

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

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

Search for patient...

Wednesday, 10 Sep 2025

Individual

All

Individual

Week

List

Waitlist

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 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.

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.

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 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**.

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						

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. A dropdown menu is open, showing options for 'Appointment Type', 'Status', 'Booking Code 1', and 'Booking Code 2'. The main table displays a schedule of appointments with columns for Time, Name, MRN, Procedure, Surgeon, Notes, Sts, C, B, and HF.

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
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.

The screenshot shows the 'Appointments' interface with the 'New View' dropdown menu open. The menu includes options for 'Checklist', 'Doctors', 'New View', 'Status', and 'Theatre'. The main table displays a schedule of appointments with columns for Time, Name, MRN, Procedure, Surgeon, Notes, Sts, C, and B.

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 options for 'Based On', 'Location', 'Department', and 'Doctors/Theatre'. The main table displays a schedule of appointments with columns for Time, Name, MRN, Procedure, Surgeon, Notes, Sts, and C.

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. I understand that this information is being used for the purpose of processing my claim and that it may be disclosed to the relevant authorities for the purpose of processing my claim.

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)

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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:** Admission Time (Mins): 06:00, Separation Time (Mins): 16:00, Same Day Band (1-4): 3
- Anaesthetic:** None, Local, Intravenous, Regional, General (X)
- 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	DRG VERSION	PRINCIPAL DIAGNOSIS ICD-10-AM
118B	8.0	M23.09
- Procedure Codes:** #9503-00, 92514-39
- Infant/Newborn:** Age in Days: 0, Urgency of Admission: 9, Source of Referral: 8, Transfer In: X
- Non-Acute Length of Stay:** 1, Total Leave Days: 0, ICU Hours: 0, MV Hours: 0, Transfer Out: X
- Same Day Separation:** Mental Health Legal Status: 9, Inter-Hospital Contracted Patient: 5, Unplanned Theatre Visit During Episode: Yes, No, Provider No. of Hospital Transferred To: 0
- Authorising Hospital Officer's Signature:** [Signature] **Date:** 08/08/2025

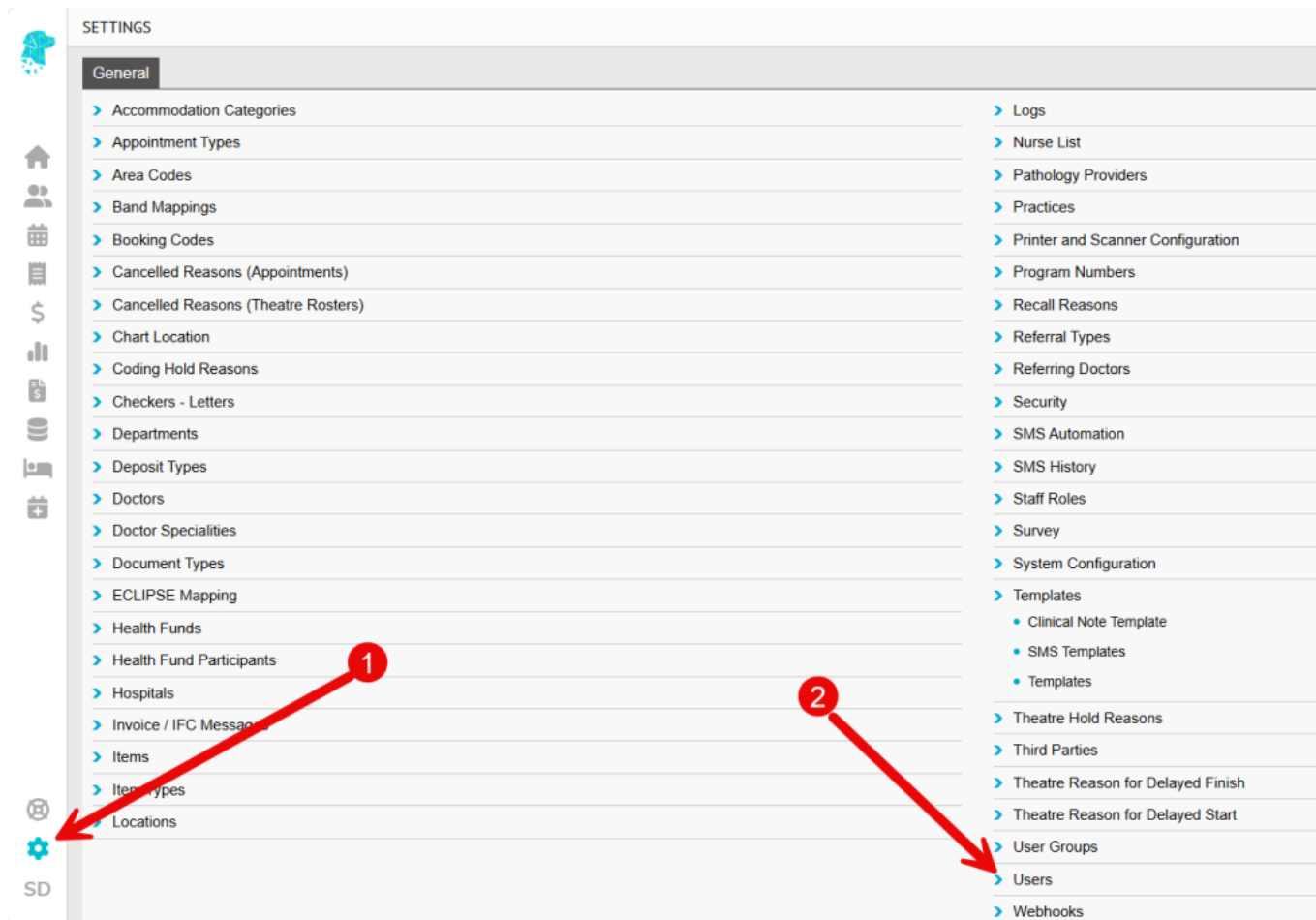
Red arrows point to the save icon in the PDF viewer toolbar and the signature field.

Save the document and submit to the health fund.

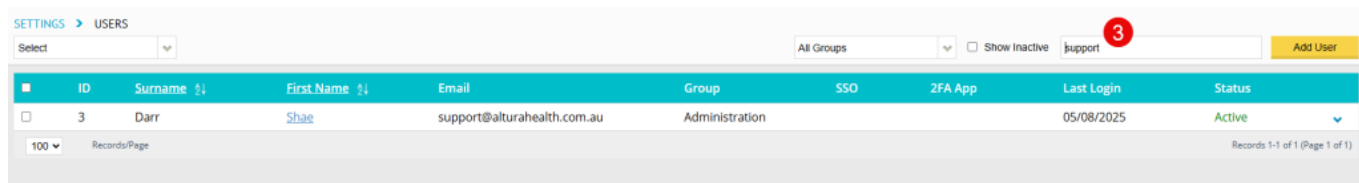
Deactivating a User

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

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



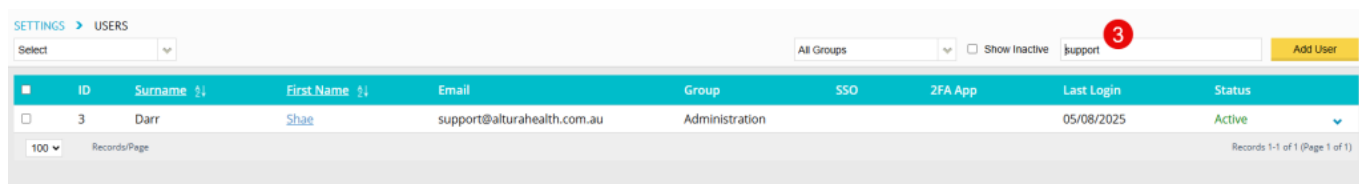
3. **Search** for the required user and **Double Click** on their name



4. Click **Edit**

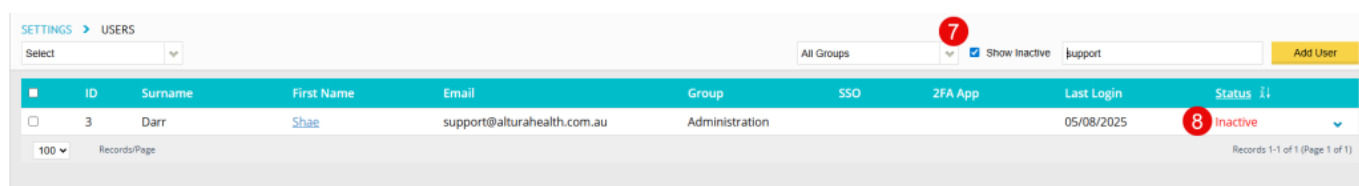
5. Untick the **Active** box

6. Click **Save**



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

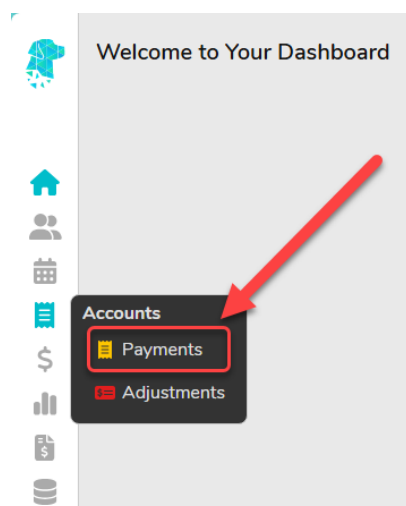
8. Inactive users will be identified with an **Inactive Status**



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.
8. Once all entries have been added, ensure the payment isn't **Out of Balance**
9. Click **Save**

ACCOUNTS > PAYMENTS

Payments

Location: Shaes Private Hospital

1 Payment Date: 31/07/2025

2 Payment Type: [Dropdown]

3 Amount: 0.00

4 Drawer: [Text Field]

5 Reference No.: [Text Field]

6 Bank: [Text Field]

Branch: [Text Field]

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: 8 0.00

9 Save Cancel

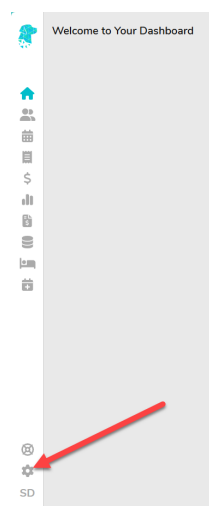
Adding Procedures and Procedure Defaults (Hospital)

Adding bookings into FYDO is quick and straightforward - particularly when **Procedure Notes Defaults** are set up correctly.

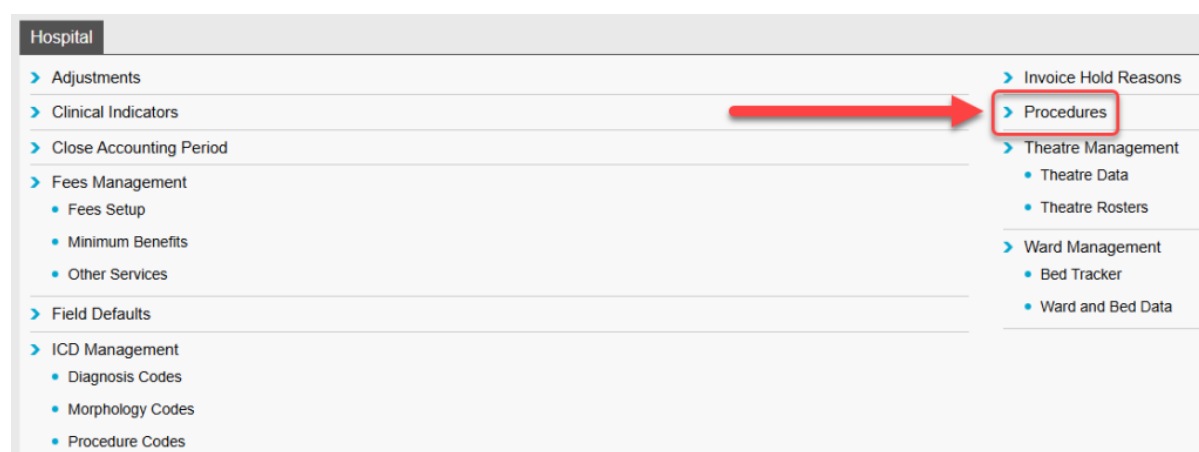
This feature enables facilities to automatically populate multiple fields on the **Edit Appointment Screen** based on the selected procedure.

The following instructions will guide you through setting up procedures to streamline the booking process and reduce manual data entry, saving time and minimising the risk of errors.

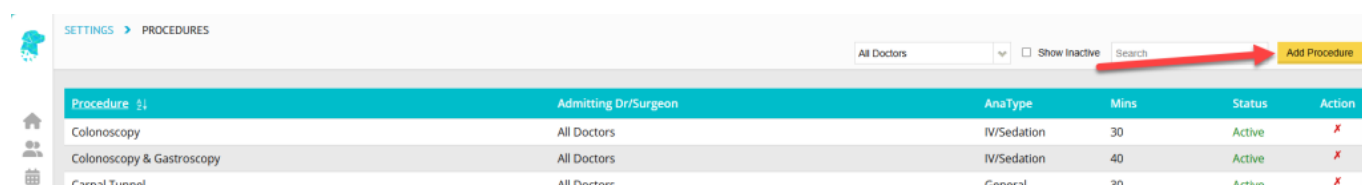
Go to **Settings**



Select **Procedures**



Click **Add Procedure**



1. Complete the **Procedure Name** - This will appear in the **Procedure Notes** dropdown on the **Edit Appointment Screen**.



2. Select an **Anaesthetic Type** - Choose the anaesthetic type that applies to the procedure.
3. Enter the **Minutes** - This sets the default appointment length for the procedure.
4. Assign a **Doctor**- Select the doctor(s) who perform the procedure.



5. Select the **Booking Code 1** - Use this if you'd like to default the primary booking code, especially helpful for sites integrating with an EMR.
6. Select the **Booking Code 2** - Add a secondary booking code if required.
7. Add **Items** - As you add each item, a new line will appear to allow entry of multiple items relevant to the procedure.
8. Add **Other Services** - If the procedure involves prostheses or other quotable services, enter them here. As with items above, a new line will display with each entry, allowing multiple codes to be added as needed.
9. Click **Save**.

ADD PROCEDURES

Procedure: [1] [2] [3] [4] [5] [6]

Ana Type: [2]

Mins: [3]

Doctor: [4]

Status: [5]

Booking Code 1: [5]

Booking Code 2: [6]

Items

Code	Description	Band	Action
[7]			X

Other Services

Code	Description	Action
[8]		X

EDIT PROCEDURES

Procedure: Bilateral Grommets + Tonsillectomy

Ana Type: General

Mins: 45

Doctor: PIERCE, Hawkeye

Status: Active

Booking Code 1: GROM - Grommets

Booking Code 2: [6]

Items

Code	Description	Band
41789	Tonsils or tonsils and adenoids, removal of, in a person aged less than 12 years (including any examination of the postnasal space and nasopharynx and the infiltration of local anaesthetic, not being a service to which item 41764 applies. (Anaes.)	3
41632	B Middle ear, insertion of tube for drainage of (including myringotomy) (Anaes.)	2
41632	B Middle ear, insertion of tube for drainage of (including myringotomy) (Anaes.)	2

Other Services

Code	Description
BQ004	Ventilation Tubes / Grommet
BQ004	Ventilation Tubes / Grommet

Procedures will now be listed in the **Procedure Notes** on the **Make and Edit Appointment Screens**.

Procedures that are specifically linked to the doctor that is selected, will also be identified.

Back to Appointments / Make Appointment

MOUSE, Mickey

MRN 132

File No -

DOB 27/12/1977 (47)

Sex Male

Mobile 0400 000 000

Medicare -

Veterans -

*** Allergies**

Egg

Alert

BMI 44

Notes

Booking Details

Location Shaes Private Hospital

Theatre/List Theatre 3 Roster Select Roster

Dr/Surgeon PIERCE, Dr Hawkeye

Surgical Assistant

Other Surgical Assistant

Anaesthetist SLEEP, Dr Great

Anaesthetic (Primary) General Anaesthetic

Appointment Date 29/07/2025 Time 08:30 Adm #

Appointment Type Special Make Recurring Mins 30

Procedure Notes

Bilateral Grommets + Tonsillectomy **Linked**

Other Notes

Left Knee Arthroscopy

Right Knee Arthroscopy

Once a selection is made, you will notice that all pre-set defaults will populate on the screen. Allowing staff to simply complete ONE field, instead of having to enter the data in to ALL THOSE FIELDS!

Back to Appointments / Make Appointment Total 0.00 Cancel Save

MOUSE, Mickey

MRN 132

File No -

DOB 27/12/1977 (47)

Sex Male

Mobile 0400 000 000

Medicare -

Veterans -

*** Allergies**

Egg

Alert

BMI 44

Notes

Document Alert

Booking Details

Location Shaes Private Hospital

Theatre/List Theatre 3 Roster Select Roster

Dr/Surgeon PIERCE, Dr Hawkeye

Surgical Assistant

Other Surgical Assistant

Anaesthetist SLEEP, Dr Great

Anaesthetic (Primary) General Anaesthetic

Appointment Date 29/07/2025 Time 08:30 Adm #

Appointment Type Special Make Recurring Mins 45

Procedure Notes Bilateral Grommets + Tonsillectomy

Other Notes

☐ OEC Received ☐ OEC Checked ☐ Pre-Admission Contacted

☐ IFC Created ☐ IFC Signed ☐ Admission Form Received

☐ Chart Ready ☐ Consent Received ☐ Post-Discharge Contacted

☐ Documents Scanned

Patient Category Day Only Start at Day 1 Discharge 0

Accom Type Accom - Medical Room Type Private

Provisional DRG Program Status Start Select Episo...

Bed Notes

Booking Code 1 GROM - Grommets Booking Code 2

Food Instructions

Fasting Food Fasting Fluids

Planned Time in Theatre Admission Time Procedure Time

Program NHTP No Inv Hold

Flags ☐ New Patient ☐ Intern Billing ☐ Medical Only ☒ MHR consent

Fund Details

Health Fund BUP - BUPA Australia

Membership No. 123456 UPI 0 Excess 0.00 Co-pay 0.00 UI 0.00

Insurance Status Full Fee Claim Details

Items

Code	Description	Band	Session
41789	Tonsils or tonsils and adenoids, removal of, in a person...	3	1
41632	Middle ear, insertion of tube for drainage of (including...	2	1
41632	Middle ear, insertion of tube for drainage of (including...	2	1

Other Services

Code	Description	Qty	Date of Srv	Send Invoice To
BQ004	Ventilation Tubes / Grommet	1	29/07/2025	Health Fun
BQ004	Ventilation Tubes / Grommet	1	29/07/2025	Health Fun

Referring Details

Previous Referrals

Referring Doctor Add Referring Doctor Referral To

Search for a Referring Doctor Search for a Referral To

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

For assistance with setting up Procedures to better suit your facilities workflow, contact our friendly support staff:

Email: support@alturahealth.com.au

Phone: (02) 9632 0026

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**.

The screenshot shows the 'Episodes' screen for patient SWAGGER, Bob Lee (08/12/1975 - 49). The top navigation bar includes 'Back to Appointments', '154 - SWAGGER, Bob Lee (08/12/1975 - 49)', and a total of 5,925.00. The main table lists episodes with columns: No., Adm #, Adm. Date, Dis. Date, Status, Nights, Procedure, Other Notes, Fund, Surgeon, and Location. Below this, there's a section for 'Admission Date: 06/06/2025 | Invoices for Admission: 864' with an 'Episode Total' of 1,448.00 and 'Balance Due' of 798.00. A table shows invoice details for 582 and 583. The bottom section shows 'Invoice: 582 | BUP: 123456' with an 'Invoice Total' of 1,298.00 and 'Balance Due' of 648.00. A red arrow points to the 'Split Transaction' option in the menu for the first line item of invoice 582.

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

The 'Split Transaction' pop-up form asks 'How would you like this transaction split?'. It has two 'Amount' input fields. The first field contains '-650.00' and is highlighted by a red arrow. The second field contains '0.00'. Below the fields, the total amount '\$ -650.00' is displayed in red. At the bottom are 'Cancel' and 'Save' buttons.

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.

Colonscopy

Split Transaction

How would you like this transaction split?

Amount

Amount

\$ -650.00

Click **Save**.

The original transaction will now appear as two separate lines.

Back to Appointments / 154 - SWAGGER, Bob Lee (08/12/1975 - 49) * 📢 ⌚ Total 5,925.00

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

No.	Adm #	Adm. Date	Dis. Date	Status	Nights	Procedure	Other Notes	Fund	Surgeon	Location
21	864	06/06/2025	06/06/2025	Discharged	D/O	Left Cat & IOL		BUP	Eyes, Bright	Shaes Private Hospital
20	856	02/06/2025	02/06/2025	Discharged	D/O	Gastroscopy		BUP	Doctor, New	Shaes Private Hospital
17	821	02/05/2025	02/05/2025	Discharged	D/O	Colonoscopy test	bmi 44	BUP	Eyes, Bright	Shaes Private Hospital
16	818	01/05/2025	01/05/2025	Discharged	D/O	Gastroscopy		BUP	Eyes, Bright	Shaes Private Hospital
15	780	27/03/2025	27/03/2025	Discharged	D/O	Colonoscopy		BUP	Connors, Curtis	Shaes Private Hospital

Admission Date: 06/06/2025 | Invoices for Admission: 864 Episode Total 1,448.00 Balance Due 798.00 ☐ Show voided invoices

Inv #	To	Charge inc GST	Adjustments	Payments	Balance Due	Last Audit Date/Time	Last User Edited
582	BUP	\$1,298.00	\$0.00	\$-650.00	\$648.00	06/06/2025 6:56 AM	Shae Darr (Altura)
583	UII	\$150.00	\$0.00	\$0.00	\$150.00	06/06/2025 6:56 AM	Shae Darr (Altura)

Invoice: 582 | BUP: 123456 Invoice Total 1,298.00 Balance Due 648.00 ☐ Show voided transactions Invoice Options

Inv #	To	DOS From	Acc Period	T	Code	Description	Qty	B	Charge inc GST	GST	T	Audit Date	User
582	BUP	06/06/2025	06/06/2025	D	DEPOS	Co-Payment: EFTPOS	-		\$-150.00	0.00	H	06/06/2025 6:55 AM	Shae Darr (Altura)
582	BUP	06/06/2025	06/06/2025	D	DEPOS	Co-Payment: EFTPOS	-		\$-500.00	0.00	H	06/06/2025 6:55 AM	Shae Darr (Altura)
582	BUP	06/06/2025	06/06/2025	A	ACCOM	SameDay Accommodation Fee Band : 4	1	4	\$400.00	0.00	H	06/06/2025 6:56 AM	Shae Darr (Altura)
582	BUP	06/06/2025	06/06/2025	T	42702	Lens extraction and insertion of intraocul...	-	6	\$600.00	0.00	H	06/06/2025 6:56 AM	Shae Darr (Altura)
582	BUP	06/06/2025	06/06/2025	O	AL025	AcrySof Multipiece Models MN60MA, M...	1	6	\$232.00	0.00	H	06/06/2025 6:56 AM	Shae Darr (Altura)
582	BUP	06/06/2025	06/06/2025	O	AL005	DUOVISC VISCOELASTIC SYSTEM	1	6	\$66.00	0.00	H	06/06/2025 6:56 AM	Shae Darr (Altura)

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**.

The screenshot shows the 'Episodes' screen for patient 154 - SWAGGER, Bob Lee (08/12/1975 - 49). The top navigation bar includes tabs for Patient Details, Appointments, Recalls, Accounts, Episodes (selected), Communication, Chart Tracking, Documents, and Clinical. A search bar and buttons for Print and Export To are also present. The main table lists transactions with columns: No., Adm #, Adm. Date, Dis. Date, Status, Nights, Procedure, Other Notes, Fund, Surgeon, and Location. Below this, there's a section for 'Admission Date: 06/06/2025 | Invoices for Admission: 864' showing a table of invoices with columns: Inv #, To, Charge inc GST, Adjustments, Payments, Balance Due, Last Audit Date/Time, and Last User Edited. A detailed view of 'Invoice: 582 | BUP: 123456' is shown below, with columns: Inv #, To, DOS From, Acc Period, T, Code, Description, Qty, B, Charge inc GST, GST, T, Audit Date, and User. A red arrow points to the 'Reallocate Transaction' option in the menu of the first transaction line in the detailed invoice view.

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.

The screenshot shows a pop-up window titled 'Re-allocate Deposit/Payment - 154 - Bob Lee SWAGGER'. The window contains a message: 'Select which episode and/or invoice you want to link the deposit of \$-150.00 to.' Below this is a table with columns: Adm. Date, Adm #, Epi #, T, Inv #, Fund Name, and Admitting Dr. The table lists various transactions. A red arrow points to the transaction with Adm. Date 06/06/2025, Adm # 864, Epi # 21, T P, Inv # 583, Fund Name Un-Insured Accounts, and Admitting Dr EYES, Bright. At the bottom of the pop-up, there are 'Cancel' and 'Link Payment' buttons.

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**.

154 - SWAGGER, Bob Lee (08/12/1975 - 49) * 📢 ⌚ Total 5,925.00

Patient Details Appointments Recalls Accounts **Episodes** Communication Chart Tracking Documents Clinical Q Search ? Print Export To ▼

No.	Adm #	Adm. Date	Dis. Date	Status	Nights	Procedure	Other Notes	Fund	Surgeon	Location
21	864	06/06/2025	06/06/2025	Discharged	D/O	Left Cat & IOL		BUP	Eyes, Bright	Shaes Private Hospital
20	856	02/06/2025	02/06/2025	Discharged	D/O	Gastroscopy		BUP	Doctor, New	Shaes Private Hospital
17	821	02/05/2025	02/05/2025	Discharged	D/O	Colonoscopy test	bmi 44	BUP	Eyes, Bright	Shaes Private Hospital
16	818	01/05/2025	01/05/2025	Discharged	D/O	Gastroscopy		BUP	Eyes, Bright	Shaes Private Hospital
15	780	27/03/2025	27/03/2025	Discharged	D/O	Colonoscopy		BUP	Connors, Curtis	Shaes Private Hospital

Admission Date: 06/06/2025 | Invoices for Admission: 864 Episode Total 1,448.00 Balance Due 798.00 ☐ Show voided invoices

Inv #	To	Charge inc GST	Adjustments	Payments	Balance Due	Last Audit Date/Time	Last User Edited
582	BUP	\$1,298.00	\$0.00	\$-500.00	\$798.00	06/06/2025 6:56 AM	Shae Darr (Altura)
583	U/I	\$150.00	\$0.00	\$-150.00	\$0.00	06/06/2025 6:56 AM	Shae Darr (Altura)

Invoice: 583 | U/I: 123456 Invoice Total 150.00 Balance Due 0.00 ☐ Show voided transactions Invoice Options ▼

Inv #	To	DOS From	Acc Period	T	Code	Description	Qty	B	Charge inc GST	GST	T	Audit Date	User
583	U/I	06/06/2025	06/06/2025	D	DEPOS	Co-Payment: EFTPOS	-		\$-150.00	0.00	P	06/06/2025 6:55 AM	Shae Darr (Altura)
583	U/I	06/06/2025	06/06/2025	O	GAP	Gap Pre-Payment	1	7	\$150.00	0.00	P	06/06/2025 6:56 AM	Shae Darr (Altura)

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**.

154 - SWAGGER, Bob Lee (08/12/1975 - 49) * 📢 ⌚ Total 2,083.00

Patient Details Appointments Recalls Accounts **Episodes** Communication Chart Tracking Documents Clinical Q Search ? Print Export To ▼

No.	Adm #	Adm. Date	Dis. Date	Status	Nights	Procedure	Other Notes	Fund	Surgeon	Location
19	846	23/05/2025	-	Admitted		Colonoscopy & Gastroscopy	BMI 44	BUP	House, Greg	Shaes Private Hospital
17	821	02/05/2025	02/05/2025	Discharged	D/O	Colonoscopy test	bmi 44	BUP	Eyes, Bright	Shaes Private Hospital
16	818	01/05/2025	01/05/2025	Discharged	D/O	Gastroscopy		BUP	Eyes, Bright	Shaes Private Hospital
15	780	27/03/2025	27/03/2025	Discharged	D/O	Colonoscopy		BUP	Connors, Curtis	Shaes Private Hospital
11	682	30/01/2025	30/01/2025	Discharged	D/O	Gastroscopy		BUP	Connors, Curtis	Shaes Private Hospital

Admission Date: 23/05/2025 | Invoices for Admission: 846 Episode Total 0.00 Balance Due -500.00 ☐ Show voided invoices

Inv #	To	Charge inc GST	Adjustments	Payments	Balance Due	Last Audit Date/Time	Last User Edited
573	U/I	\$0.00	\$0.00	\$-500.00	\$-500.00	22/05/2025 11:46 AM	Paula Martin (Altura)

Invoice: 573 | U/I: 123456 Invoice Total 0.00 Balance Due -500.00 ☐ Show voided transactions Invoice Options ▼

Inv #	To	DOS From	Acc Period	T	Code	Description	Qty	B	Charge inc GST	GST	T	Audit Date	User
573	U/I	23/05/2025	22/05/2025	D	DEPOS	Deposit Applied: Credit Card	-		\$-500.00	0.00	P	22/05/2025 11:46 AM	Paula Martin (Altura)

Episode Notes Edit Financial Notes Next follow up date:

Invoice Options dropdown menu:

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

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**

ACCOUNTS > ADJUSTMENTS

SWAGGER, Bob Lee

Adjustment Details

Location

Shaes Private Hospital

Transaction Date

22/05/2025

Type

REFUND

Payment Type

Direct Deposit

Drawer

Reference No.

Bank

Branch

Click to Search for an Individual Account

Show All Invoices

MRN	Surname	First Name	Adm Date	Inv#	Fund	Balance	Allocated	Possible Balance
154	SWAGGER	Bob Lee	30/01/2025	469	BUP	750.00	0.00	750.00
154	SWAGGER	Bob Lee	27/03/2025	498	BUP	1,333.00	0.00	1,333.00
154	SWAGGER	Bob Lee	01/05/2025	557	BUP	750.00	0.00	750.00
154	SWAGGER	Bob Lee	02/05/2025	525	BUP	750.00	0.00	750.00
154	SWAGGER	Bob Lee	02/05/2025	526	U/I	-1,000.00	0.00	-1,000.00
154	SWAGGER	Bob Lee	23/05/2025	573	U/I	-500.00	0.00	-500.00
Total Allocated :							0.00	

Save Cancel

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.

Welcome to Your Dashboard

Feature Highlight

FYDO + Preadmit - An unbeatable combination!

Our advanced Preadmit feature simplifies patient onboarding by providing a seamless digital preadmission process. FYDO + Preadmit is the perfect package to ensure a smoother experience for both patients and staff while meeting compliance requirements. Click here for more info on how Preadmit can benefit your facility!

Learn more

Recent Changes

Preadmit Patient Alerts

26 minutes ago

Theatre Roster Updates

6 days ago

SA Cancer Registry Screen

1 day ago

Quick Links

fydo@alturahealth.com.au

(02) 9632 0026

FYDO Wiki Manual

FYDO Hospital Updates

FYDO Clinic Updates

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.

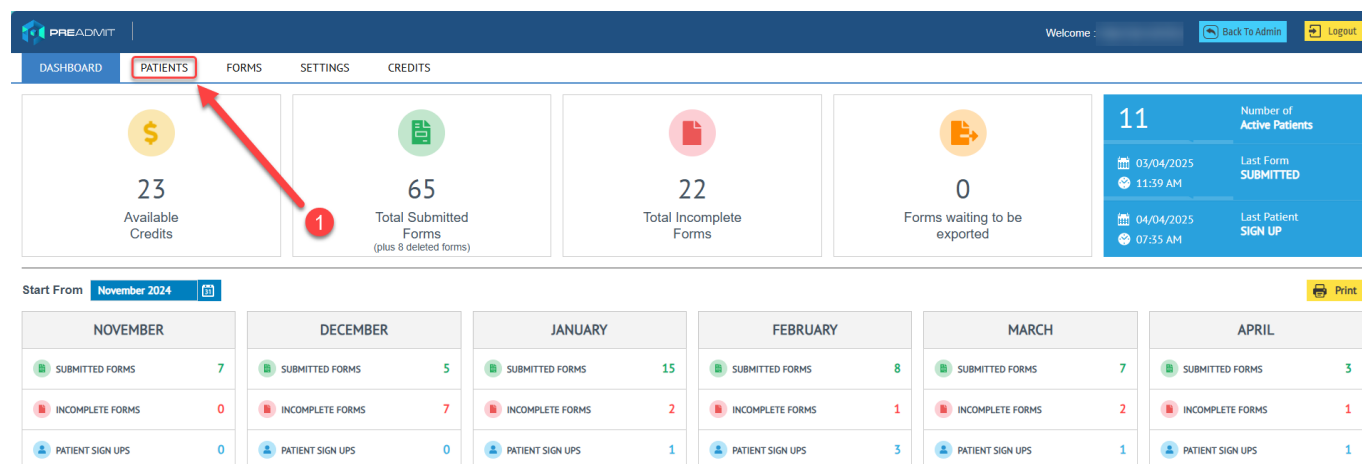
Preadmit - Unblocking a Patient

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.

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**.

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.

Patients list table:

Unique ID	Surname	First Name	Email	# of Forms	Date Created	Status	Action
16	Poppins	Mary	support@alturahealth.com.au	0	04/04/2025	Blocked	Actions

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

The screenshot shows the Preadmit system interface. At the top, there is a navigation bar with tabs: DASHBOARD, PATIENTS, FORMS, SETTINGS, and CREDITS. The PATIENTS tab is active. Below the navigation bar, there is a search bar with the text 'mary' and a 'Search' button. A red circle with the number 4 points to the search bar. Below the search bar, there is a table of patients. The table has columns: Unique ID, Surname, First Name, Email, # of Forms, Date Created, Status, and Actions. The first row shows a patient with Unique ID 16, Surname Poppins, First Name Mary, Email support@allurahealth.com.au, # of Forms 0, Date Created 04/04/2025, and Status Blocked. A red circle with the number 5 points to the 'Unblock' button in the Actions dropdown menu for this patient. The table also has a 'Delete All' button at the top left and a 'Records/Page' dropdown at the bottom left.

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](#)