

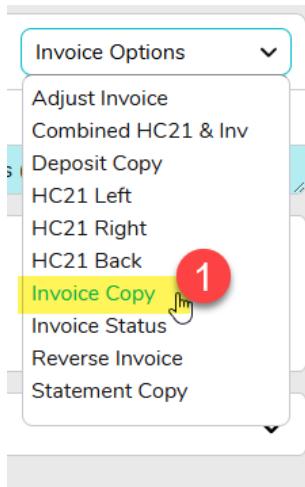
Emailing an Invoice from FYDO

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**.

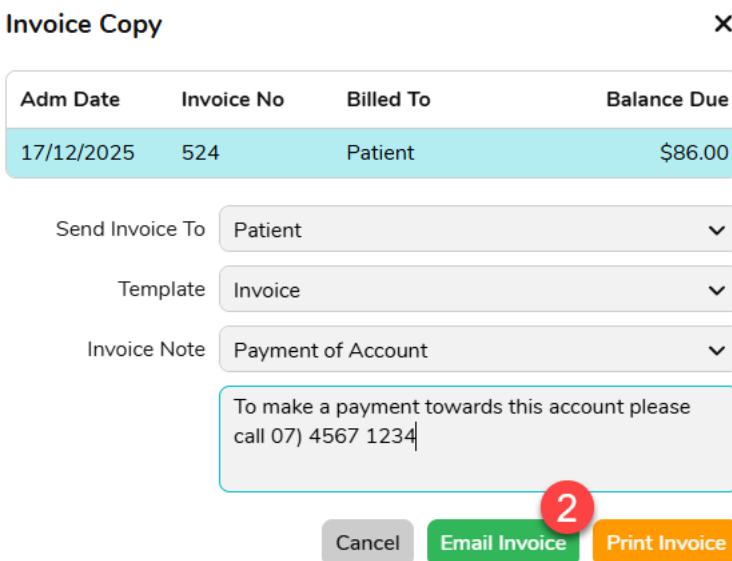
For this functionality to work, your Microsoft 365 tenant must allow the required permissions, which may need assistance from your IT department. To find out how to set up your email, see our [Setting up to Email from FYDO](#) user guide.

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



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

Send Invoice To: Patient

Template: Invoice

Invoice Note: Payment of Account

To make a payment towards this account please call 07) 4567 1234

2

Cancel Email Invoice 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

3

Discard **Send Email**



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



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

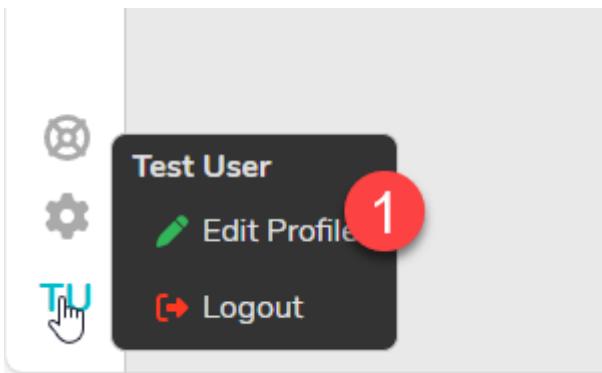
You can now send invoices directly from FYDO using your Microsoft 365 email account. This feature uses a secure integration via a Microsoft Enterprise Application called **FYDO_EmailSender**.

For this functionality to work, your Microsoft 365 tenant must allow the required permissions, which may need assistance from your IT department.

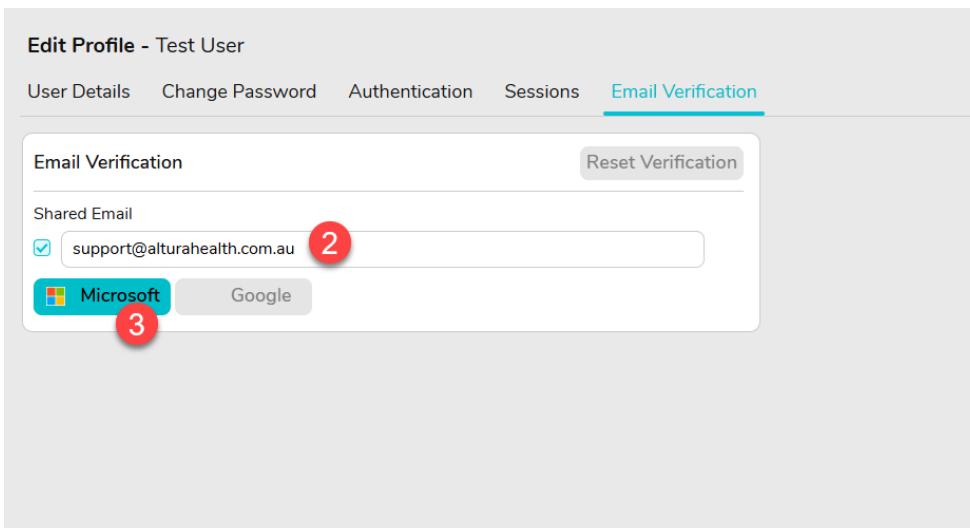
Email Verification Step - Before being able to email an invoice from FYDO, you firstly need to verify your email account (either your user account or a shared email account, such as a department email address).

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.



 Microsoft
ahartikainen@alturahealth.com.au

Permissions requested

FYDO_EmailSender
Altura Health Pty Ltd 

This app would like to:

- ✓ Maintain access to data you have given it access to
- ✓ Send mail as you
- ✓ Sign you in and read your profile

Accepting these permissions means that you allow this app to use your data as specified in their terms of service and privacy statement. **The publisher has not provided links to their terms for you to review.** You can change these permissions at <https://myapps.microsoft.com>. [Show details](#)

Does this app look suspicious? [Report it here](#)



Email has been successfully verified.

X

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

Referring Doctor:	Referral To:				
Referral Date:	Period:	First Consult:	Site Referral (global):	Open Access:	Status:

Personal Information

Mobile:	Home:	Work:
Email:		

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.:	UPI:	Insurance Status:
123456	<input checked="" type="checkbox"/>	Full Fee
Alias Name:	Alias Surname:	

Online Patient Verification (OPV)

Type: Health Fund	As at: 28/10/2025	<input type="button" value="OPV Check"/>
Last Medicare Check:	Last Health Fund Check:	
Location: Shae's Private Hospital		
Health Identifier		
Health Identifier Number:	<input checked="" type="checkbox"/> MHR consent	<input type="button" value="IHI Check"/>
Status:	Record Status:	Last Verified:

A blue arrow points to the "IHI Check" button in the "Health Identifier" section of the "Online Patient Verification (OPV)" panel.

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 ...



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

Referring Doctor:	Referral To:				
Referral Date:	Period:	First Consult:	Site Referral (global):	Open Access:	Status:

Personal Information

Mobile:	Home:	Work:
Email:		

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.:	UPI:	Insurance Status:
123456	<input checked="" type="checkbox"/>	Full Fee
Alias Name:	Alias Surname:	

Online Patient Verification (OPV)

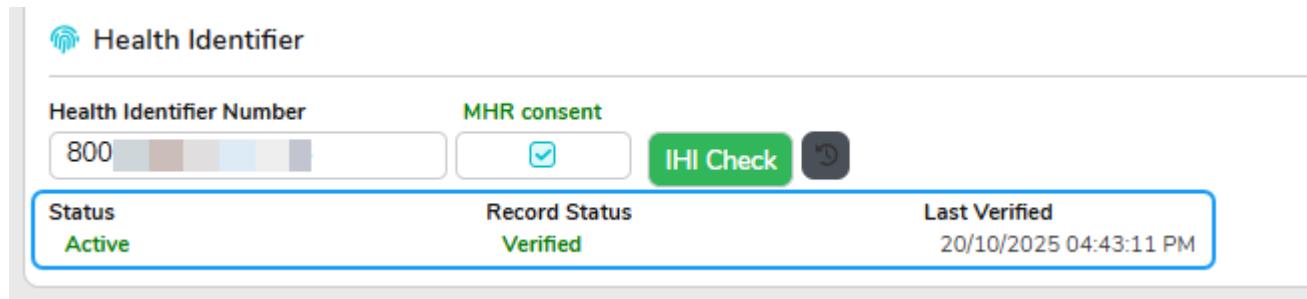
Type: Health Fund	As at: 28/10/2025	<input type="button" value="OPV Check"/>
Last Medicare Check:	Last Health Fund Check:	
Location: Shae's Private Hospital		
Health Identifier		
Health Identifier Number:	<input checked="" type="checkbox"/> MHR consent	<input type="button" value="IHI Check"/>
Status:	Record Status:	Last Verified:

A blue arrow points to the "IHI Check" button in the "Health Identifier" section of the "Online Patient Verification (OPV)" panel.

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.

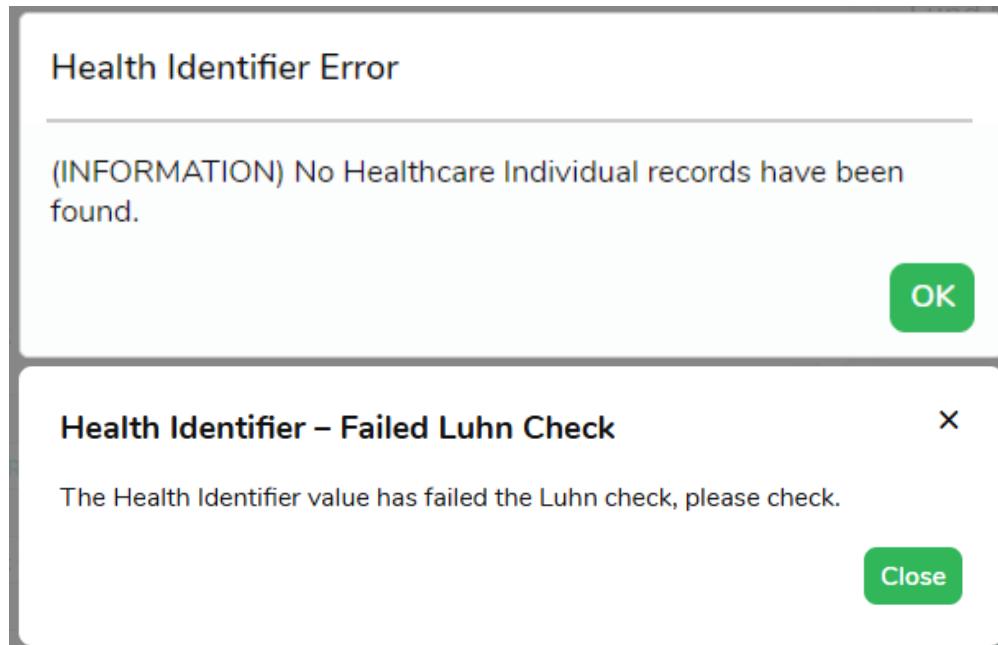
If you do not have the patient's IHI Number, the check will retrieve their number and populate the field, provided that the patient can be identified.

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



The screenshot shows the 'Health Identifier' section of a software interface. At the top, there is a 'Health Identifier Number' input field containing '800' with a color-coded bar next to it. To the right of the input field are two buttons: 'MHR consent' (with a checked checkbox) and 'IHI Check' (in a green button). Below this, there is a table with three columns: 'Status' (Active), 'Record Status' (Verified), and 'Last Verified' (20/10/2025 04:43:11 PM).

A message will display if the patient cannot be identified.



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](#).

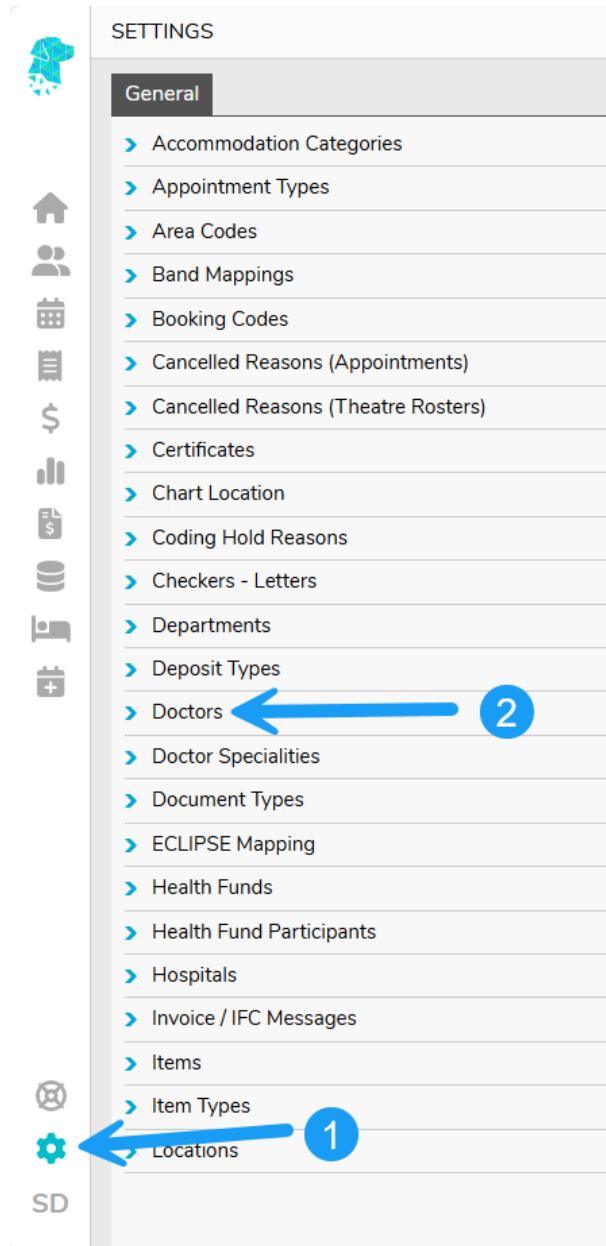
Add your **doctors** HPI-I to FYDO [here](#).

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

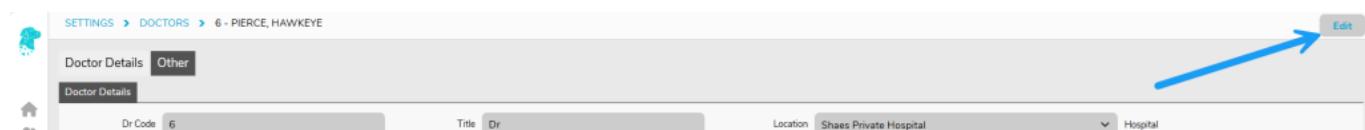
My Health Record - Adding your Doctors HPI-I to FYDO

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 -

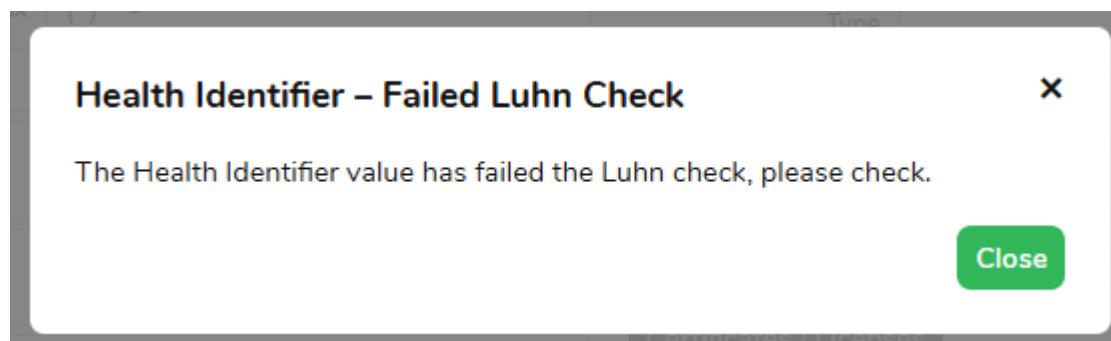
Address Site Name

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.



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** border, 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**

SETTINGS

General

- Accommodation Categories
- Appointment Types
- Area Codes
- Band Mappings
- Booking Codes
- Cancelled Reasons (Appointments)
- Cancelled Reasons (Theatre Rosters)
- Certificates
- Chart Location
- Coding Hold Reasons
- Checkers - Letters
- Departments
- Deposit Types
- Doctors
- Doctor Specialities
- Document Types
- ECLIPSE Mapping
- Health Funds
- Health Fund Participants
- Hospitals
- Invoice / IFC Messages
- Items
- Item Types
- Locations

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

SETTINGS > LOCATIONS > HOSPITAL AND NSW (HOSPITAL)

Location Details

Name: Hospital and NSW	ID: 2	ACN: 012-345-678
Address: 123 Hospital Highway		ABN: 12-345-678-910
Suburb: RINGWOOD	QLD: 3134	Phone: (11)1111-1111
HPI-O: 800	HPI-O check	Fax: (22)2222-2222
Status: -		Email:
Last Verified: -		Contact:
		Status: Active

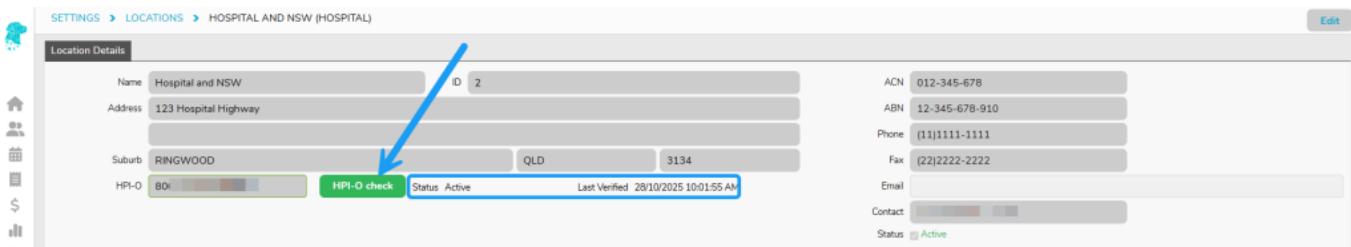
Enter in the organisations **HPI-O** and click **Save**

SETTINGS > LOCATIONS > HOSPITAL AND NSW (HOSPITAL)

Location Details

Name: Hospital and NSW	ID: 2	ACN: 012-345-678
Address: 123 Hospital Highway		ABN: 12-345-678-910
Suburb: RINGWOOD	QLD: 3134	Phone: (11)1111-1111
HPI-O: 800	HPI-O check	Fax: (22)2222-2222
Status: -		Email:
Last Verified: -		Contact: 8
		Status: Active

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)

Location Details

Name	Hospital and NSW	ID	2
Address	123 Hospital Highway		
Suburb	RINGWOOD	QLD	3134
HPI-O	801	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** border 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?

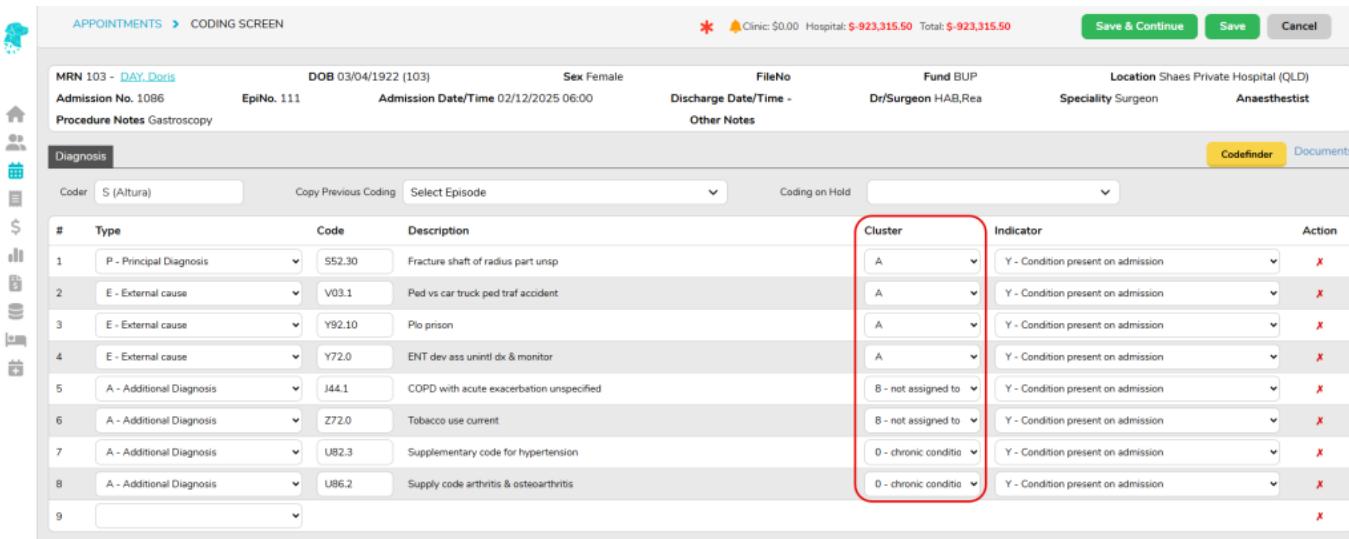
A **Diagnosis Cluster Identifier (DCID)** is an alphanumeric character allocated to each ICD-10-AM code reported within an episode of care to identify and maintain the link between diagnosis codes as the data is collected, validated, processed and analyzed.

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 DOB 03/04/1922 (103) Sex Female FileNo Fund BUP Location Shae's Private Hospital (QLD)

Admission No. 1086 EpiNo. 111 Admission Date/Time 02/12/2025 06:00 Discharge Date/Time - Other Notes Dr/Surgeon HAB,Rea Speciality Surgeon Anaesthetist

Procedure Notes Gastroscopy

Diagnosis

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	Poison	A	Y - Condition present on admission	X
4	E - External cause	Y72.0	ENT dev ass unIntl dx & monitor	A	Y - Condition present on admission	X
5	A - Additional Diagnosis	J44.1	COPD with acute exacerbation unspecified	B - not assigned to	Y - Condition present on admission	X
6	A - Additional Diagnosis	Z72.0	Tobacco use current	B - 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						

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 IHACPA 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 Wednesday, 10 Sep 2025 Action Print Export Import Print Print

ADMISSIONS DAY PROGRAM MEDICAL THEATRE 1 THEATRE 2 THEATRE 3

Time	● *	Name	MRN	Procedure	Surgeon	Notes	Sts	C	B	HF	OOP	Message
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 Wednesday, 10 Sep 2025 Action Print Export Import Print Print

ADMISSIONS DAY PROGRAM MEDICAL THEATRE 1 THEATRE 2 THEATRE 3

Individual

Time	● *	Name	MRN	Procedure	Surgeon	Notes	Sts	C	B	HF	OOP	Message
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							...



Appointments 10 Patients | 155 of 1440 minutes Wednesday, 18 Jun 2025 Action Print Export Import Print Print

ADMISSIONS DAY PROGRAM MEDICAL THEATRE 1 THEATRE 2 THEATRE 3

Individual

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_Ba	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 Wednesday, 18 Jun 2025 Action Print Export Import Print Print

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_Ba	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 Action

ADMISSIONS DAY PROGRAM MEDICAL THEATRE 1 THEATRE 2 THEATRE 3

Time	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 Action

ADMISSIONS DAY PROGRAM MEDICAL THEATRE 1 THEATRE 2 THEATRE 3

Time	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						...

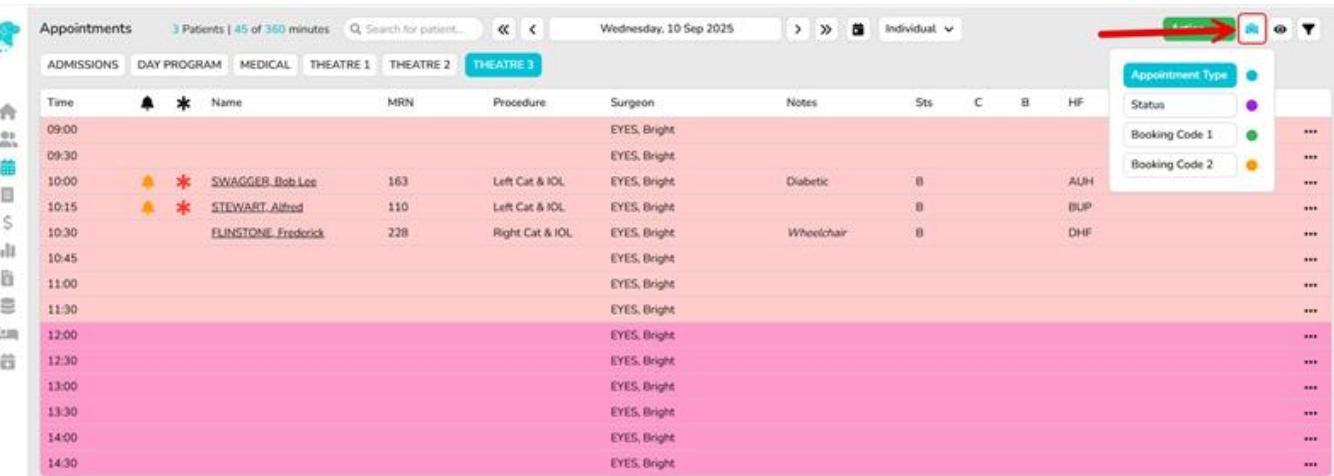
To manage your daily tasks – such as **Printing Lists**, **Sending Bulk SMS Messages**, **List Re-ordering**, or **Adding Patients to the Waitlist**, simply use the green dropdown menu labeled **Action**.

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

ADMISSIONS DAY PROGRAM MEDICAL THEATRE 1 THEATRE 2 THEATRE 3

Time	MRN	Procedure	Surgeon	Notes	Sts	C	B	HF	C	...
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						...

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

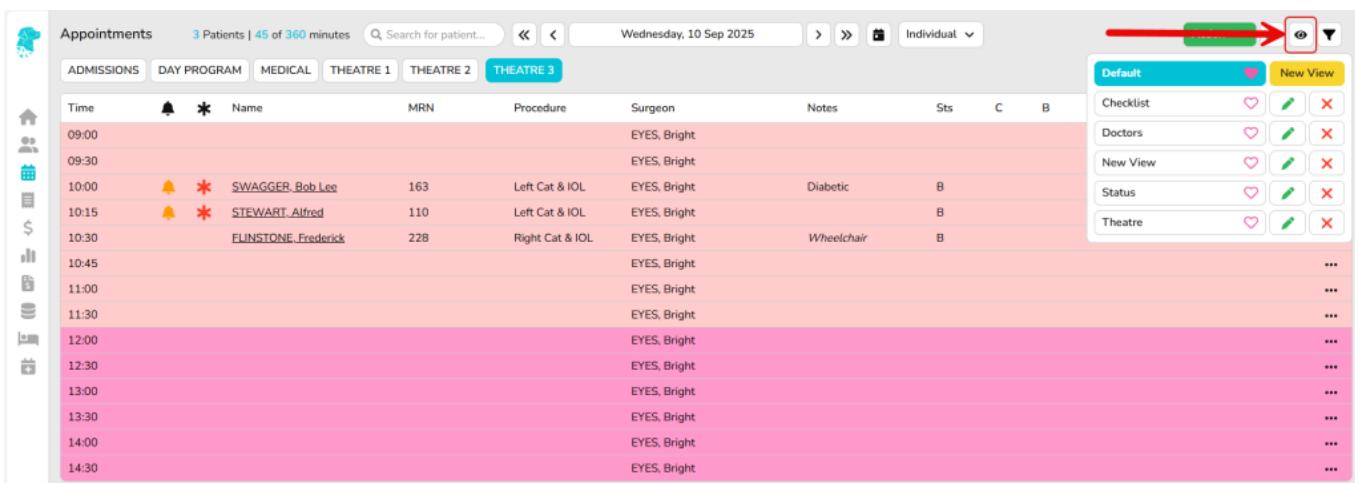


Appointments 3 Patients | 45 of 360 minutes Search for patient... Wednesday, 10 Sep 2025 Individual

ADMISSIONS DAY PROGRAM MEDICAL THEATRE 1 THEATRE 2 THEATRE 3

Time	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
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				

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.

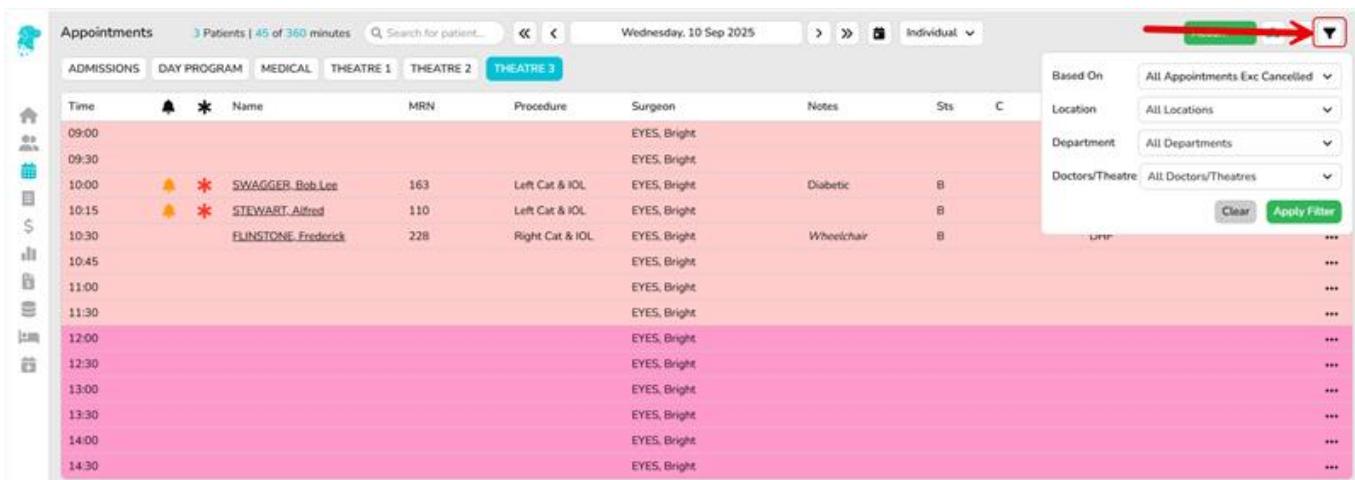


Appointments 3 Patients | 45 of 360 minutes Search for patient... Wednesday, 10 Sep 2025 Individual

ADMISSIONS DAY PROGRAM MEDICAL THEATRE 1 THEATRE 2 THEATRE 3

Time	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.



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	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		

Based On: All Appointments Exc Cancelled

Location: All Locations

Department: All Departments

Doctors/Theatre: All Doctors/Theatres

Apply Filter

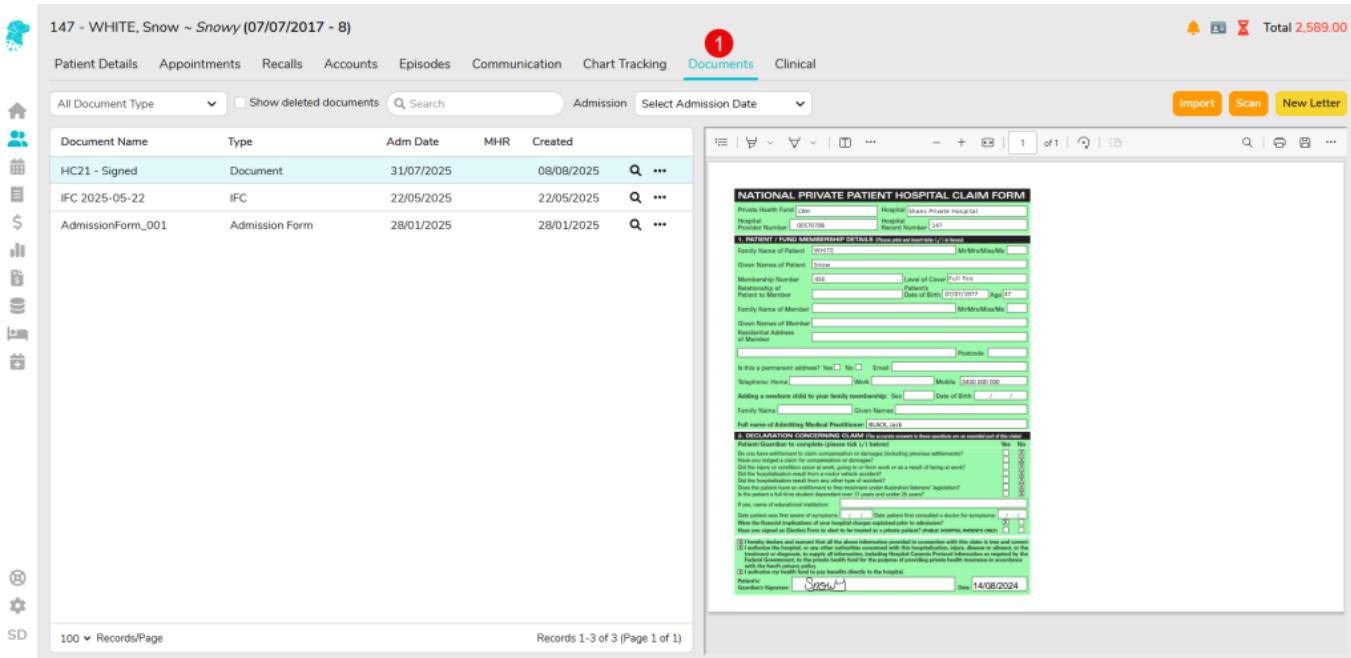
Combine Invoice & HC21 in One PDF

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)



The screenshot shows the FYDO software interface. The top navigation bar includes 'Patient Details', 'Appointments', 'Recalls', 'Accounts', 'Episodes', 'Communication', 'Chart Tracking', 'Documents' (which is highlighted in blue with a red '1' notification), and 'Clinical'. Below this is a search bar and a toolbar with 'Import', 'Scan', and 'New Letter' buttons. The main area shows a list of documents with columns for 'Document Name', 'Type', 'Adm Date', 'MHR', and 'Created'. One document, 'HC21 - Signed', is selected. To the right, a large preview window displays the 'NATIONAL PRIVATE PATIENT HOSPITAL CLAIM FORM'. The form includes fields for patient details, membership information, and a signed section at the bottom right. The bottom of the screen shows '100 Records/Page' and 'Records 1-3 of 3 (Page 1 of 1)'.

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**

The screenshot shows a medical software interface with the following details:

- Patient Details:** 147 - WHITE, Snowy (07/07/2017 - 8)
- Episodes:** 2 episodes listed:
 - No. 31, Adm # 965, Adm. Date 31/07/2025, Dis. Date 31/07/2025, Status Discharged, Procedure Hysterectomy, Other Notes Connors, Curtis, Fund MPL, Surgeon Shaes Private Hospital, Location Shaes Private Hospital.
 - No. 28, Adm # 924, Adm. Date 09/07/2025, Dis. Date 12/07/2025, Status Discharged, Procedure Knee Replacement, Other Notes Doctor, Test, Fund MPL, Surgeon Shaes Private Hospital, Location Shaes Private Hospital.
 - No. 27, Adm # 845, Adm. Date 22/05/2025, Dis. Date 22/05/2025, Status Discharged, Procedure D/O, Other Notes Black, Jack, Fund MPL, Surgeon Shaes Private Hospital, Location Shaes Private Hospital.
 - No. 25, Adm # 809, Adm. Date 20/04/2025, Dis. Date 23/04/2025, Status Discharged, Procedure 3, Other Notes Hab, Rea, Fund MPL, Surgeon Shaes Private Hospital, Location Shaes Private Hospital.
 - No. 29, Adm # 947, Adm. Date 08/04/2025, Dis. Date 08/04/2025, Status Discharged, Procedure D/O, Other Notes Eyes, Bright, Fund MPL, Surgeon Shaes Private Hospital, Location Shaes Private Hospital.
- Admission Date:** 31/07/2025 | **Invoices for Admission:** 965
- Invoice Details:**
 - Inv # 644, To MPL, Charge inc GST \$1,589.00, Adjustments \$0.00, Payments \$-500.00, Balance Due \$1,089.00, Last Audit Date/Time 08/08/2025 2:02 PM, Last User Edited Shae Darr (Altura).
 - Invoice Total 1,589.00, Balance Due 1,089.00, Show voided transactions.
- Invoice Options:** Invoice Options, Adjust Invoice, Combined HC21 & Inv, Shae Da Deposit Copy, Shae Da HC21 Left, Shae Da HC21 Right, Shae Da HC21 Back, Invoice Copy.

- 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.
- Click **Print Invoice**

The dialog box displays the following information:

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

7 Document list:

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

Send Invoice To: Health Fund

Template: Invoice

Message:

8 Print Invoice button

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 screenshot shows a PDF document with a green header and various sections for hospital accommodation details. The top toolbar includes icons for Podio, Documents, WIKI, Other, GOOD MORNING, FYDO, JIRA, and Speedtest. The print icon is highlighted with a red box and an arrow. The bottom right corner shows a signature and the 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**

SETTINGS

General

- Accommodation Categories
- Appointment Types
- Area Codes
- Band Mappings
- Booking Codes
- Cancelled Reasons (Appointments)
- Cancelled Reasons (Theatre Rosters)
- Chart Location
- Coding Hold Reasons
- Checkers - Letters
- Departments
- Deposit Types
- Doctors
- Doctor Specialities
- Document Types
- ECLIPSE Mapping
- Health Funds
- Health Fund Participants
- Hospitals
- Invoice / IFC Message
- Items
- Item Types
- Locations

SD

- Logs
- Nurse List
- Pathology Providers
- Practices
- Printer and Scanner Configuration
- Program Numbers
- Recall Reasons
- Referral Types
- Referring Doctors
- Security
- SMS Automation
- SMS History
- Staff Roles
- Survey
- System Configuration
- Templates
 - Clinical Note Template
 - SMS Templates
 - Templates
- Theatre Hold Reasons
- Third Parties
- Theatre Reason for Delayed Finish
- Theatre Reason for Delayed Start
- User Groups
- Users
- Webhooks

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

SETTINGS > USERS

ID	Surname	First Name	Email	Group	SSO	2FA App	Last Login	Status
8	User	Test	testuser@alturahealth.com.au	Super Users	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	09/06/2024	Active

100 Records/Page

Records 1-1 of 1 (Page 1 of 1)

4. Click **Edit**

5. Untick the **Active** box

6. Click **Save**

SETTINGS > USERS > 8 - TEST

User Details

ID	8	Personal message
First Name	Test	Status <input checked="" type="checkbox"/> Active
Surname	User	5
Email	testuser@alturahealth.com.au	
Raise Ticket From		
Raise Ticket Location		
Group	Super Users	
Restrict IP	<input type="checkbox"/>	
SSO Mandatory	<input type="checkbox"/>	
Disable 2FA	<input type="checkbox"/>	

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@alturahhealth.com.au	Super Users	✓	✓	09/06/2024	Inactive (8)

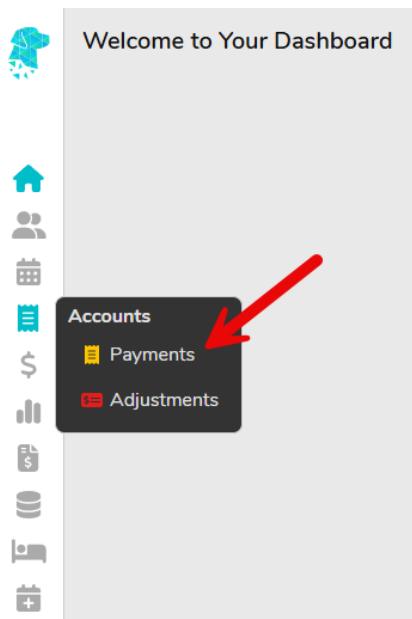
100 Records/Page

Records 1-1 of 1 (Page 1 of 1)

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

Location: Private Hospital	Payment Date: 04/12/2025	Payment Type: <input type="button" value="▼"/>	Amount: 0.00	Drawer: <input type="text"/>	Reference No.: <input type="text"/>	Bank: <input type="text"/>	Branch: <input type="text"/>	T/P: <input type="checkbox"/>	Allocated														
<table border="1"><thead><tr><th>Inv#</th><th>Patient Name</th><th>MRN</th><th>Fund</th><th>Outstanding</th><th>Allocated</th></tr></thead><tbody><tr><td colspan="6">No invoices found</td></tr></tbody></table>								Inv#	Patient Name	MRN	Fund	Outstanding	Allocated	No invoices found						Total Allocated: 0.00	Total Payment: 0.00	Out of Balance: 0.00	<input type="button" value="8"/>
Inv#	Patient Name	MRN	Fund	Outstanding	Allocated																		
No invoices found																							
								<input type="button" value="9 Save"/>	<input type="button" value="Cancel"/>														