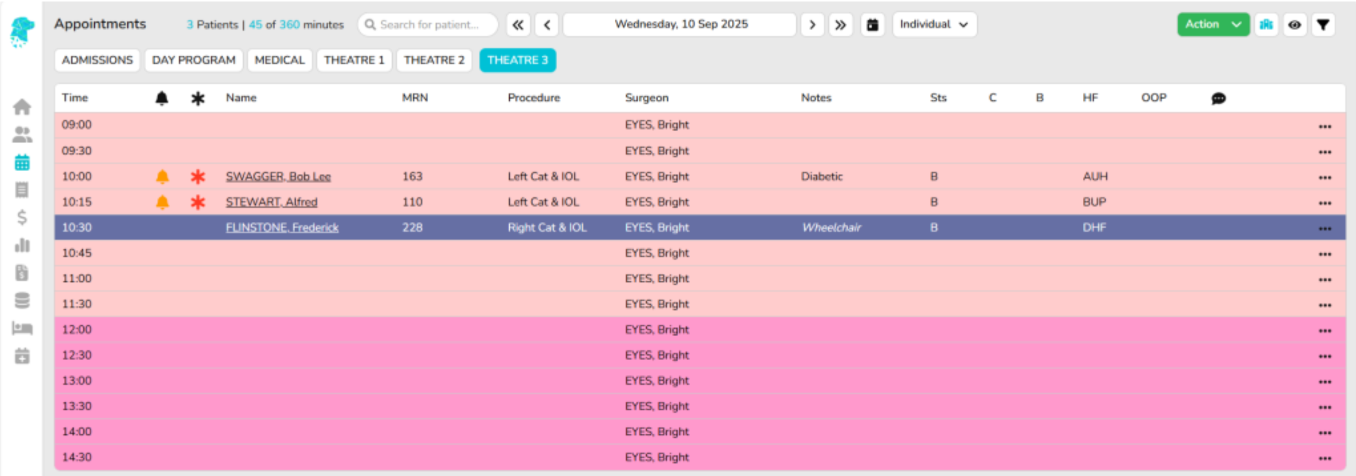
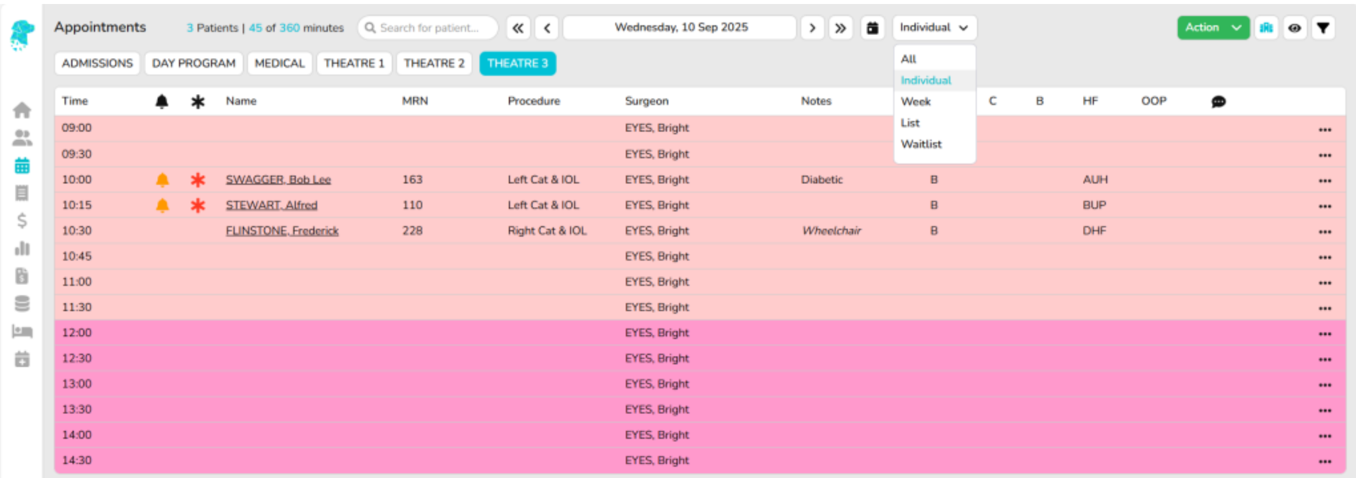
Appointment Screen Improvements

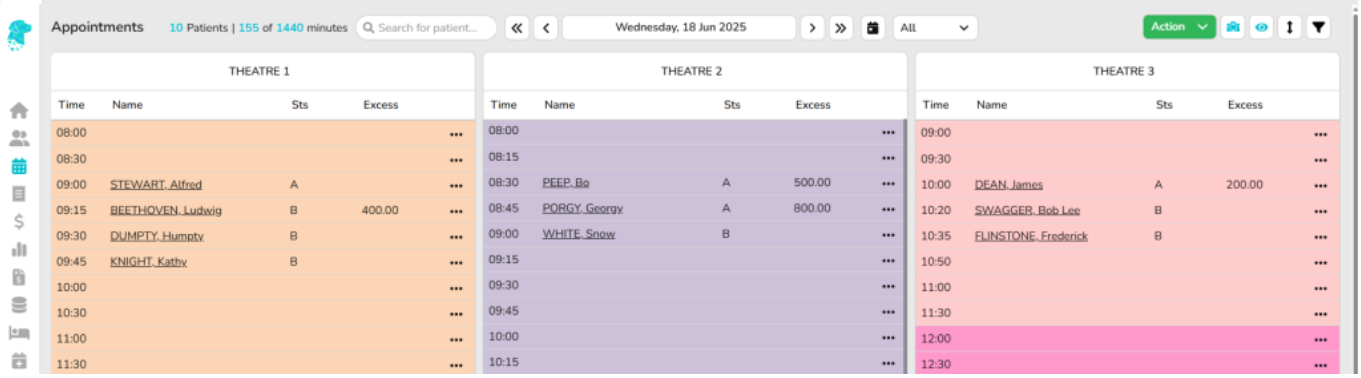
FYDO is continuously working behind the scenes to enhance functionality and streamline workflows. Below, you'll find an overview of the new look **Appointment Screen** scheduled for implementation at the end of **September**.

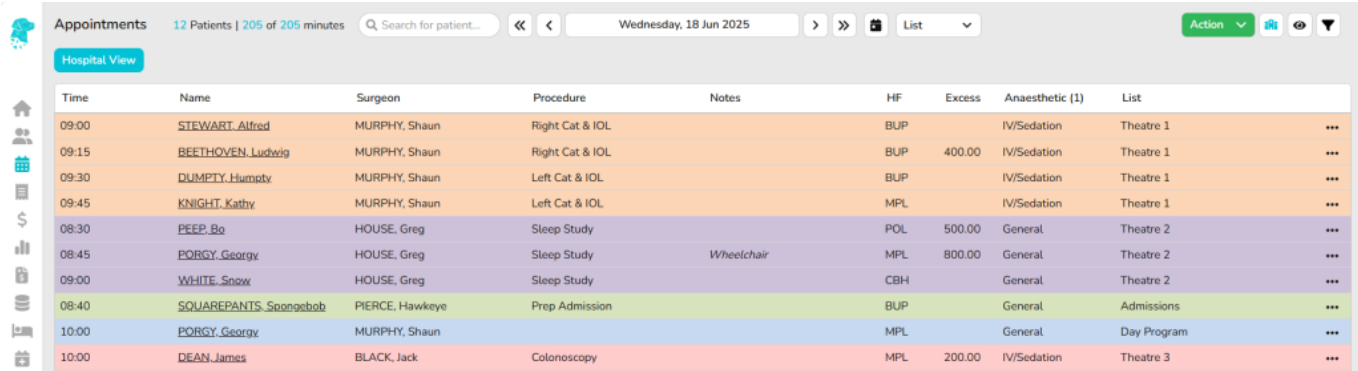
This sleek new look has been designed to support efficient workflows and allow staff to easily access the features that are important to them. All actions previously in the sidebar have been relocated to allow for a wider view to display more information that is important to you.



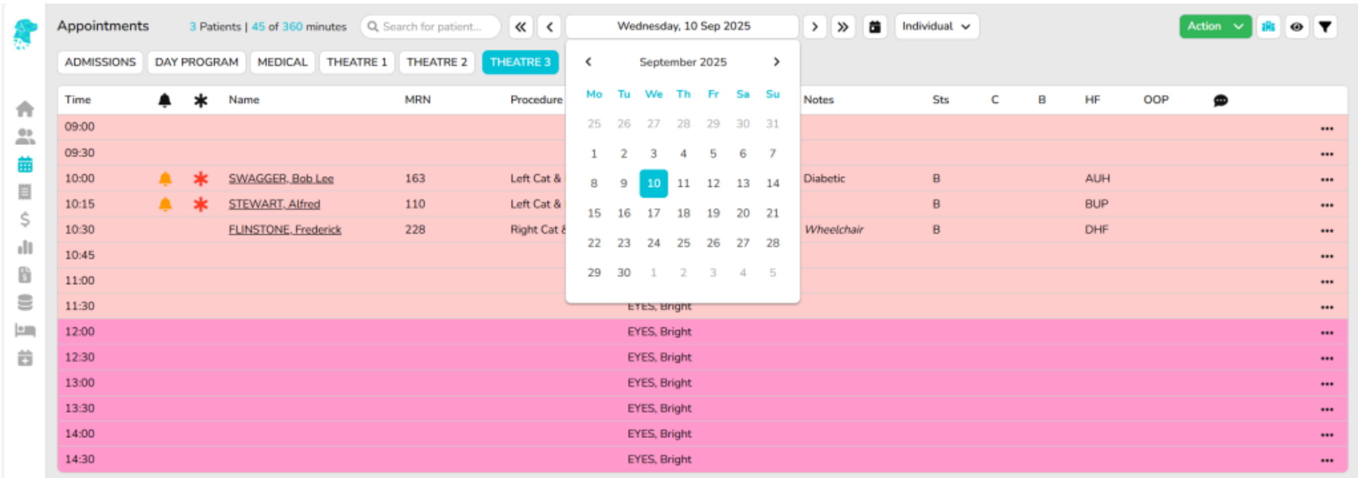
To choose your preferred view – **All, Individual, Week, List, or Waitlist** – use the dropdown menu located on the right-hand side of the date.



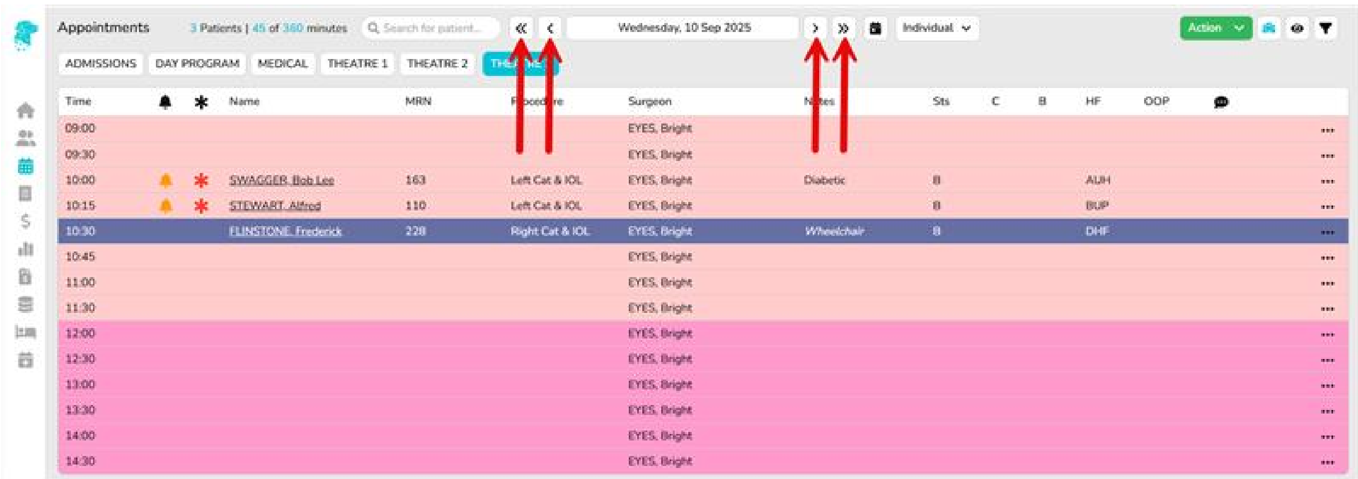




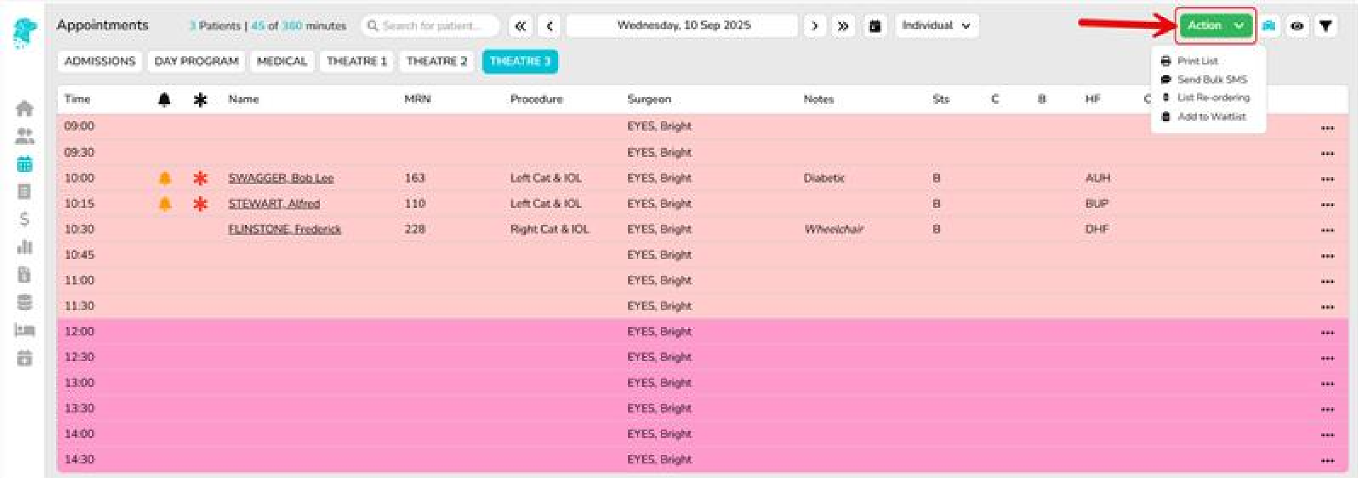
To view the **calendar**, click on the displayed date (e.g., **Wednesday, 10 Sep 2025**). The calendar will open, allowing you to easily select your desired date.



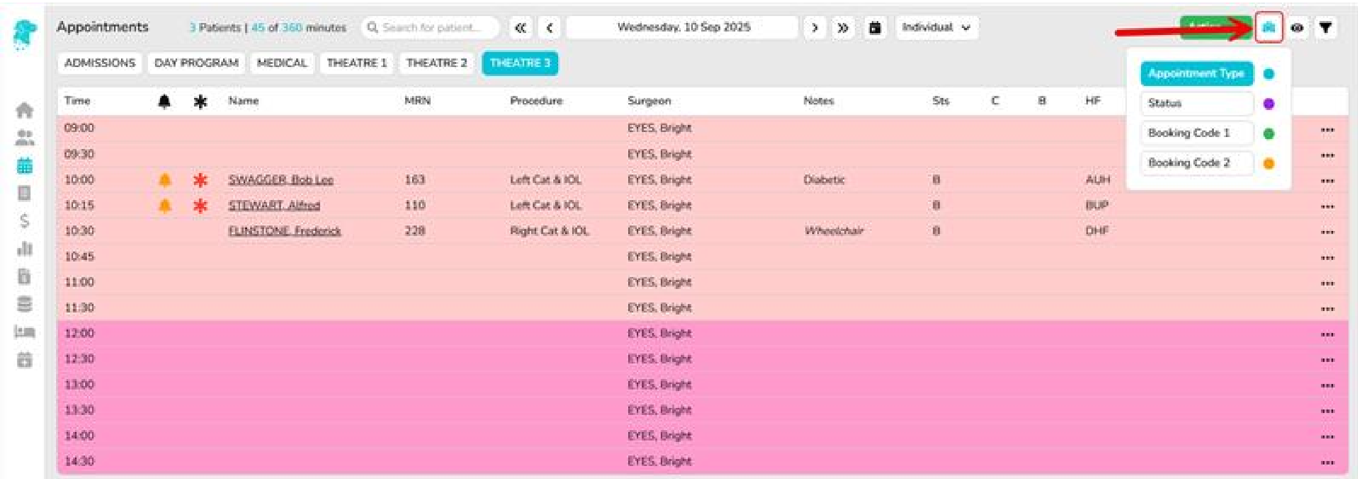
You can also use the arrows on either side of the displayed date to navigate forward or backward by **one day** or **one week**, making it easy to reach nearby dates.



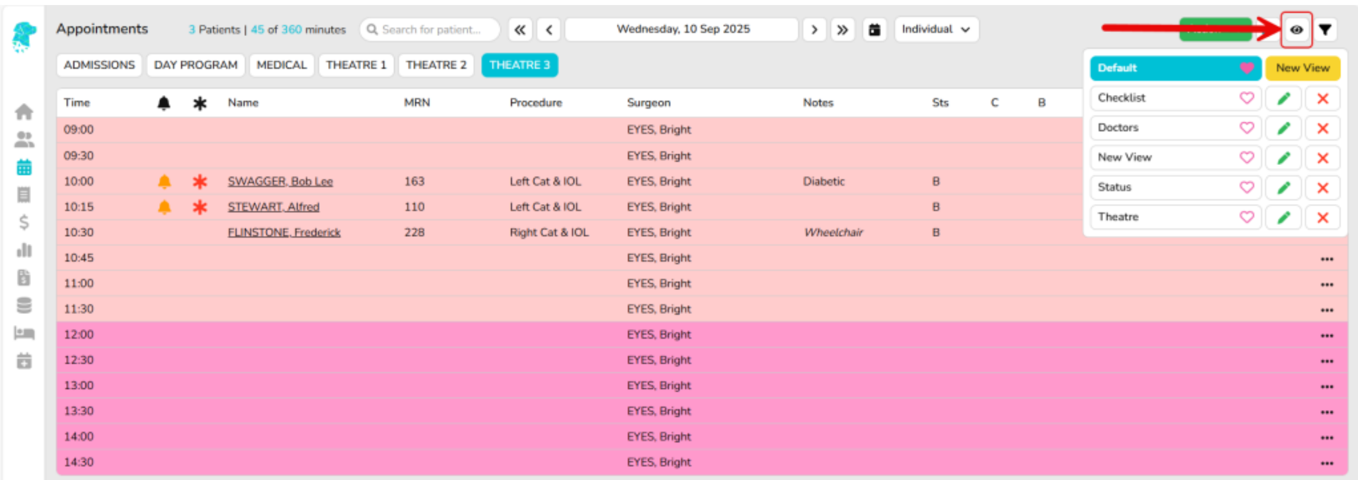
To manage your daily tasks – such as **Printing Lists, Sending Bulk SMS Messages, List Re-ordering, or Adding Patients to the Waitlist**, simply use the green dropdown menu labeled **Action**.



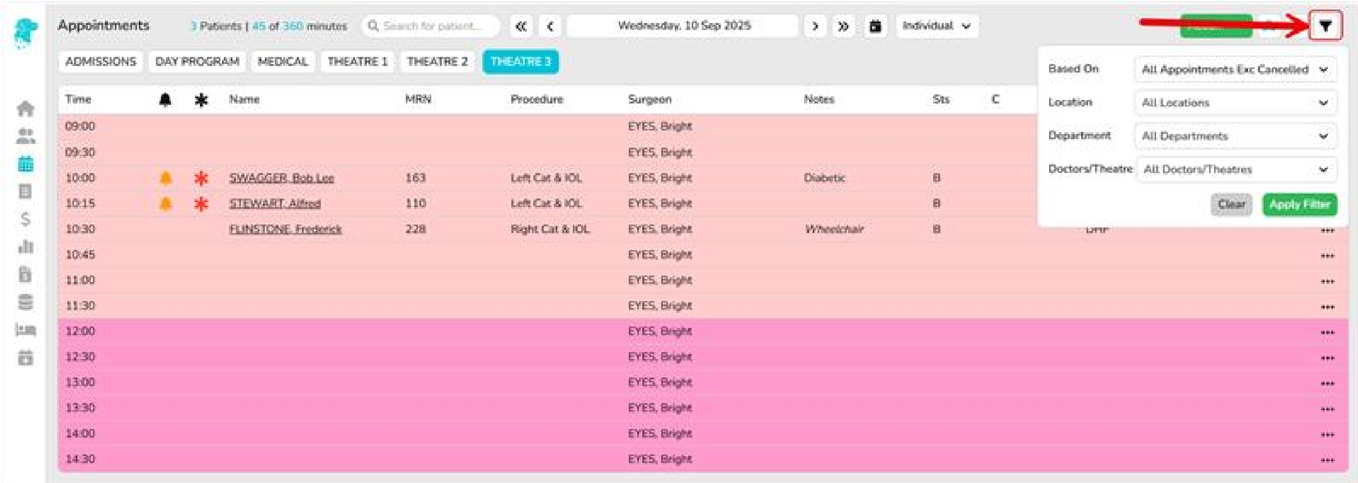
The next icon allows you to filter the view based on the specific hospital status.



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.



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



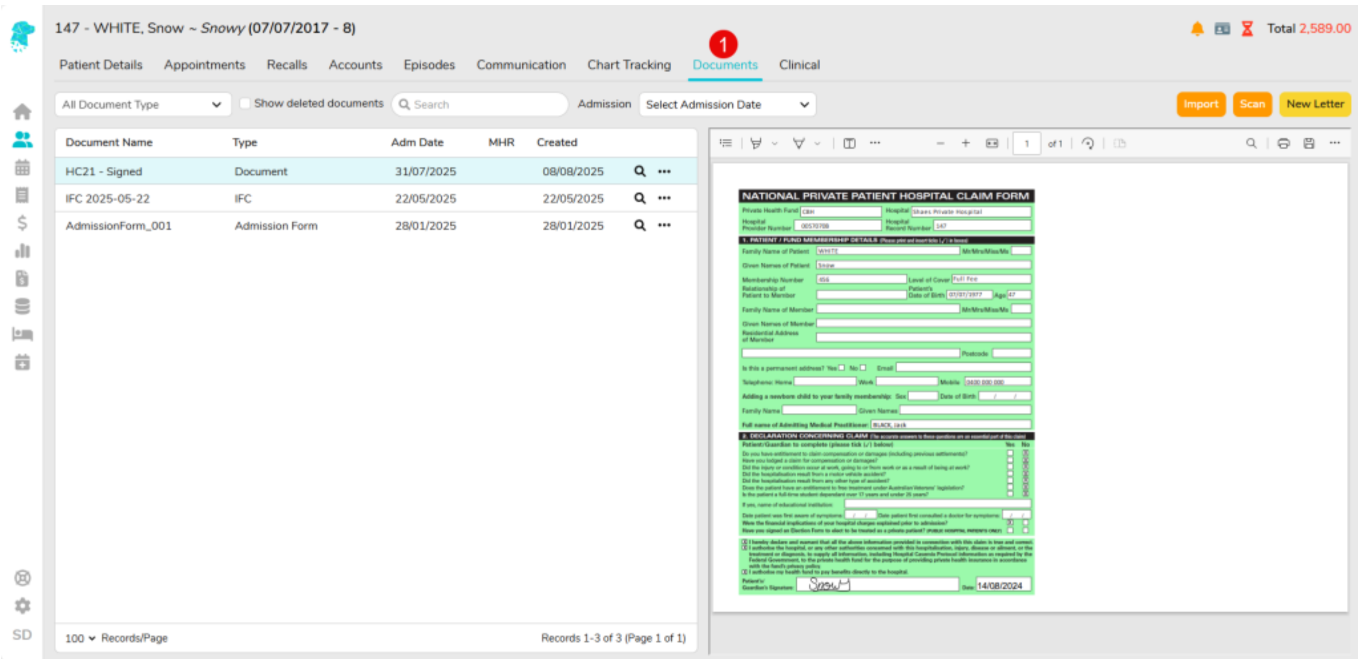
Combine Invoice & HC21 in One PDF

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!

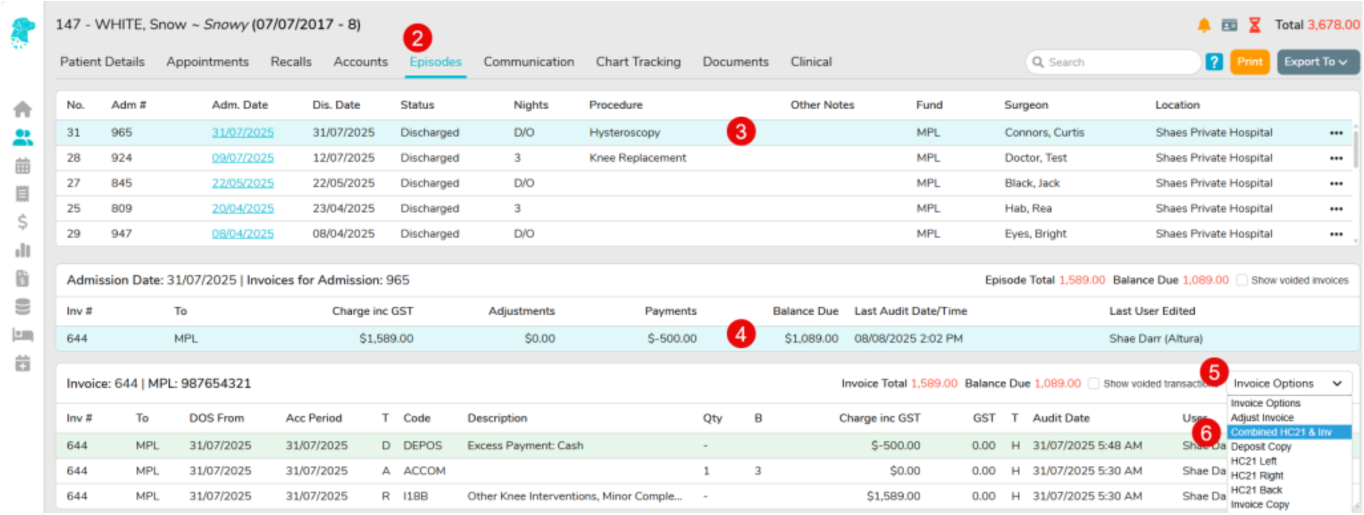
FYDO has made this process easy, with a feature that does it all for you! Follow the steps below to learn how.

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)*

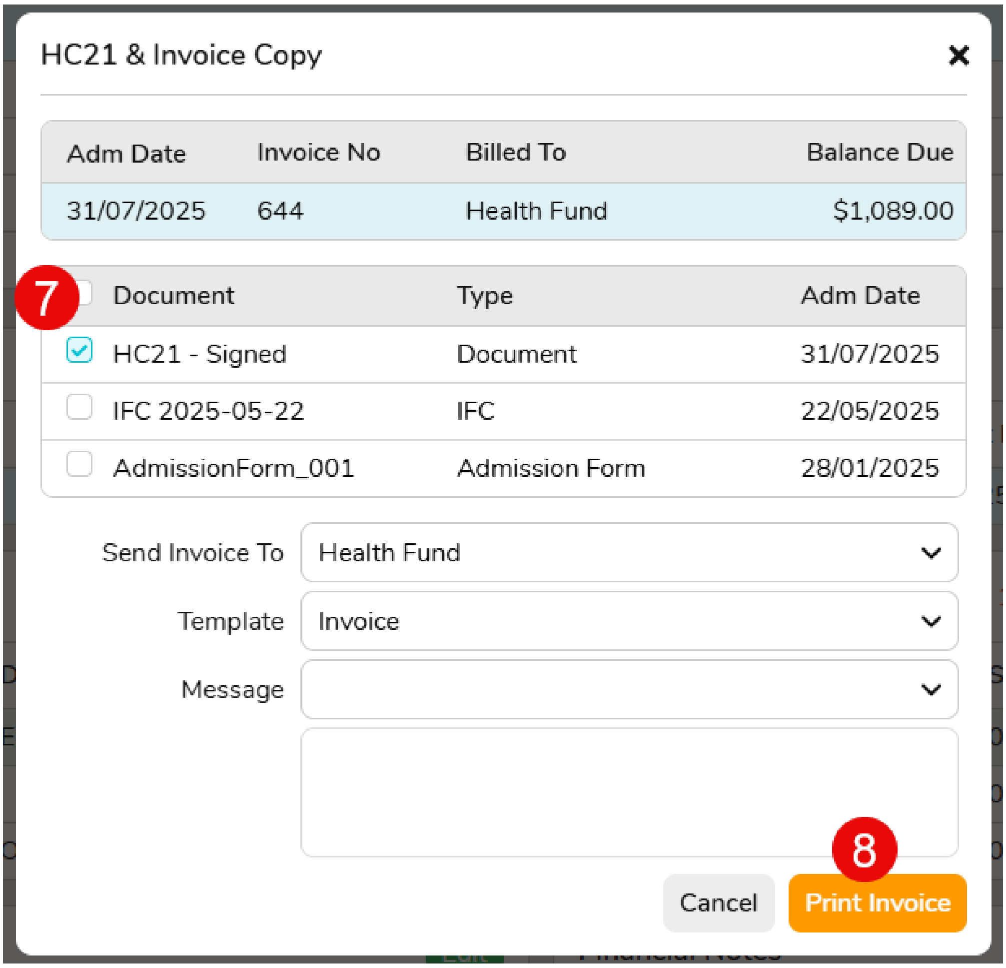


2. Navigate to **Episodes**

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**



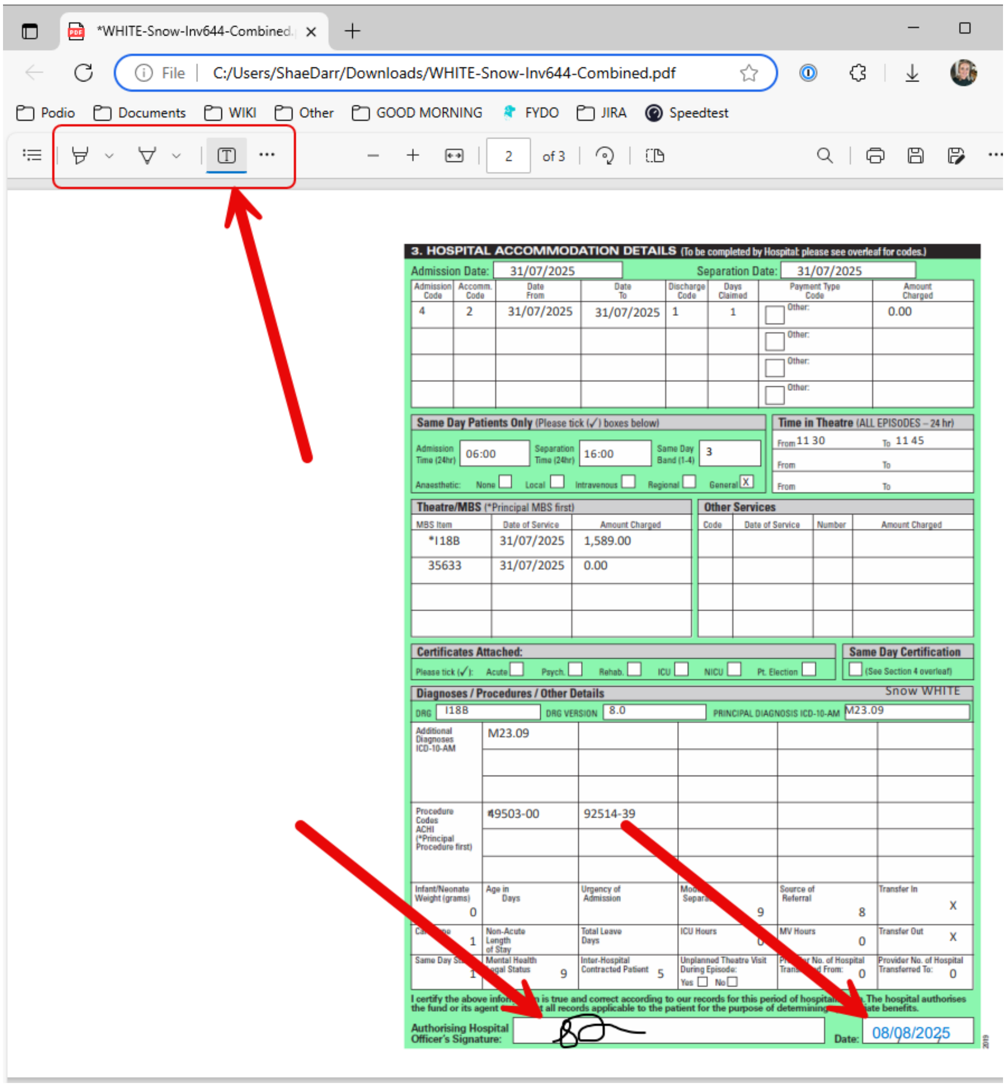
7. Select the **HC21 Left** document that you had previously loaded into the patients **Documents** in step 1. And any certificate that also need to be included in the single PDF file.
8. Click **Print Invoice**



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.

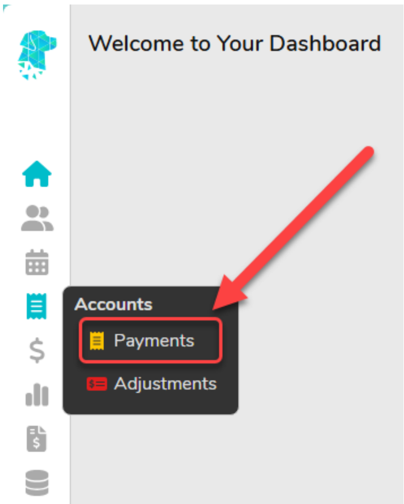


Save the document and submit to the health fund.

[Receipt a Manual Hospital Remittance]

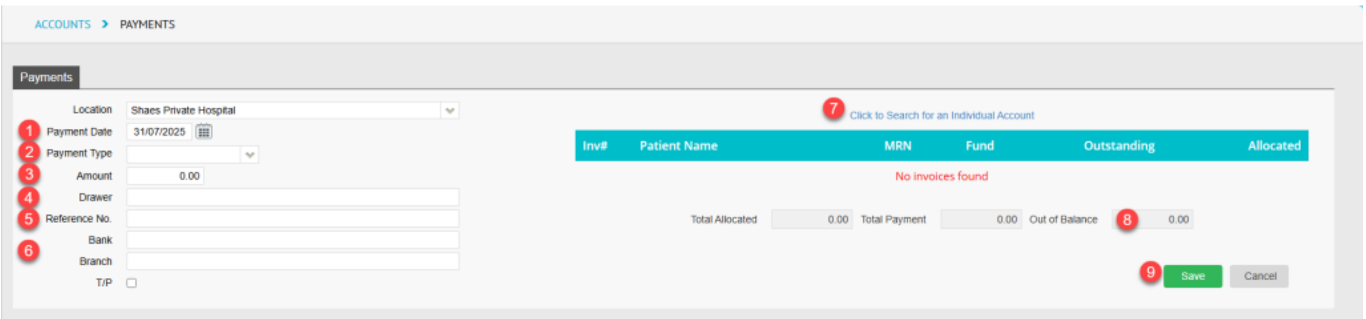
When health funds or companies pay for accounts with a manual remittance *(I.E it isn't electronic through ECLIPSE)* the payment still needs to be receipted in FYDO. These instructions will explain how to do that:

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**

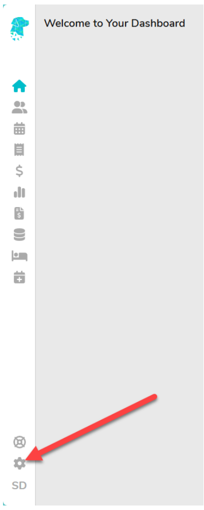


Adding Procedures and Procedure Defaults (Hospital)

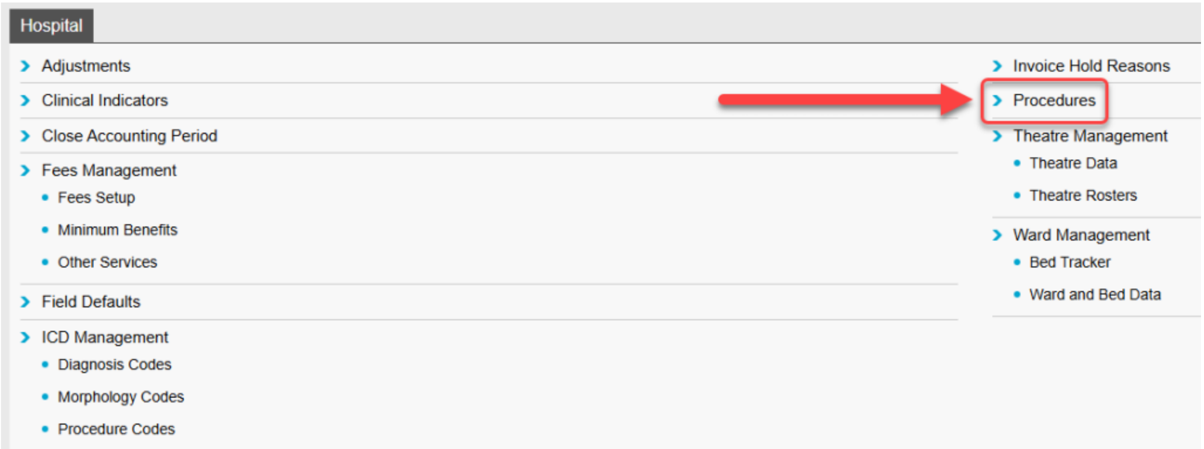
Adding bookings into FYDO is quick and straightforward – particularly when **Procedure Notes Defaults** are set up correctly.
This feature enables facilities to automatically populate multiple fields on the **Edit Appointment Screen** based on the selected procedure.
The following instructions will guide 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**



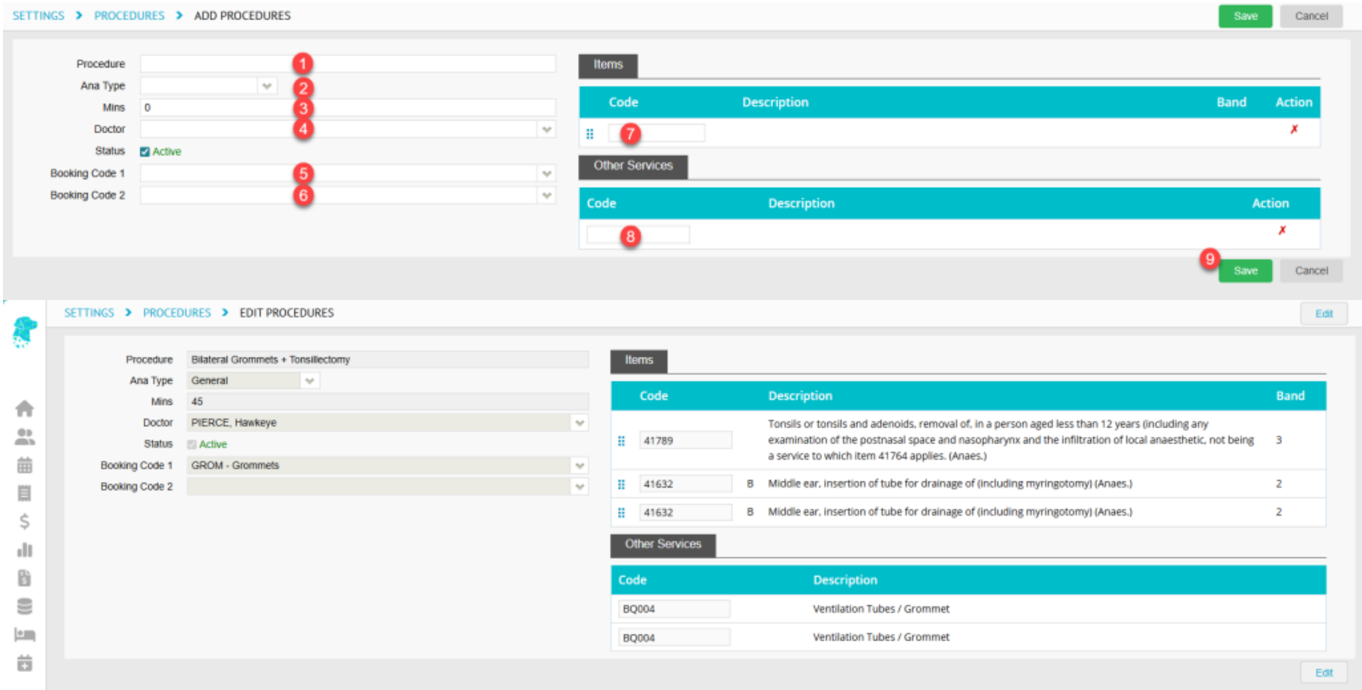
Select **Procedures**



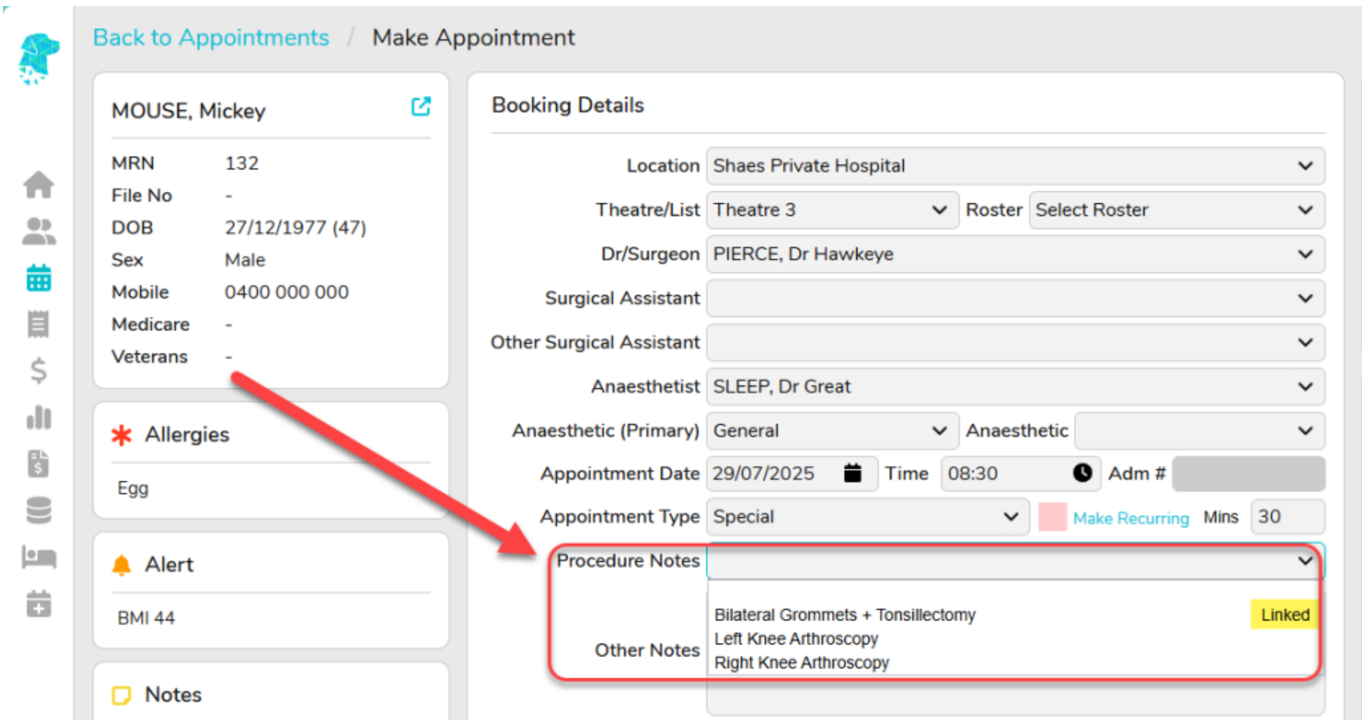
Click **Add Procedure**

1. Complete the **Procedure Name** – This will appear in the **Procedure Notes** dropdown on the **Edit Appointment Screen.** [redacted]
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. [redacted]
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 protheses 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.**

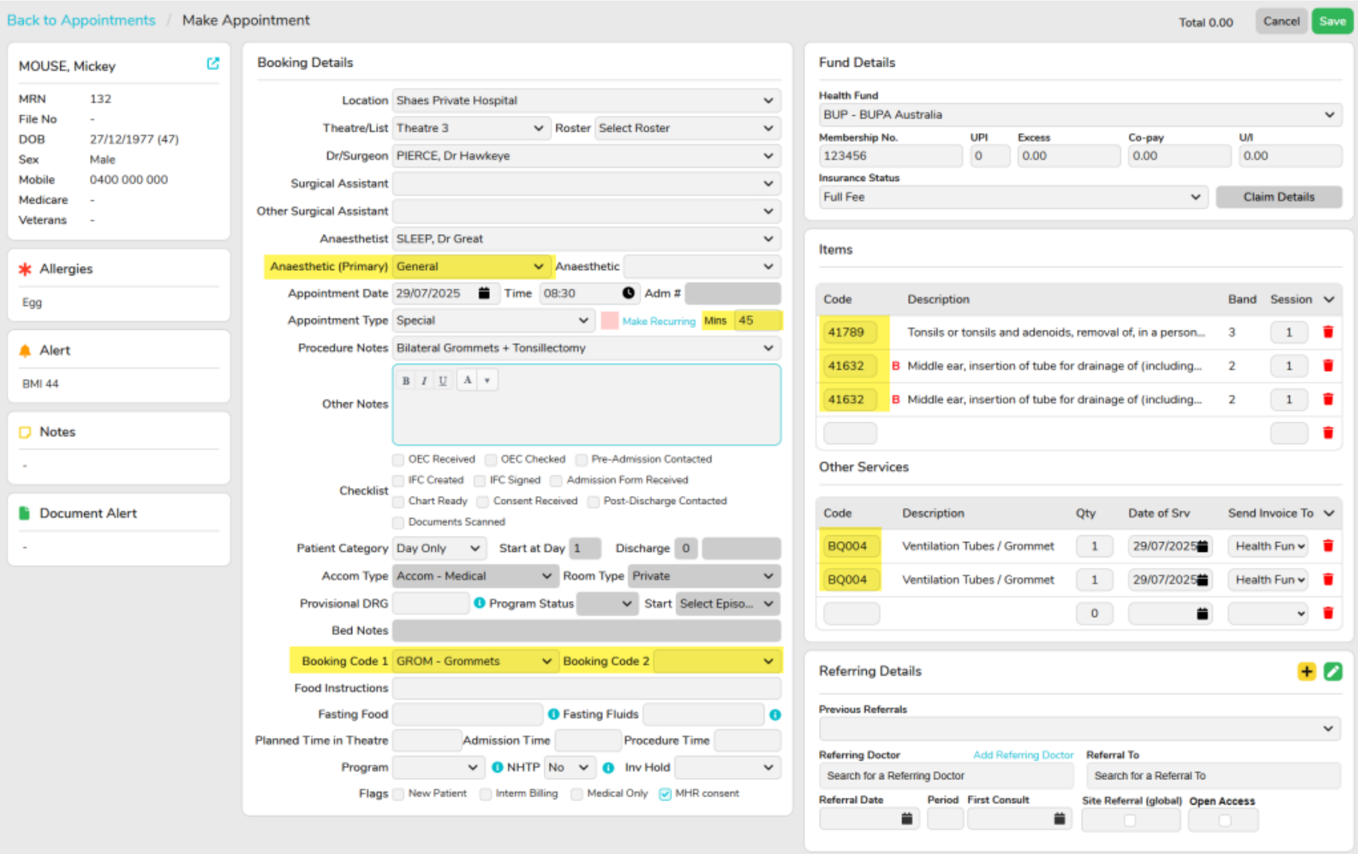


Procedures will now be listed in the **Procedure Notes** on the **Make and Edit Appointment Screens.**
Procedures that are specifically linked to the doctor that is selected, will also be identified.



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!



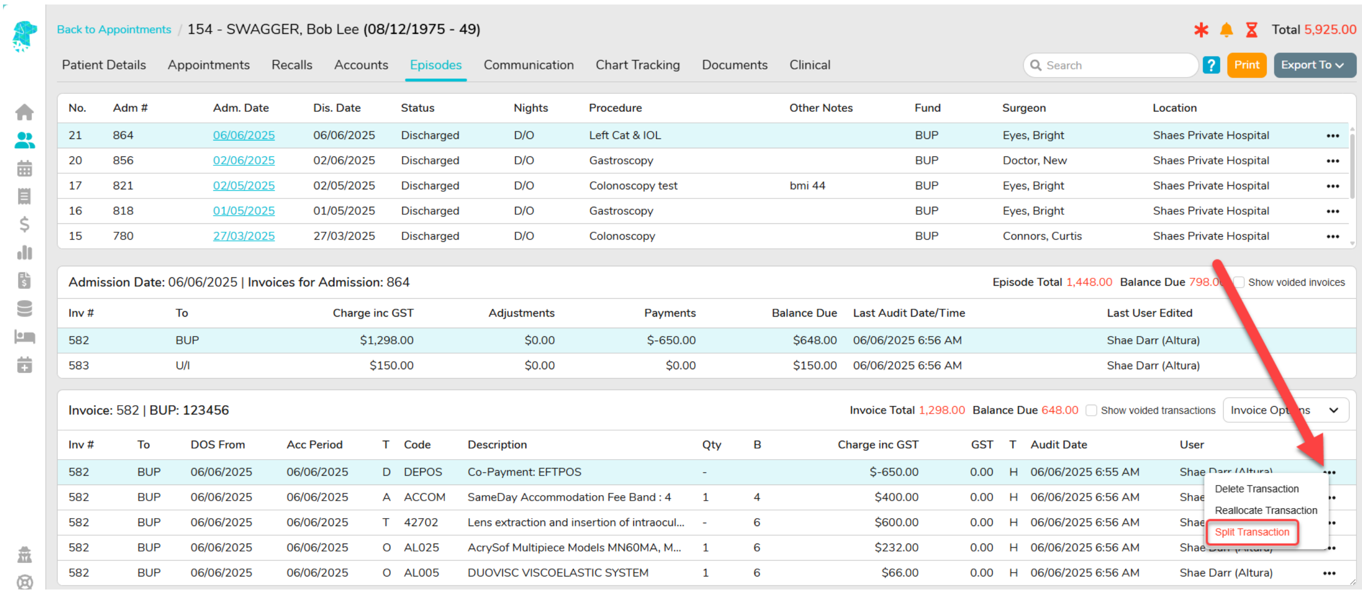
For assistance with setting up Procedures to better suit your facilities workflow, contact our friendly support staff:

Email: support@alturahealth.com.au
Phone: (02) 9632 0026

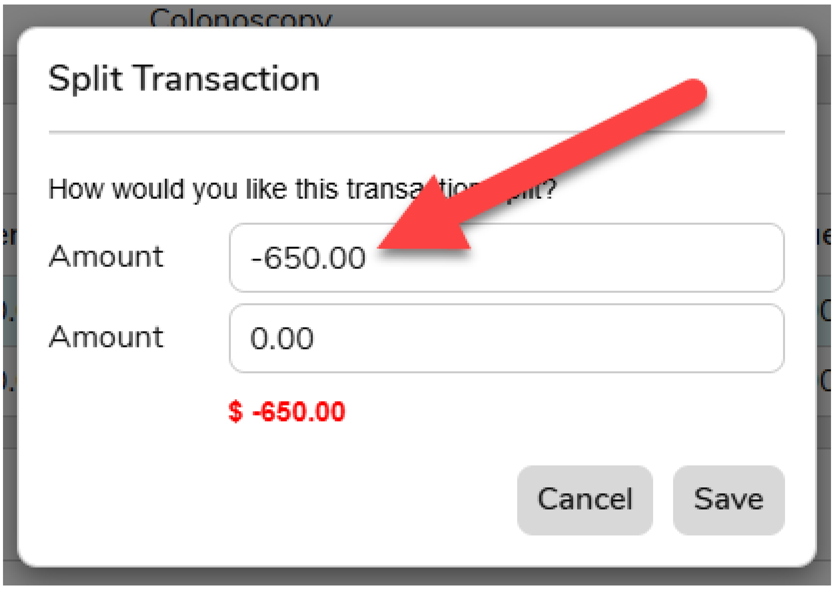
[Split Transaction/Payment (Hospital)]()

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:

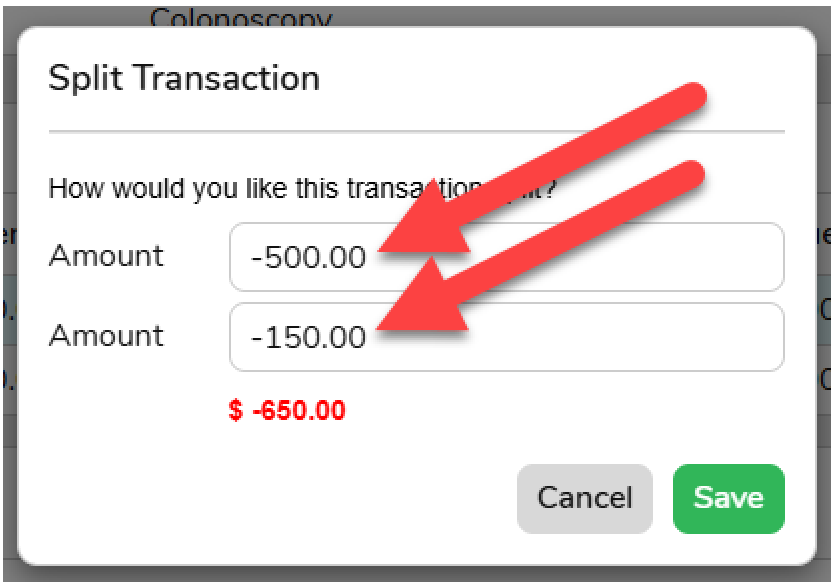
Navigate to the **Episodes Screen** and locate the payment that needs to be amended.
Utilise the menu icon *(three dots on the transaction line)* to select **Split Transaction.**



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

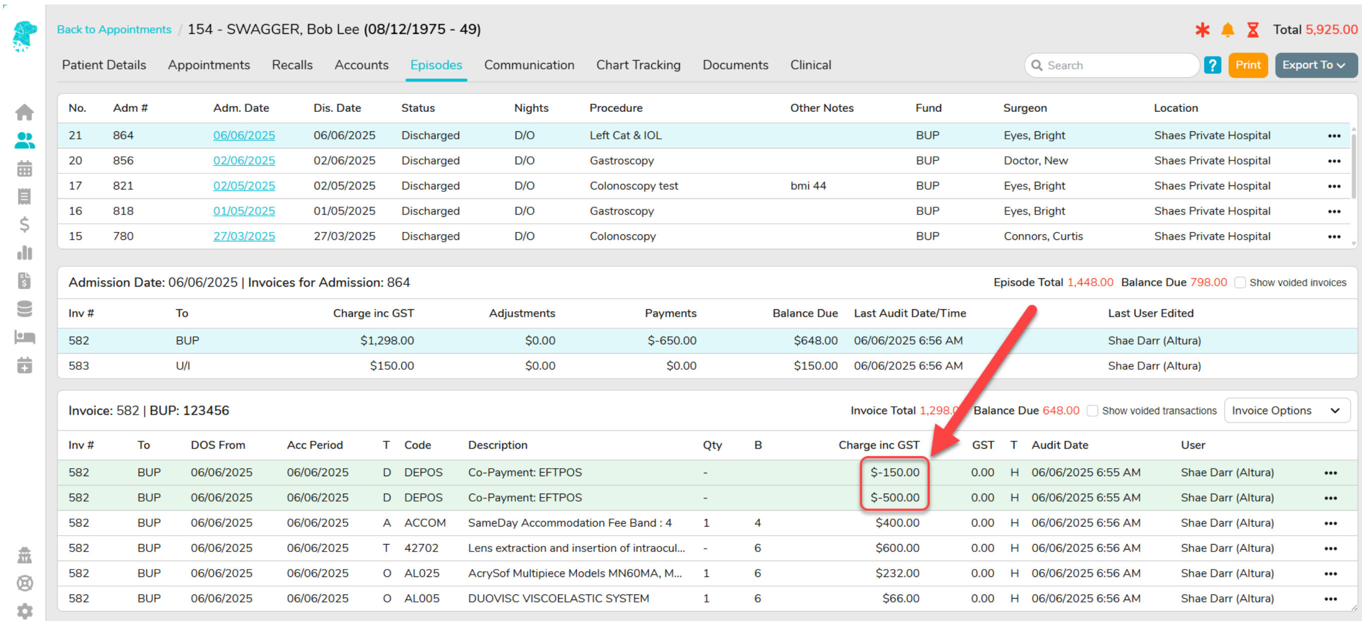


Enter the amount you wish to allocate to the **first receipt** in the top line. The **second Amount field** will automatically populate with the remaining balance.



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)](#)

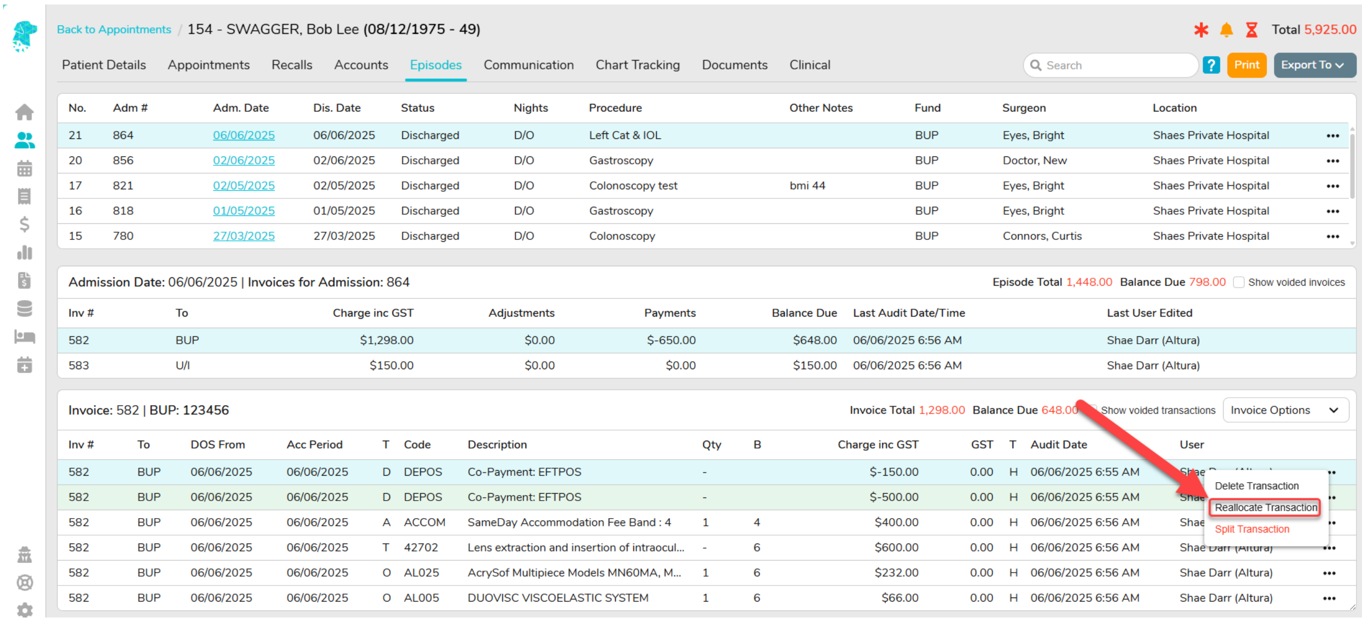
[Reallocate a Transaction (Hospital)](#)

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

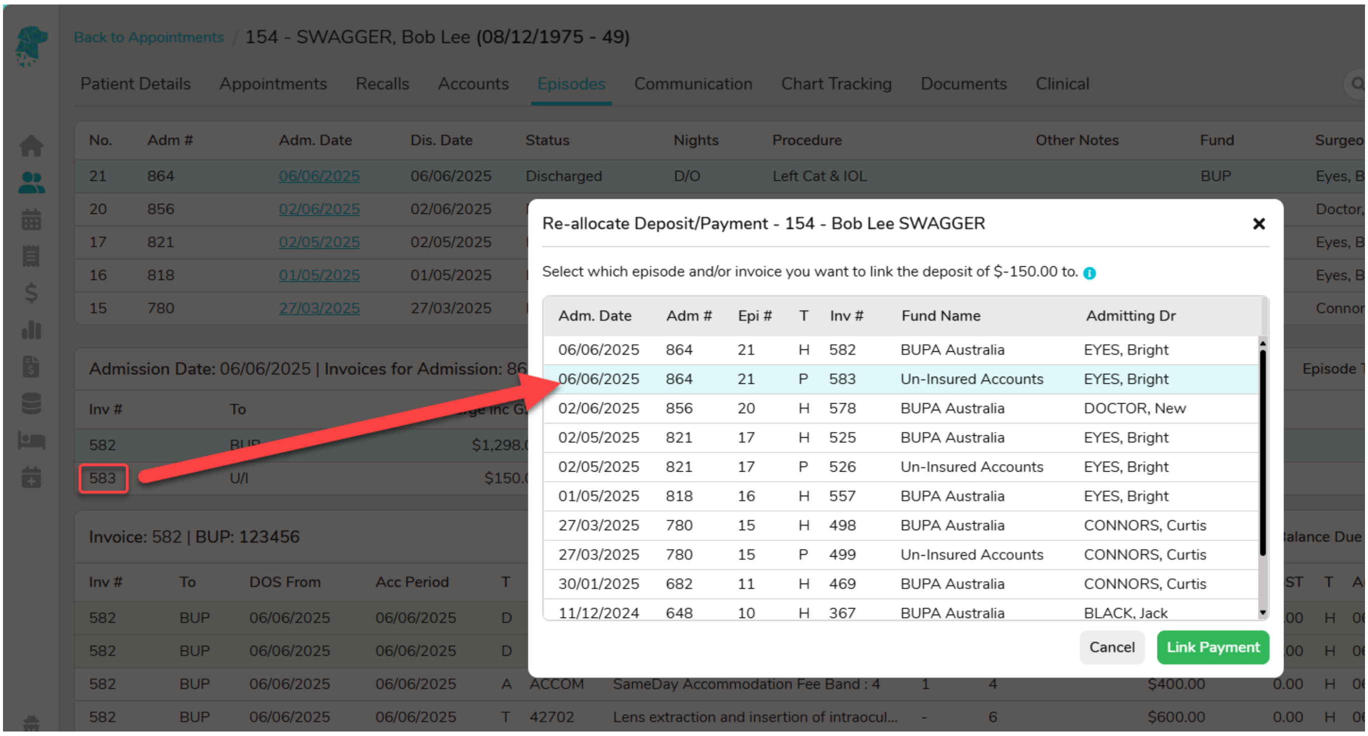
If the transaction needs to be split into two amounts before reallocation, please refer to our wiki page for instructions on how to **Split Transaction/Payment (Hospital).**

[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.**

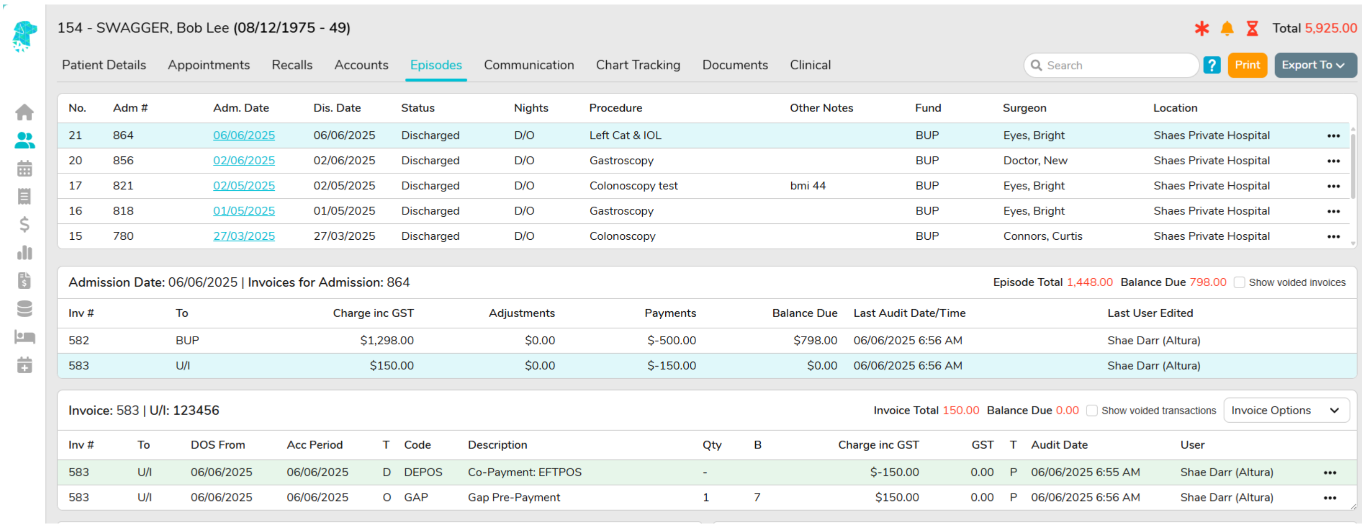


A pop-up will appear displaying all of the patient's other invoices across all admissions. This is particularly useful when reallocating a deposit from one episode to another – for example, in the case of a cancelled procedure.



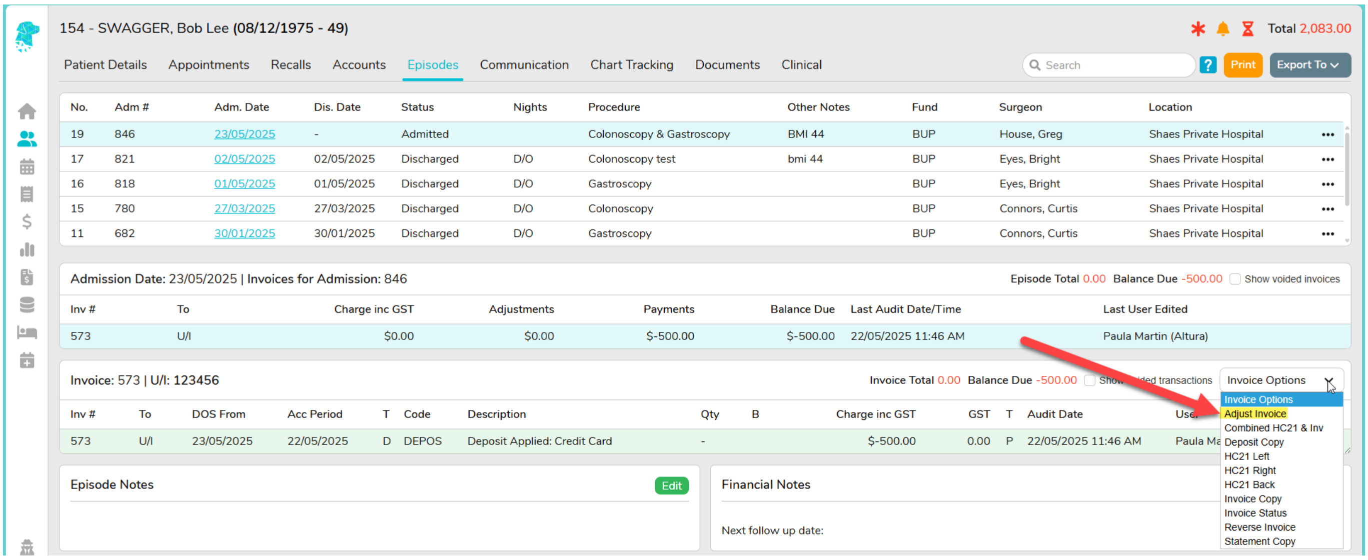
Once the appropriate invoice is selected, click **Link Payment.**

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

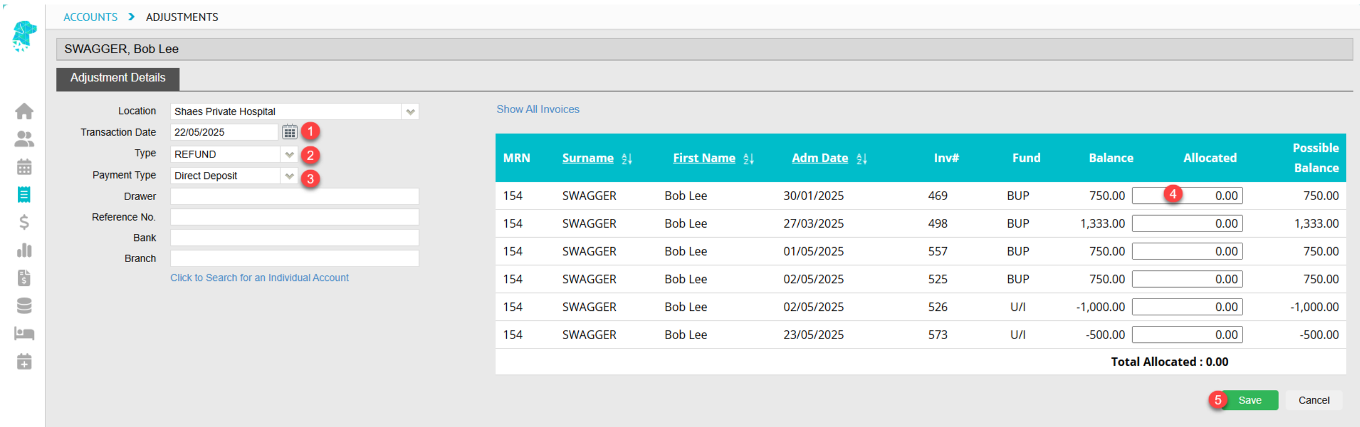


Refund Adjustment via Episodes Screen (Hospital)

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**

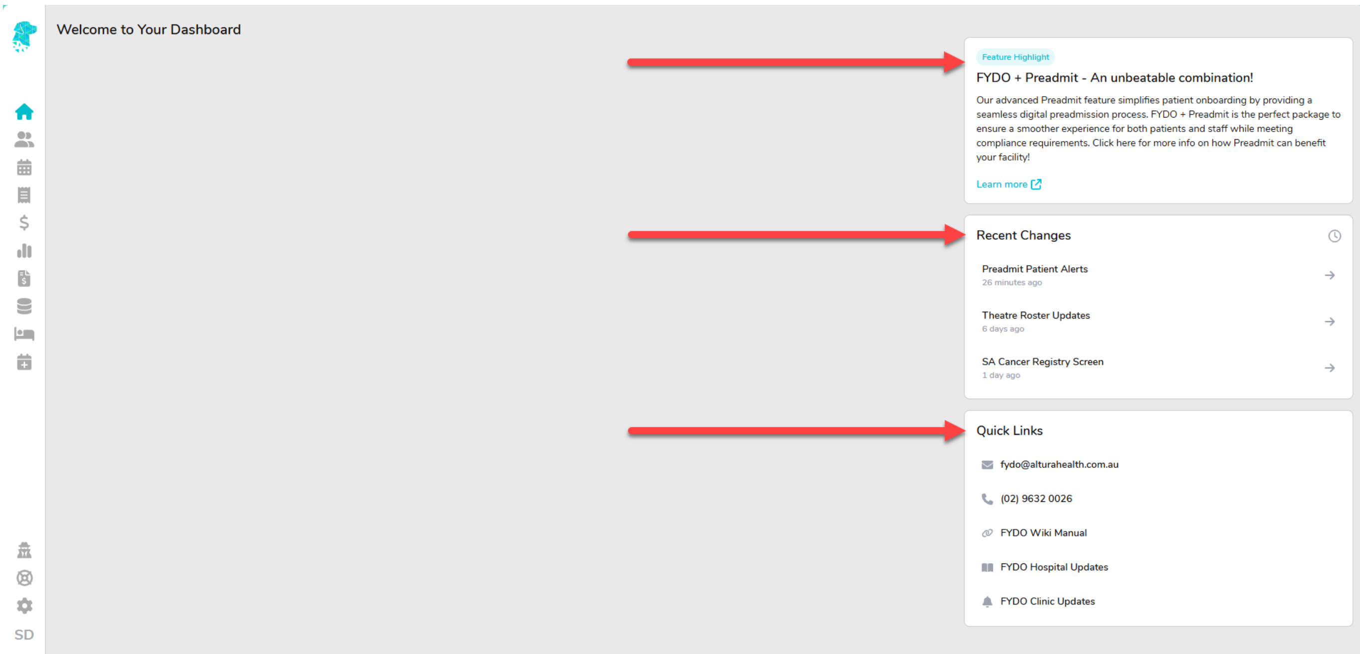


[Your New FYDO Dashboard!]

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.

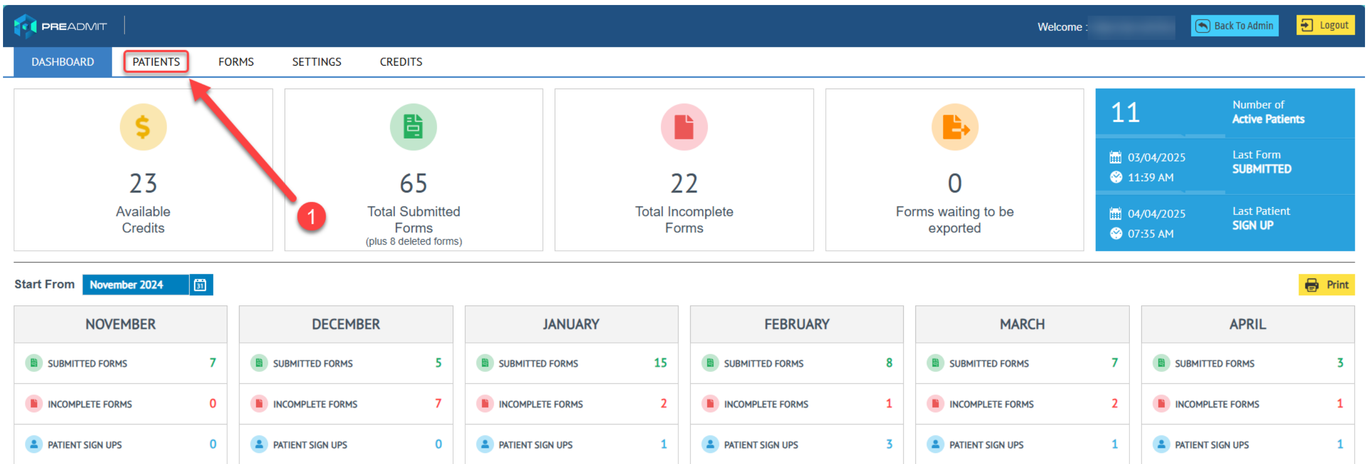
Preadmit – Unblocking a Patient

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]

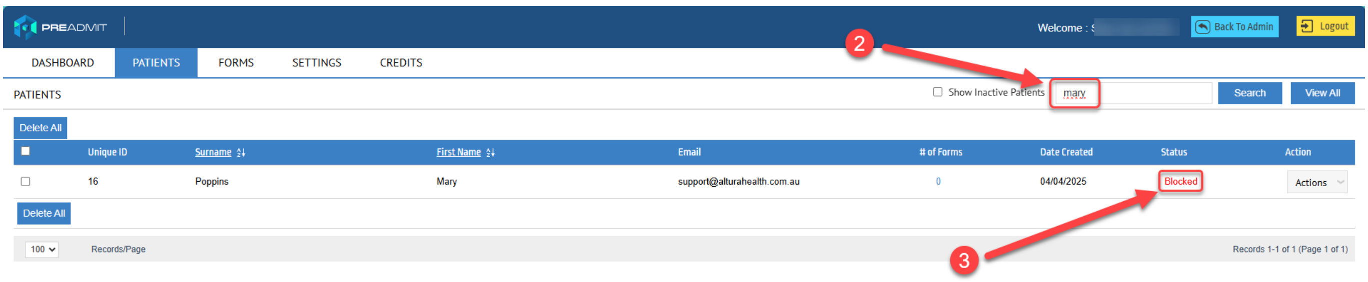
If they continue to attempt to log in with the incorrect password, their account will be **permanently suspended.** If this occurs, they will need to contact the hospital directly to have their account **Unblock**. [redacted]

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

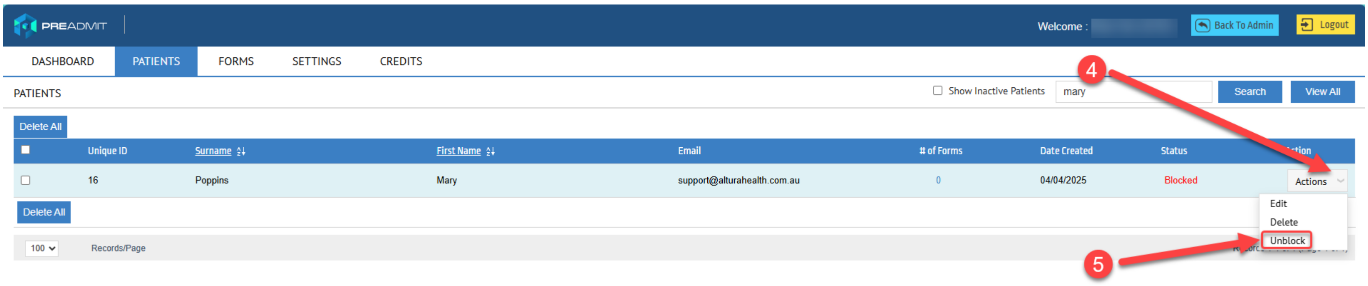
Log into your **Hospital Preadmit Portal** and navigate to the **Patients Tab.**



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.

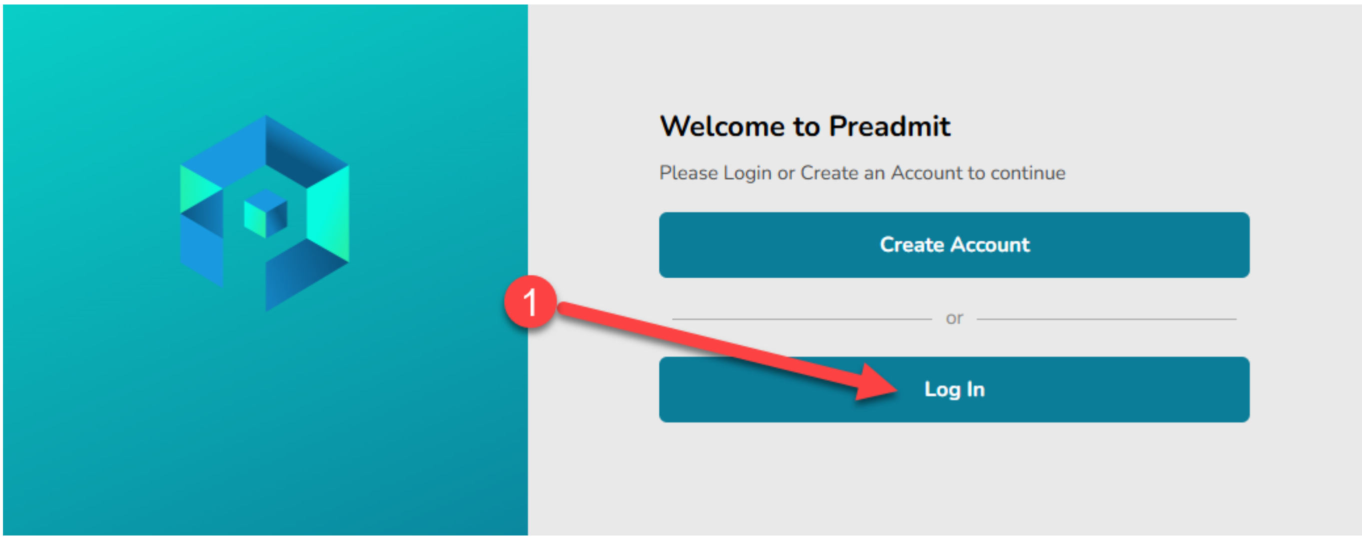
[Preadmit – Resetting Patient Password – Patient InstructionsDownload]

[Preadmit – Resetting Password – Patient Instructions]

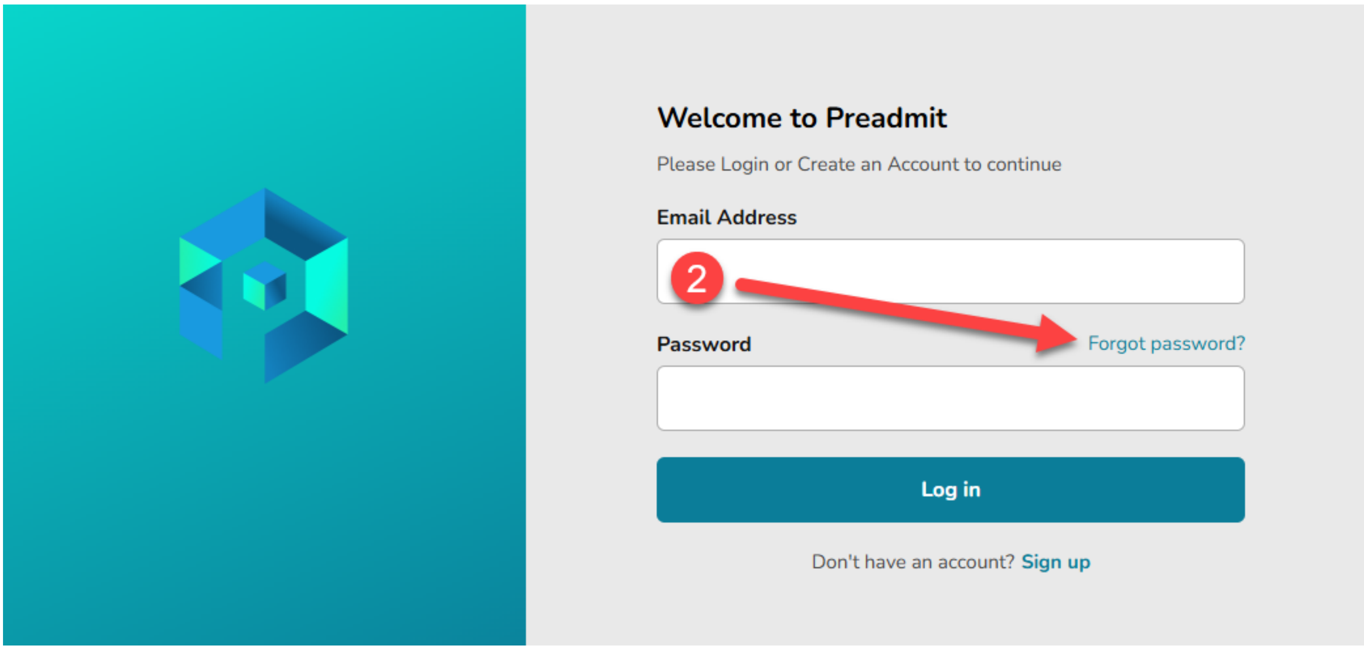
Access to the preadmit portal will be **temporarily suspended** after 5 incorrect password attempts. If this occurs, please wait **10 minutes** before attempting to log in again.

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.

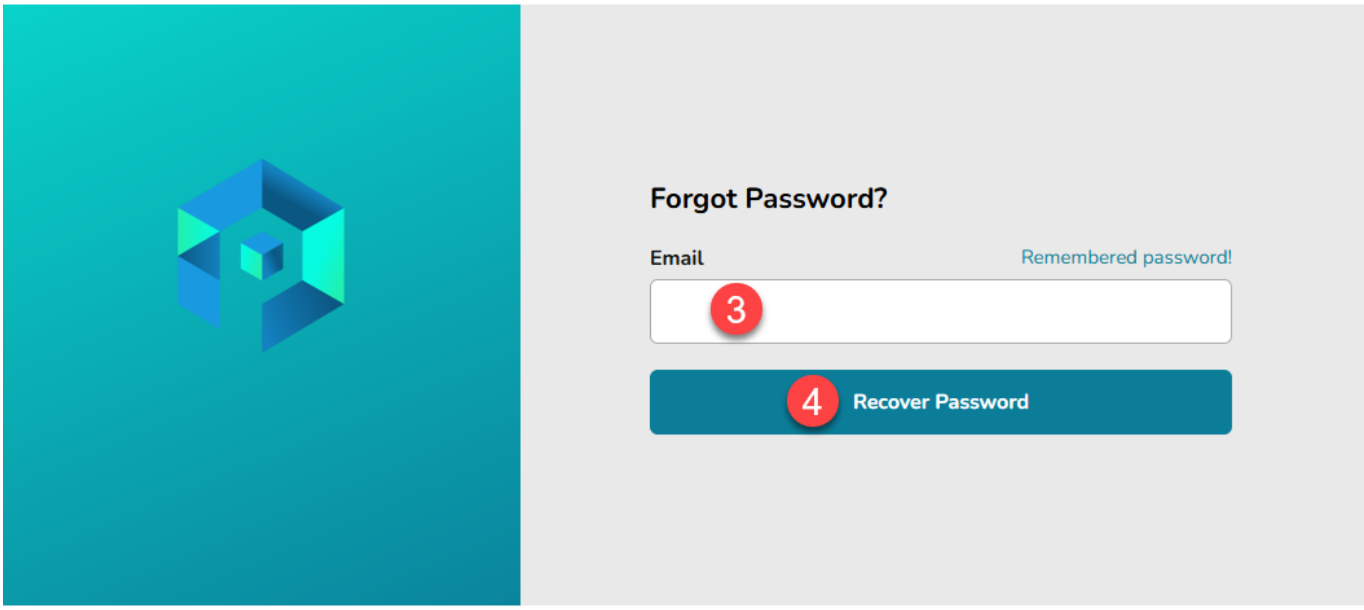
You will then be able to navigate to the **Patient Preadmit Portal** and click **Log In**.



Click **Forgot Password?**



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



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