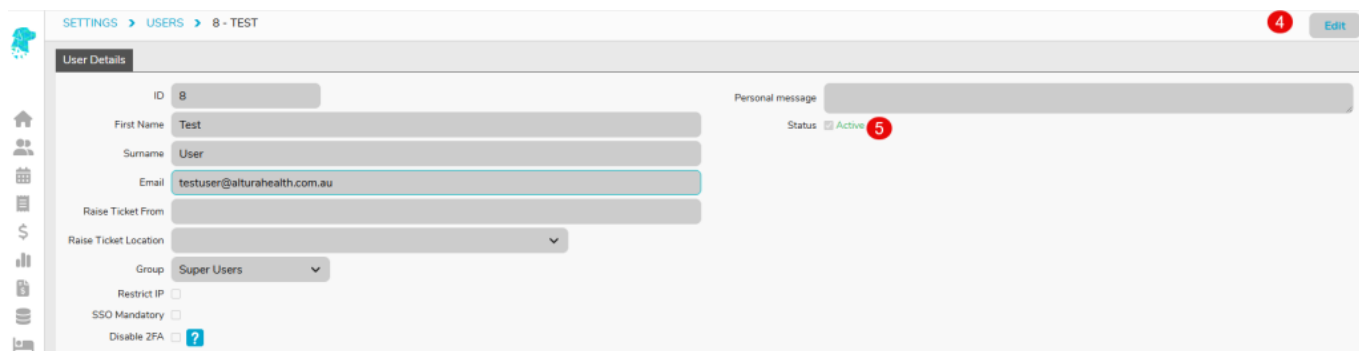
3. **Search** for the required user and **Double Click** on their name



4. Click **Edit**

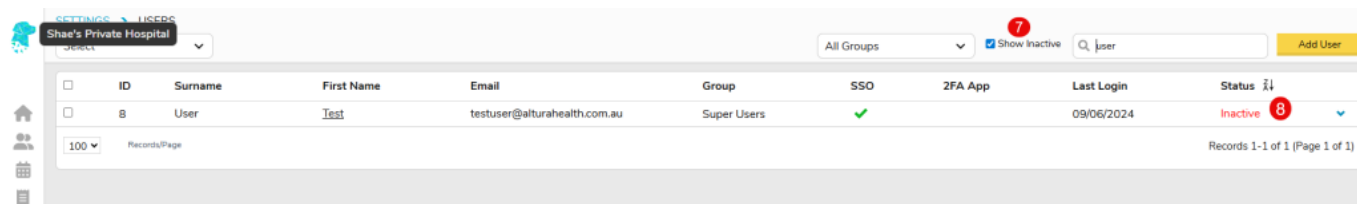
5. Untick the **Active** box

6. Click **Save**



7. Inactive users can always be viewed by utilising the **Show Inactive** option

8. Inactive users will be identified with an **Inactive Status**

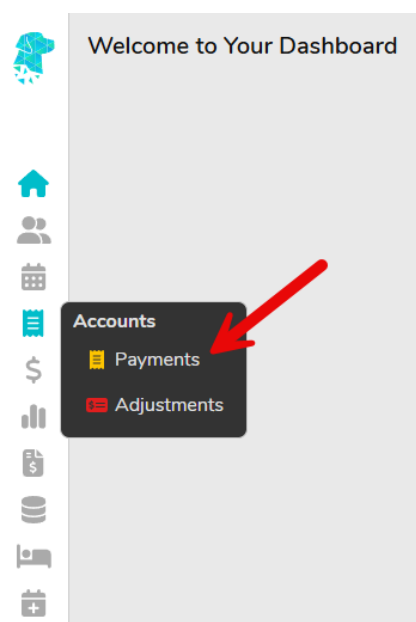


ID	Surname	First Name	Email	Group	SSO	2FA App	Last Login	Status
8	User	Test	testuser@alturahealth.com.au	Super Users	✓		09/06/2024	Inactive

Receipt a Manual Hospital Remittance

When health funds or companies pay for accounts with a manual remittance (*I.E it isn't electronic through ECLIPSE*) the payment still needs to be receipted in FYDO. These instructions will explain how to do that:

From the **Accounts** Tab, select **Payments**



Populate all required fields as per below:

1. Ensure **Payment Date** is correct
2. Add **Payment Type**
3. Type **Amount** received
4. Document the **Drawer** who made the payment
5. Add a **Reference No.** if required
6. If payment is made via **Cheque**, add the **Bank** and **Branch**
7. Utilise **Click to Search for an Individual Account** to search for patients and manually add them to the payment.
Continue to use this feature to add multiple patients.
8. Once all entries have been added, ensure the payment isn't **Out of Balance**
9. Click **Save**

Payments

1

Location

Private Hospital

▼

2

Payment Date

04/12/2025

📅

3

Payment Type

▼

4

Amount

0.00

5

Drawer

6

Reference No.

Bank

Branch

T/P

☐

7 [Click to Search for an Individual Account](#)

Inv#	Patient Name	MRN	Fund	Outstanding	Allocated
No invoices found					

Total Allocated 0.00 Total Payment 0.00 Out of Balance 0.00

9 [Save](#) [Cancel](#)