Split Transaction/Payment (Hospital)

If a payment has been receipted in one transaction but needs to be allocated to two separate invoice numbers or episodes, you can follow these instructions to “split” the payment into the two required amounts:

Navigate to the **Episodes Screen** and locate the payment that needs to be amended.
Utilise the menu icon *(three dots on the transaction line)* to select **Split Transaction.**

A pop-up will appear, displaying the total amount of the original transaction in the **top line.**

Enter the amount you wish to allocate to the **first receipt** in the top line. The **second Amount field** will automatically populate with the remaining balance.

Click **Save.**

The original transaction will now appear as two separate lines.

Please see our wiki page for instructions on how to **Reallocate the Transaction** to another invoice or episode for this patient.

Reallocate Transaction (Hospital)

Reallocate a Transaction (Hospital)

In some instances, a payment may need to be reallocated to another invoice or episode for the patient.

If the transaction needs to be split into two amounts before reallocation, please refer to our wiki page for instructions on how to **Split Transaction/Payment (Hospital).**

Split Transaction/Payment (Hospital)

To reallocate a payment, navigating to the **Episodes Screen** and locating the relevant payment.
Utilise the menu icon *(three dots on the transaction line)* to select **Reallocate Transaction.**

A pop-up will appear displaying all of the patient’s other invoices across all admissions. This is particularly useful when reallocating a deposit from one episode to another – for example, in the case of a cancelled procedure.

Once the appropriate invoice is selected, click **Link Payment.**

In the example below, the $150 deposit has been reallocated from **Invoice 582** to **Invoice 583.**

Refund Adjustment via Episodes Screen (Hospital)

Navigate to the **Episodes Screen** and select the **invoice** that requires the refund.
Utilise the **Invoice Options** dropdown to select **Adjust Invoice.**

1. The **Transaction Date** will populate as the current date but can be amended if required to reflect the actual date the refund was processed.
2. Select **Refund** in the **Type** field.
3. The **Payment Type** field is displayed allowing the facility to record how the refund was processed.
4. Add the **refund amount** to the corresponding **Allocated** field.
5. Click **Save**

Your New FYDO Dashboard!

We're excited to announce the launch of a **long-awaited update** to your FYDO Dashboard!

The first stage of this update will deliver valuable new content, and allow you to click on links to find helpful information, including:

- **FYDO Updates** – Stay informed with the latest news and insights.
- **FYDO Information** – Have Altura Health contact information at your fingertips.
- **Feature Spotlights** – Learn more about existing FYDO features you may not be using yet!
- **New Feature Announcements** – Be the first to know when new tools and enhancements go live.

We know many of you have been eagerly awaiting this Dashboard refresh, and this is just the beginning! We'll continue expanding and refining it to give you faster, easier access to the information you need.

Thank you for being part of the FYDO journey — we're thrilled to keep building better solutions for you!

If you have any questions or feedback, feel free to reach out to our Altura Health Team.

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

---

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**.

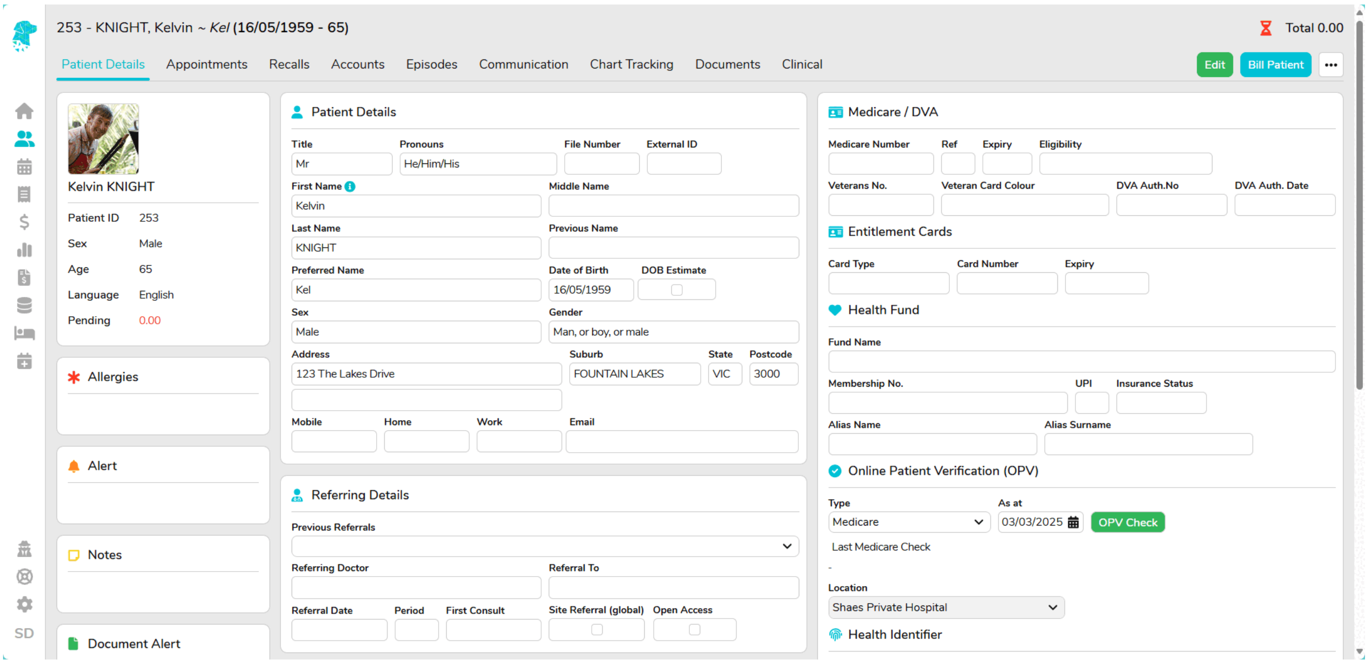
5. You will then be prompted to enter in the credit card details
6. Click **Submit Credits Order** and the credits will be added to the account as soon as the payment is processed.
7. Click **Set Credit Reminder** on the top left-hand side of the screen to set when you would like to receive reminders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