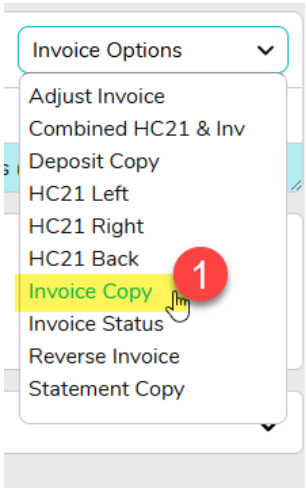
Emailing an Invoice from FYDO

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**.

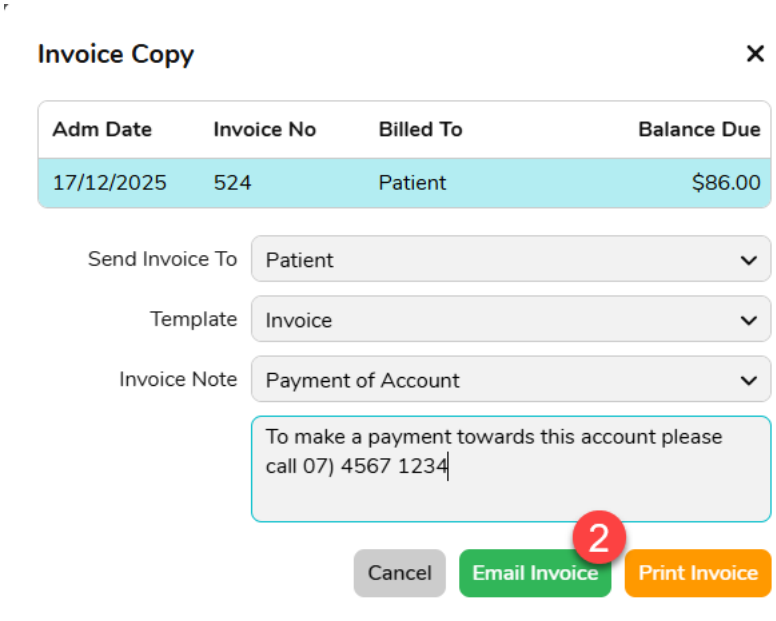
For this functionality to work, your Microsoft 365 tenant must allow the required permissions, which may need assistance from your IT department. To find out how to set up your email, see our Setting up to Email from FYDO user guide.

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

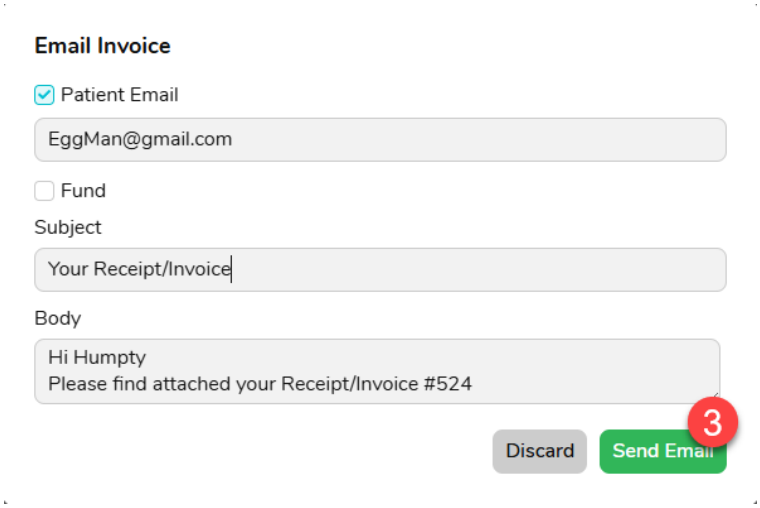
1. Under the Invoice Options Drop down in the Episodes screen, select 'Invoice Copy'



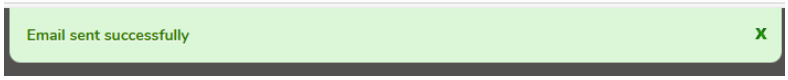
2. Select the Invoice options as usual and click on the 'Email Invoice' button



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



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

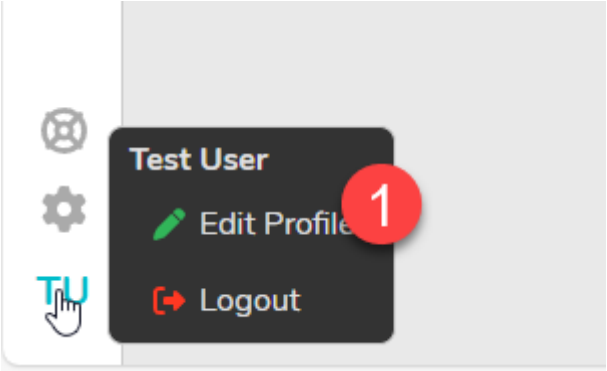
You can now send invoices directly from FYDO using your Microsoft 365 email account. This feature uses a secure integration via a Microsoft Enterprise Application called **FYDO_EmailSender**.

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

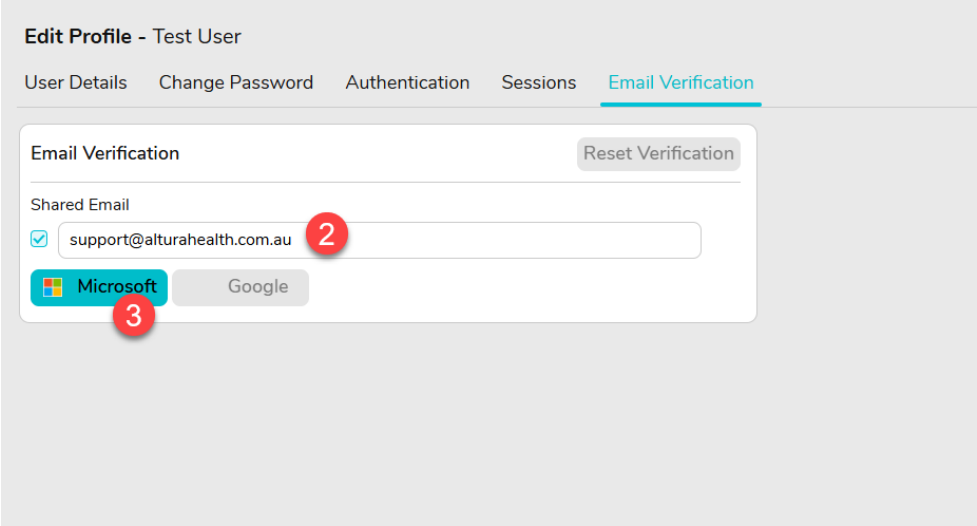
Email Verification Step – Before being able to email an invoice from FYDO, you firstly need to verify your email account (either your user account or a shared email account, such as a department email address).

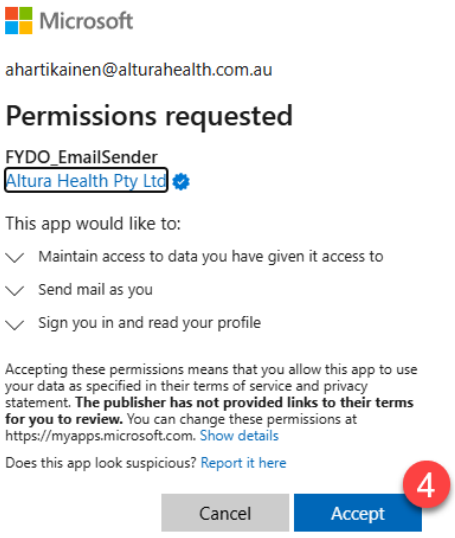
To verify your email, follow these steps:

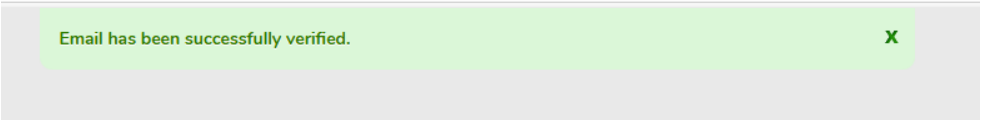
1. Go to your user account initials in the bottom left corner and select 'Edit Profile'



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.







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.

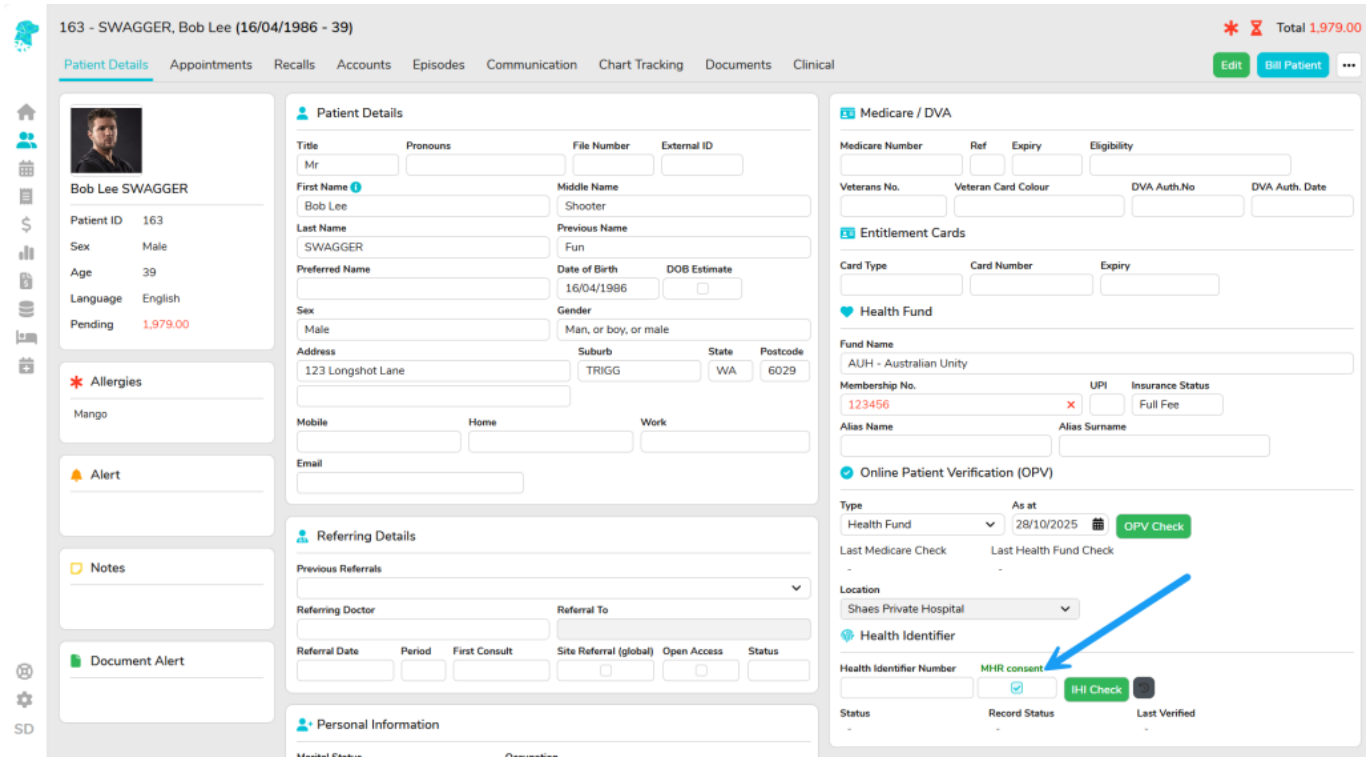
IT Support Teams can contact Altura Health Support for assistance if required.

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

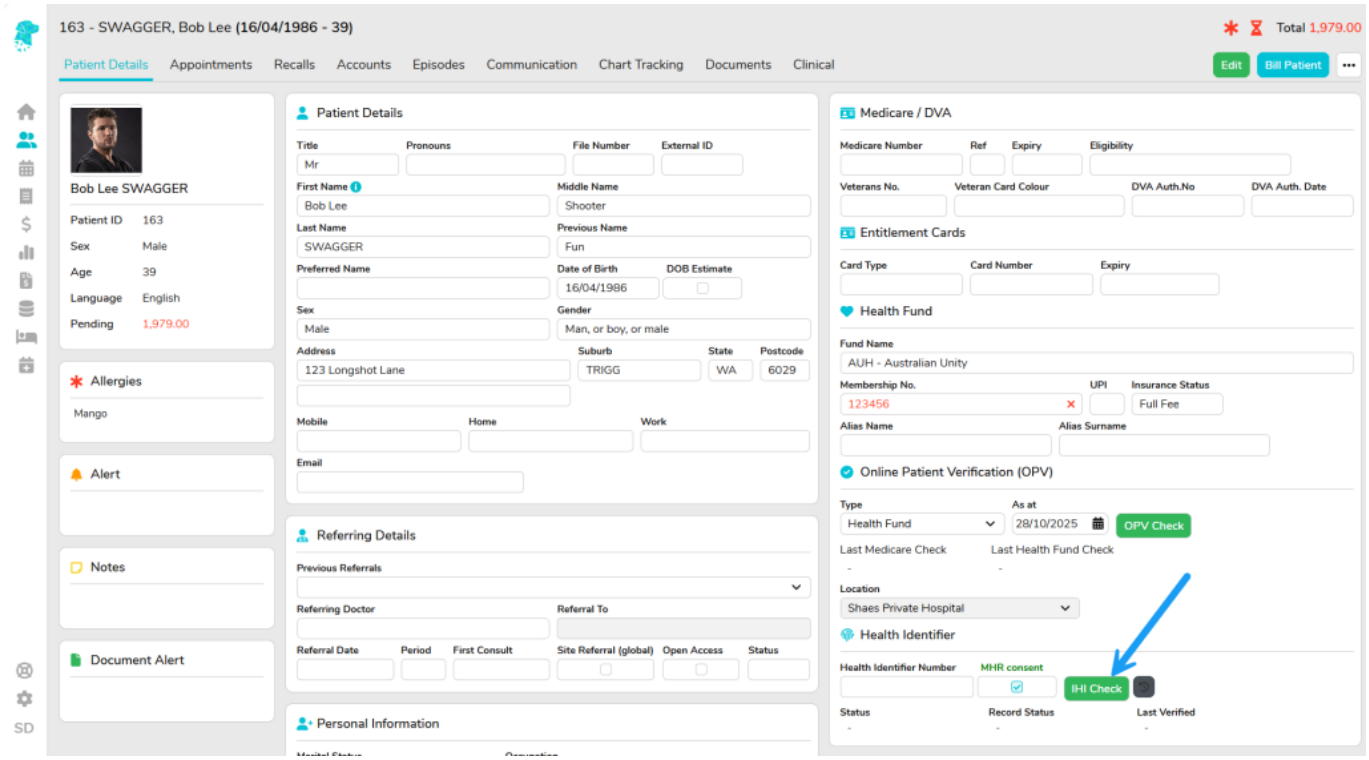
In order for patient's Discharge Summaries to be uploaded into My Health Record (MHR) their Individual Healthcare Identifier (IHI) needs to be successfully verified.
These instructions will explain how this can be done in FYDO.

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.



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

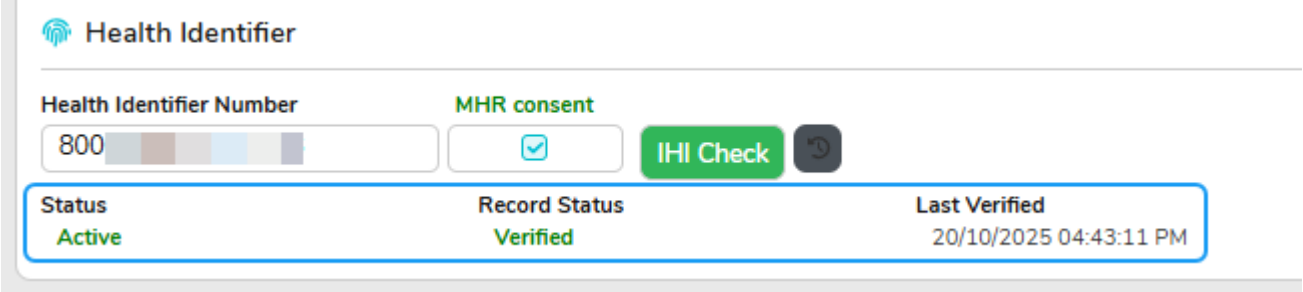
If manual verification is necessary, click **"IHI Check"** after adding the patient.



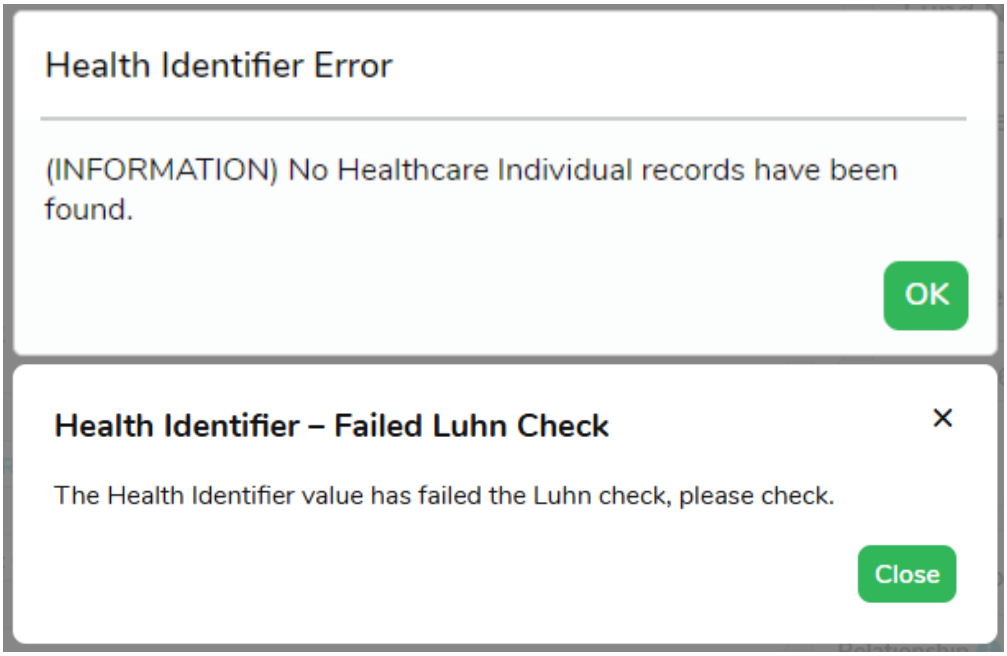
If you are aware of what the patient's IHI Number is, and have typed it into FYDO, the check will verify that it is correct.

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.



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.

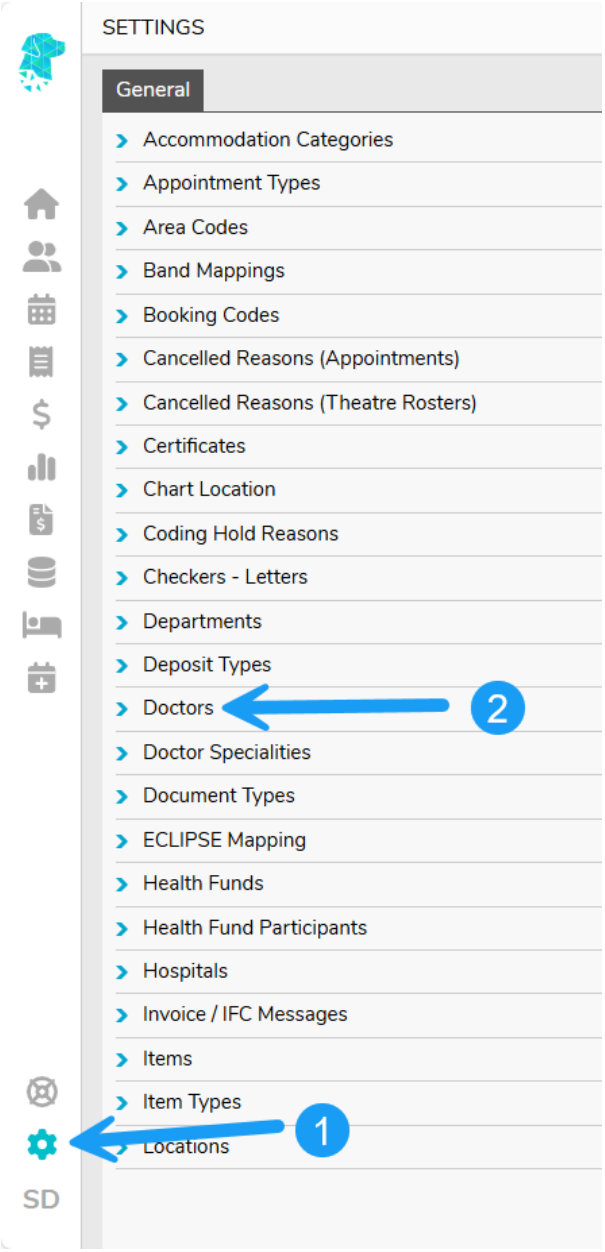
For more helpful information related to **My Health Record** visit our associated wiki pages to:

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

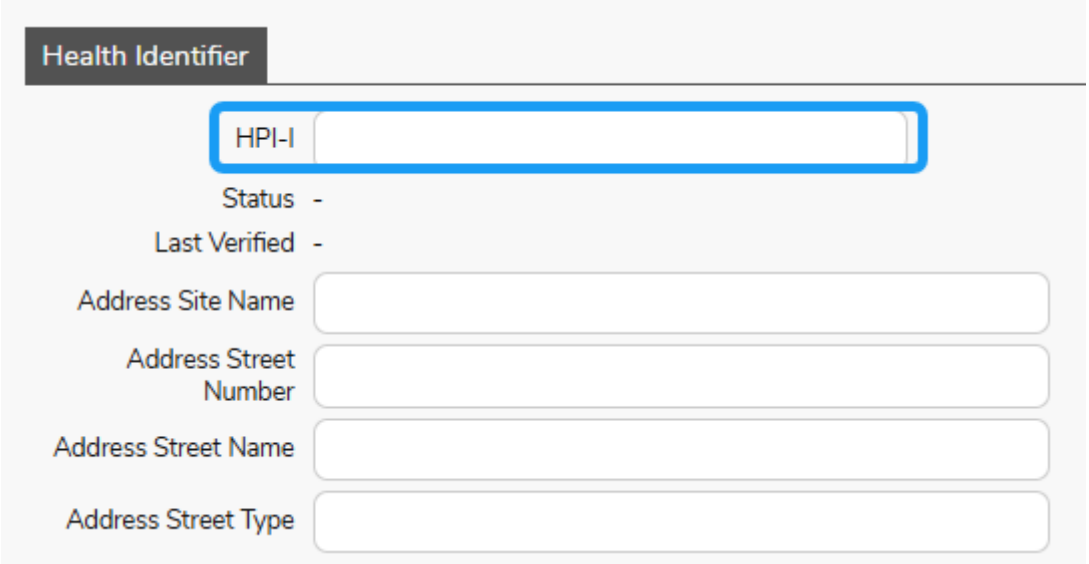
In order to upload Discharge Summaries to My Health Record Clinical Staff (Doctors/Surgeons) will need to supply the facility with their *Healthcare Provider Identifier – Individual (HPI-I)*. Doctors can find out what they HPI-I is by calling Healthcare Identifiers on 1300 361 457 or they can get it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

Navigate to **Settings**
Select **Doctors**

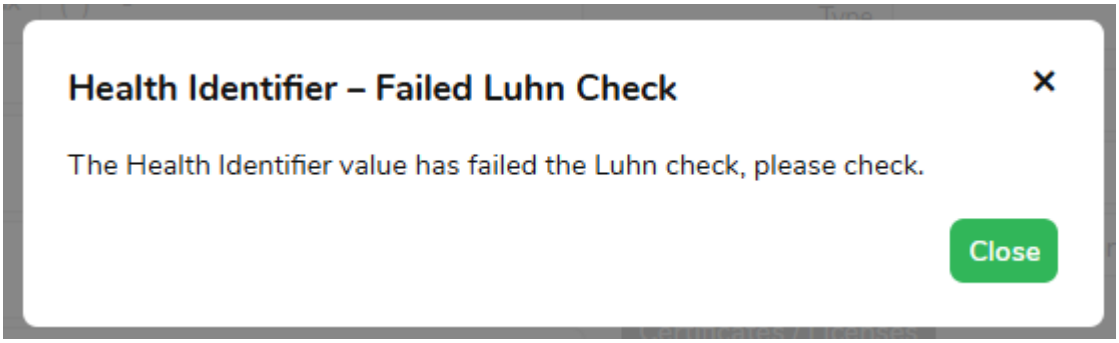


Double click on the required Doctor & select **Edit**

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

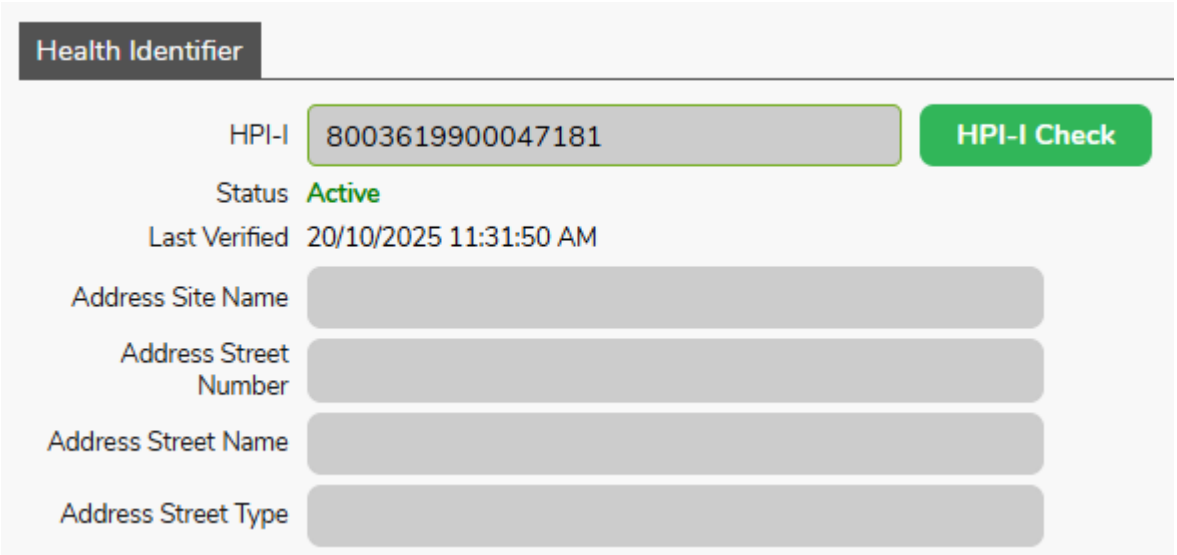


FYDO will automatically run an internal check, to ensure the HPI-I follows the required format, when you click save. If the number doesn't meet the requirements, you will be given an alert.



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** boarder, and the **Status** and **Last Verified** date and time also be displayed.



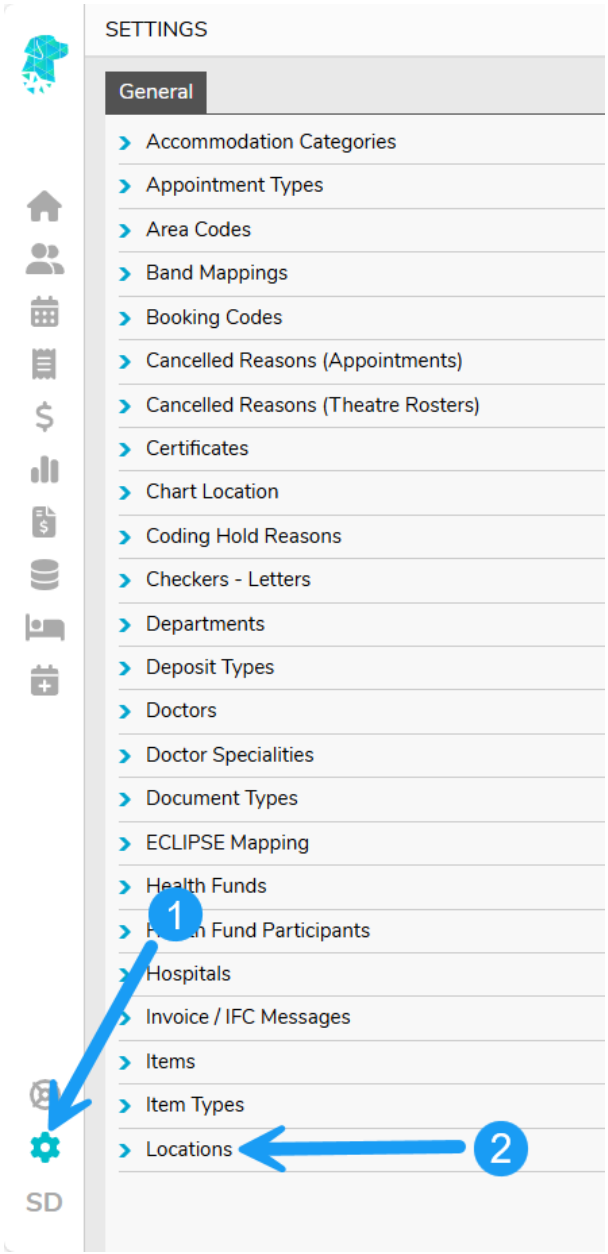
For more helpful information related to **My Health Record** visit our associated wiki pages to:

Add your **organisations** HPI-O to FYDO here.
Check a **patients** IHI in FYDO here.
Upload a **discharge summary** in FYDO here.

My Health Record – Adding your Organisations HPI-O to FYDO

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

Navigate to **Settings**
Select **Locations**



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

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

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

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

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

Add your **doctors** HPI-I to FYDO here.
Check a **patients** IHI in FYDO here.
Upload a **discharge summary** in FYDO here.

Diagnosis Cluster Code User Guide

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

What is a Diagnosis Cluster Code?

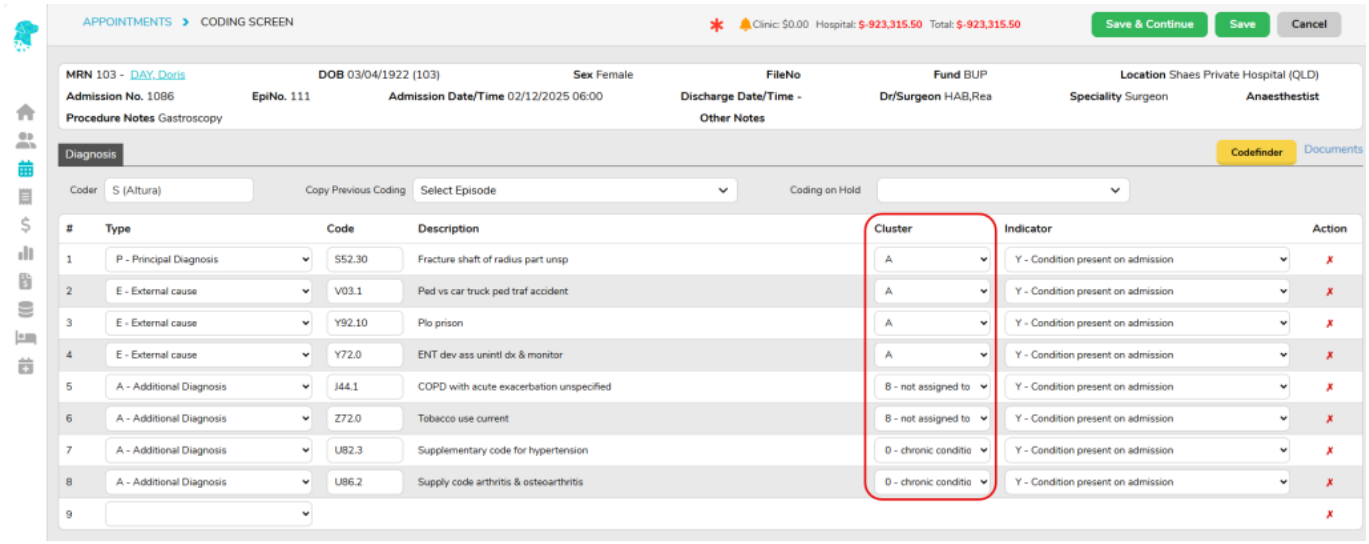
A **Diagnosis Cluster Identifier (DCID)** is an alphanumeric character allocated to each ICD-10-AM code reported within an episode of care to identify and maintain the link between diagnosis codes as the data is collected, validated, processed and analyzed.

When should I assign it?

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

Is FYDO Cluster Code Ready?

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



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

More information can be found via the helpful link here:
Cluster coding | IHACPA

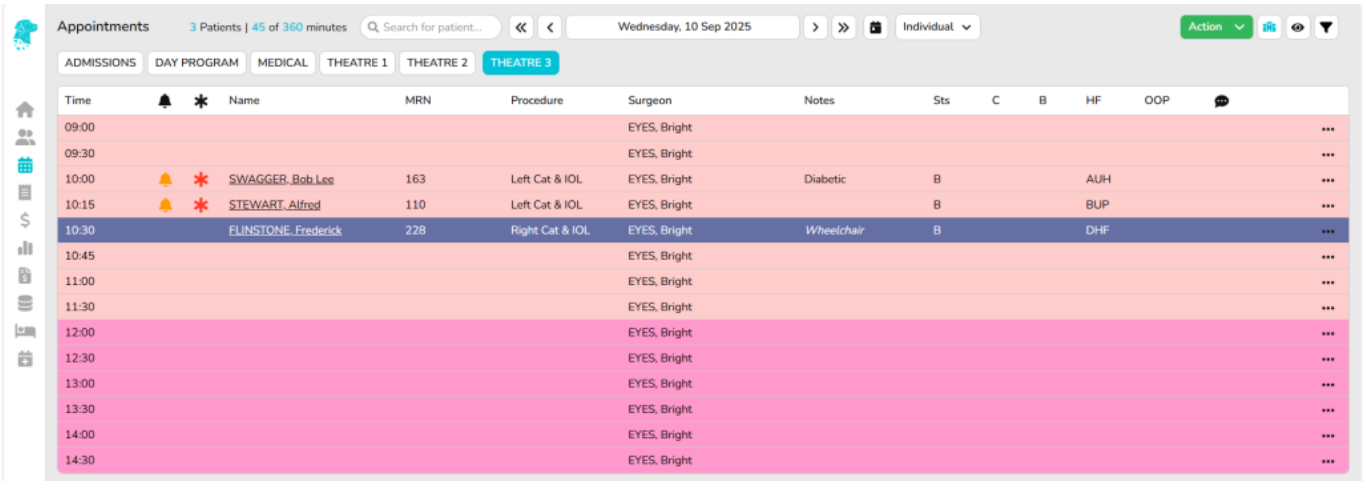
Cluster Coding and Data Extracts

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

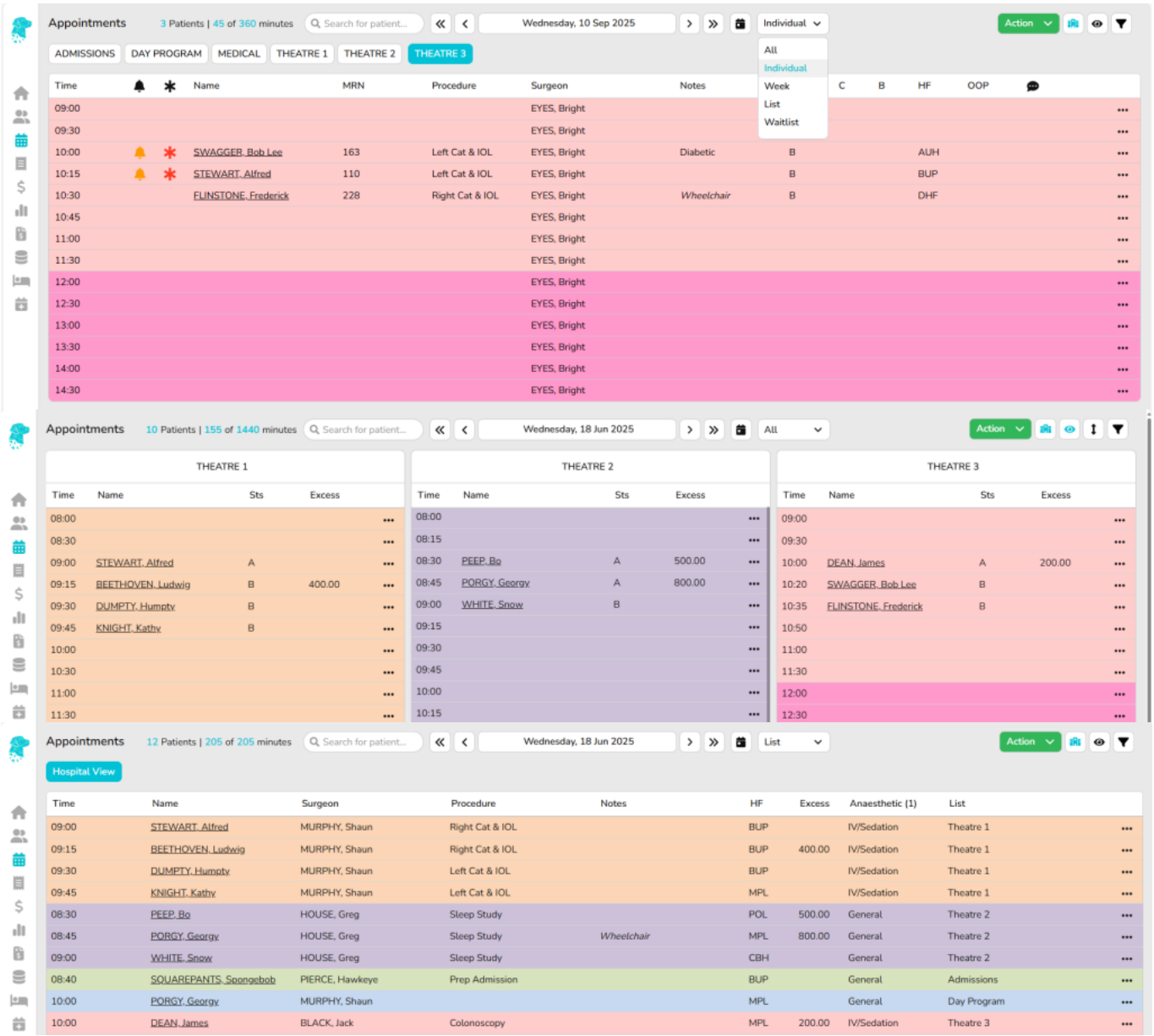
Appointment Screen Improvements

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

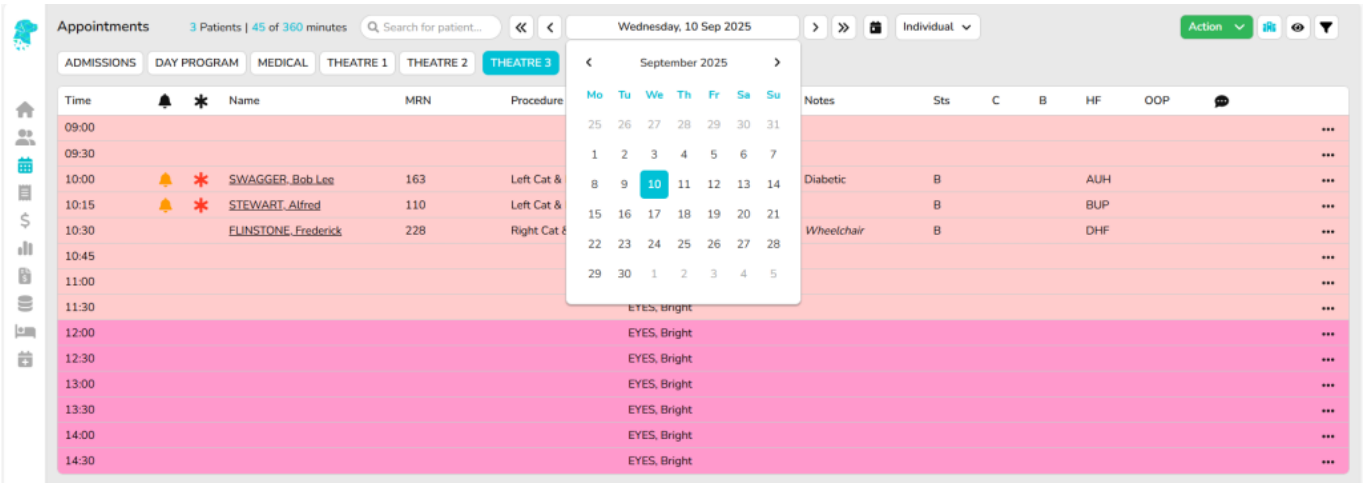
This sleek new look has been designed to support efficient workflows and allow staff to easily access the features that are important to them. All actions previously in the sidebar have been relocated to allow for a wider view to display more information that is important to you.



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

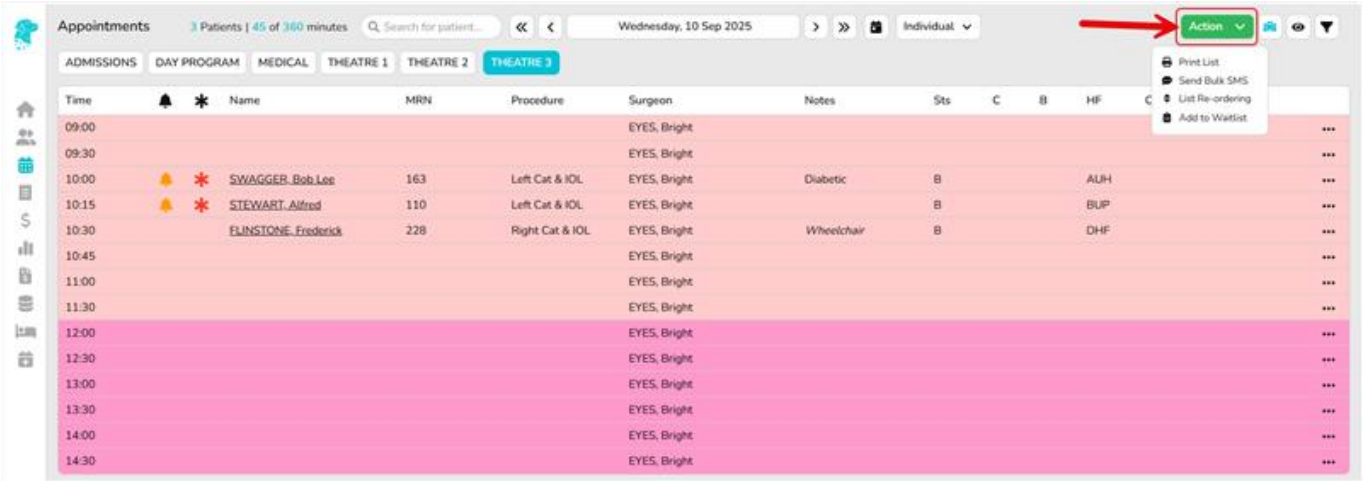


To view the **calendar**, click on the displayed date (e.g., **Wednesday, 10 Sep 2025**). The calendar will open, allowing you to easily select your desired date.

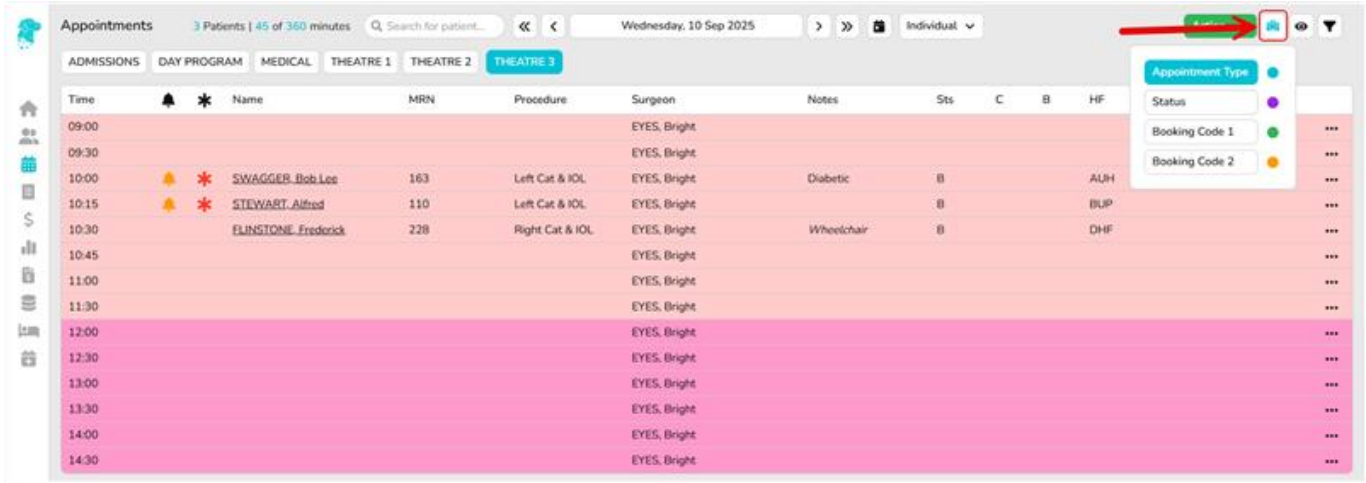


You can also use the arrows on either side of the displayed date to navigate forward or backward by **one day** or **one week**, making it easy to reach nearby dates.

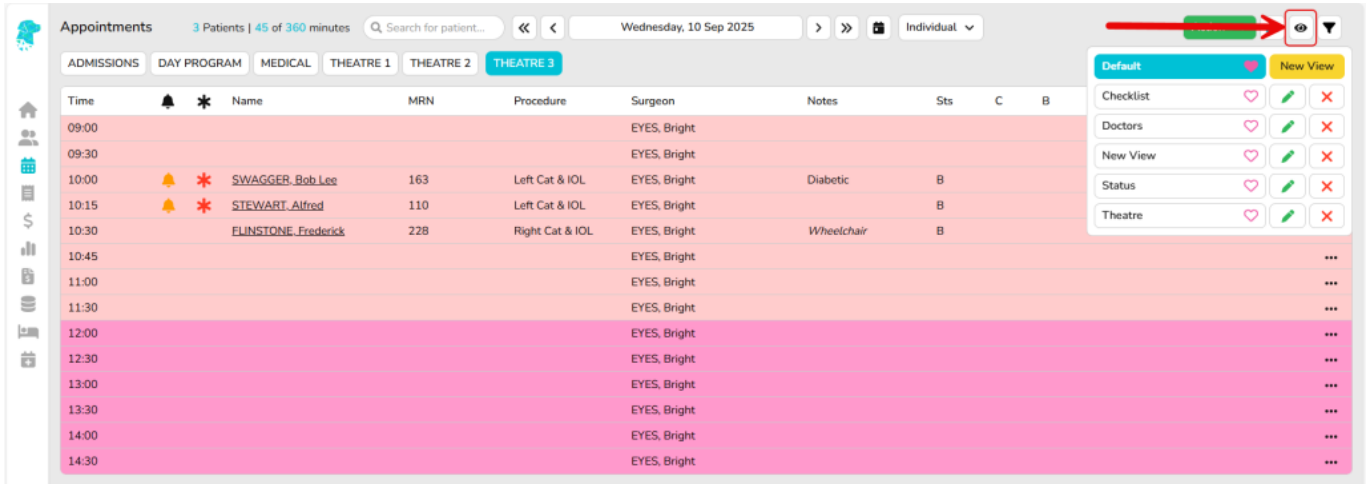
To manage your daily tasks – such as **Printing Lists, Sending Bulk SMS Messages, List Re-ordering, or Adding Patients to the Waitlist**, simply use the green dropdown menu labeled **Action**.



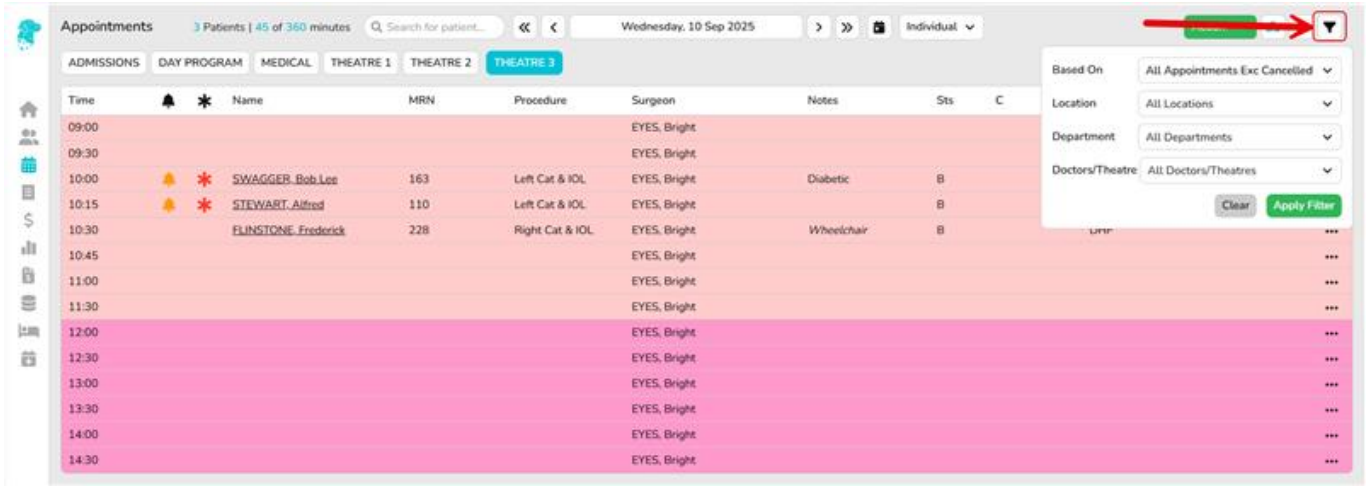
The next icon allows you to filter the view based on the specific hospital status.



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.



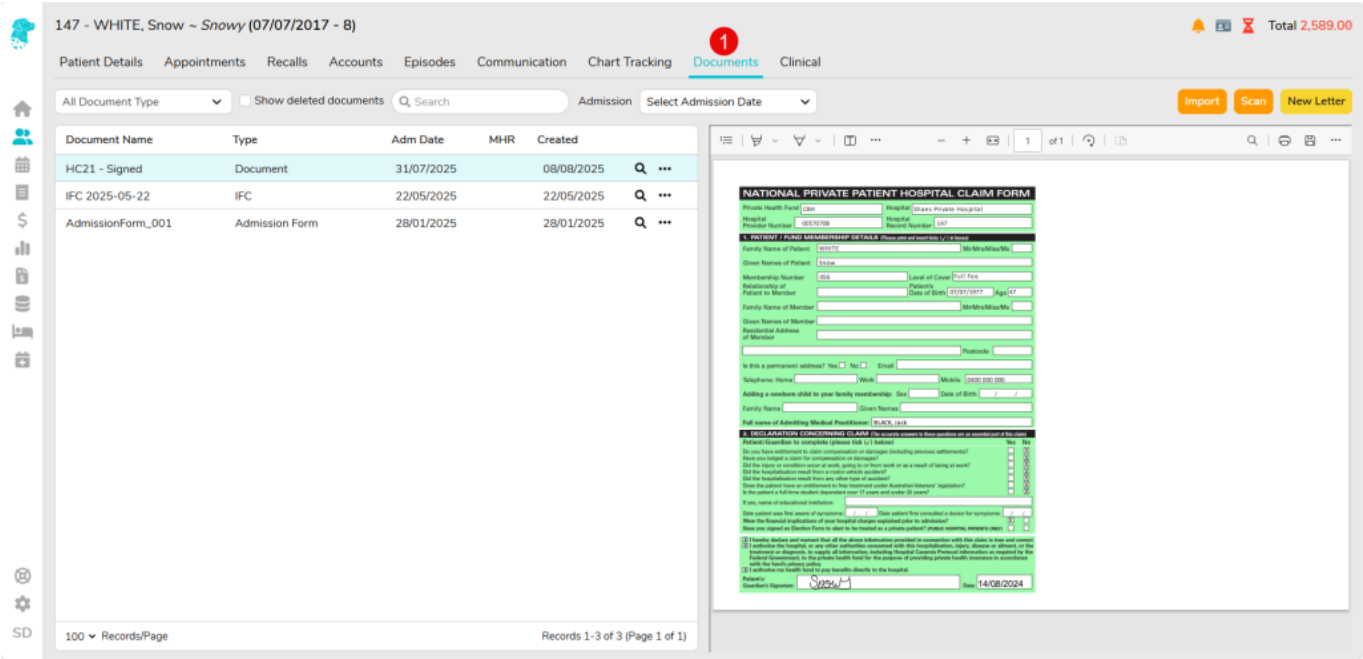
Combine Invoice & HC21 in One PDF

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?

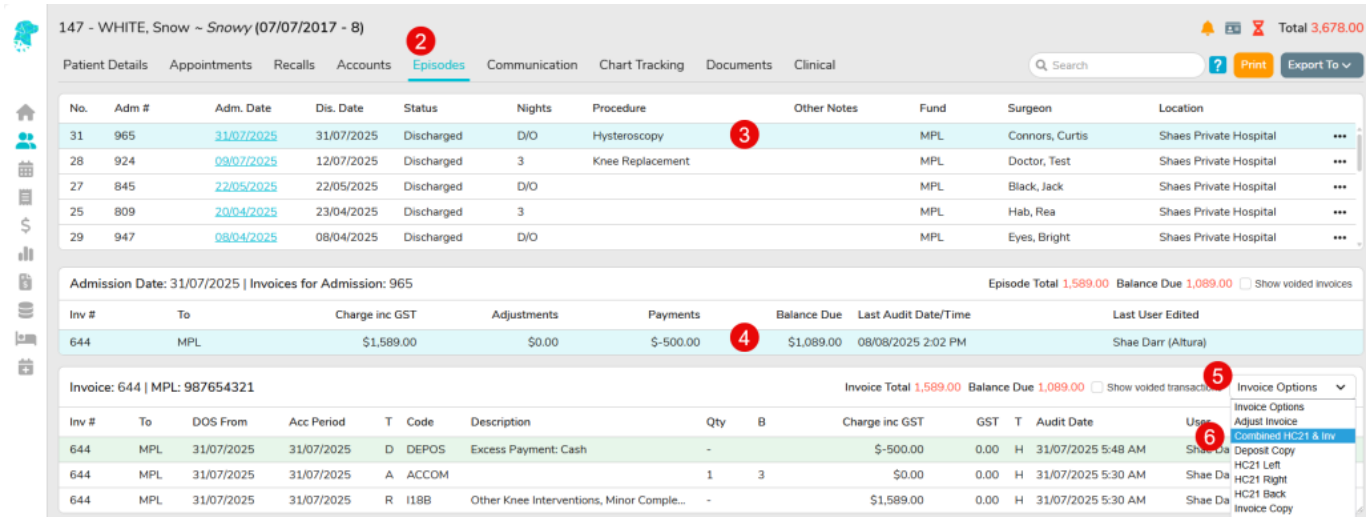
Maybe you even need to add a **Type C Certificate** into the file!

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

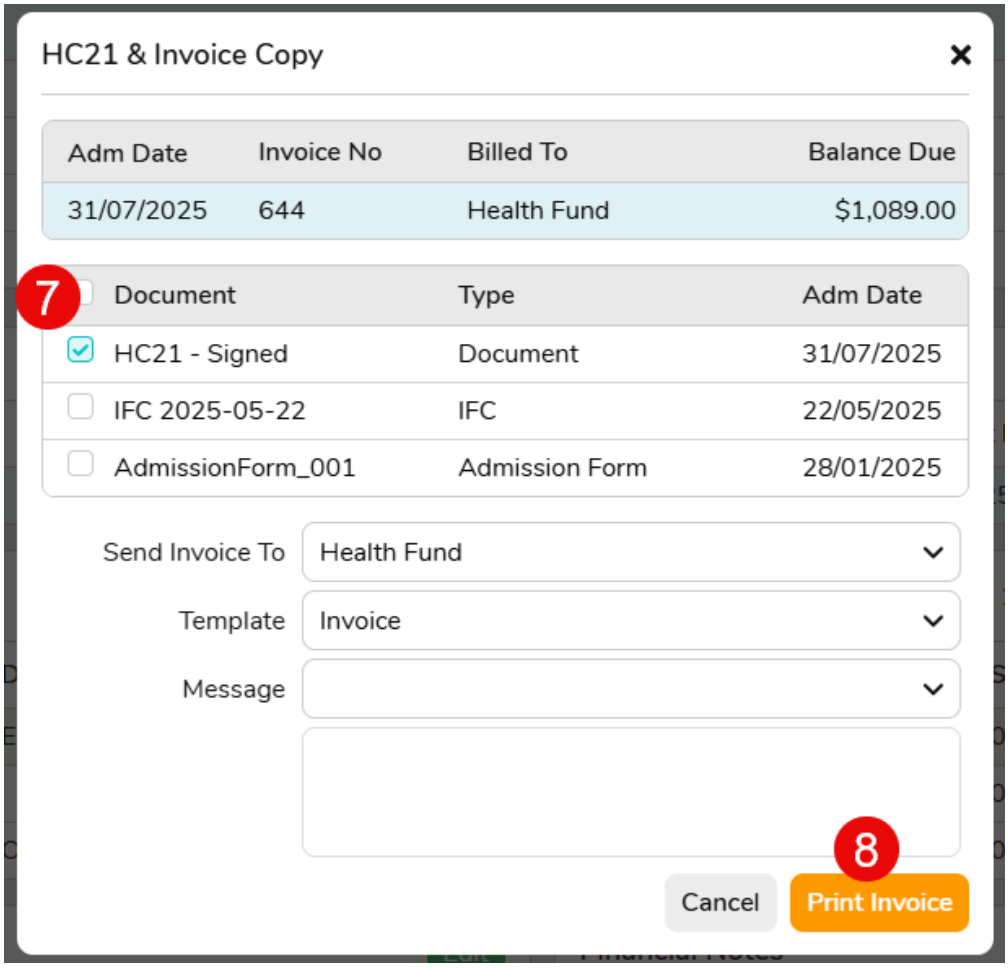
1. Upload a **completed HC21 Left** document to the patients **Documents** *(or any document that needs to be included. e.g. Type C or Acute Care Certificate)*



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**

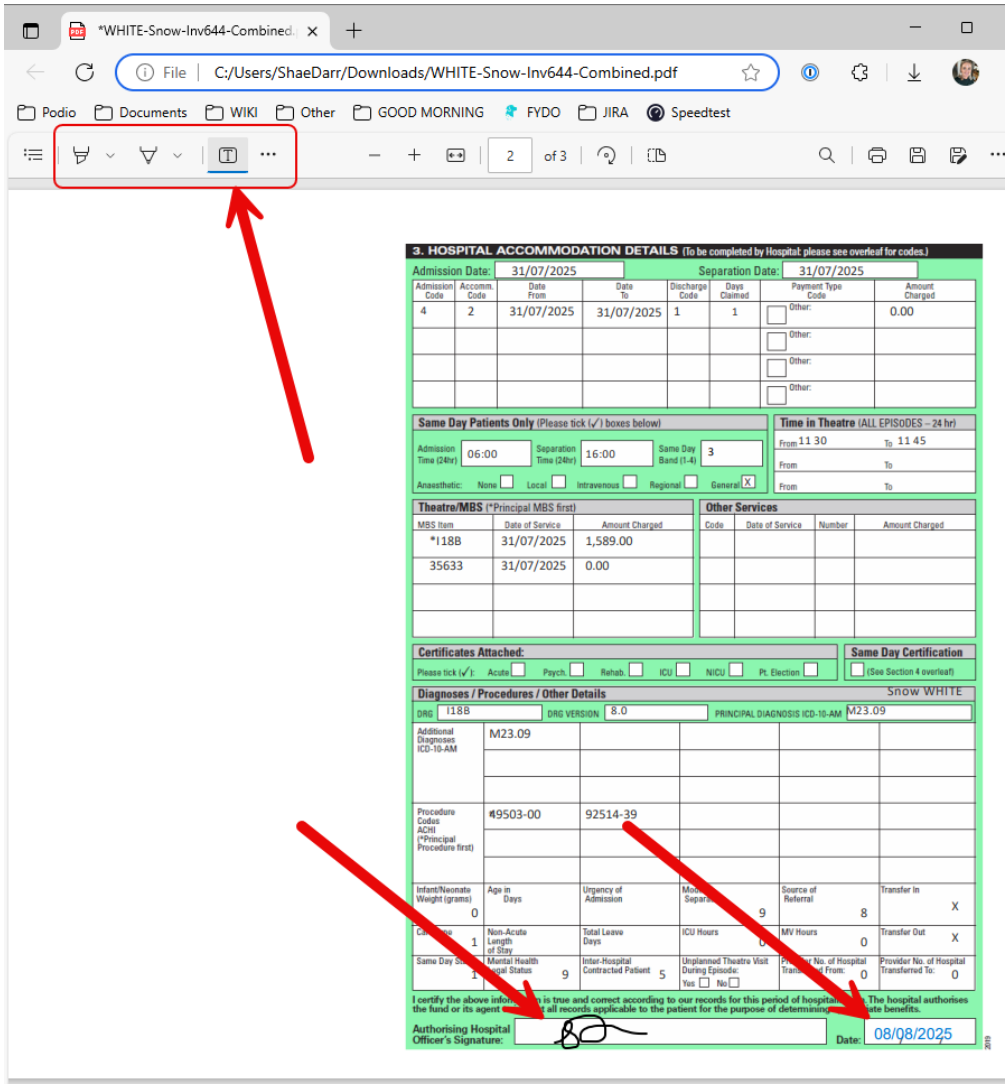


7. Select the **HC21 Left** document that you had previously loaded into the patients **Documents** in step 1. And any certificate that also need to be included in the single PDF file.
8. Click **Print Invoice**



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.

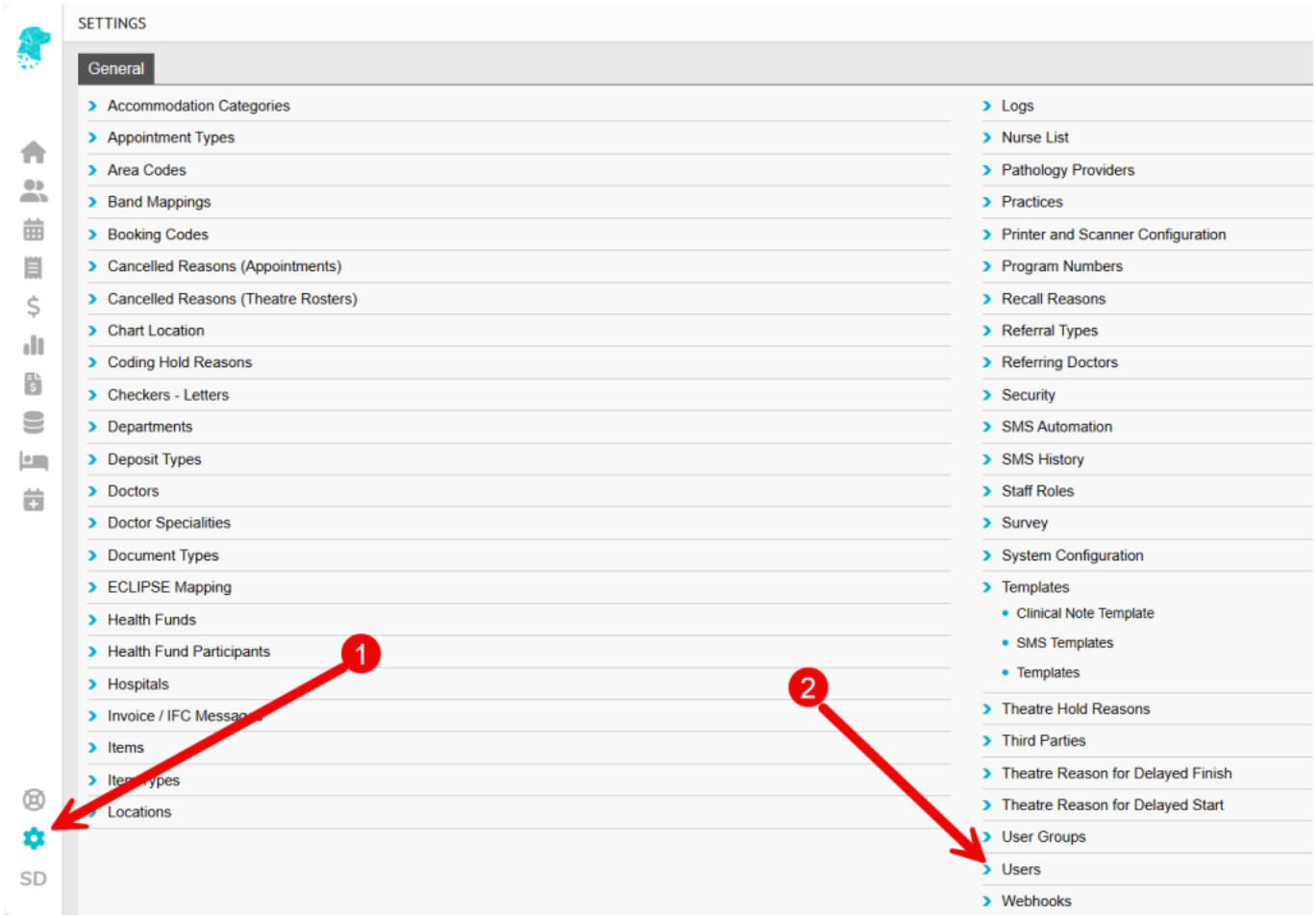


Save the document and submit to the health fund.

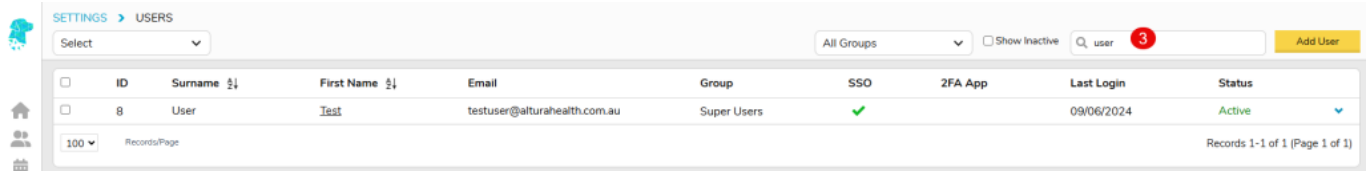
Deactivating a User

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

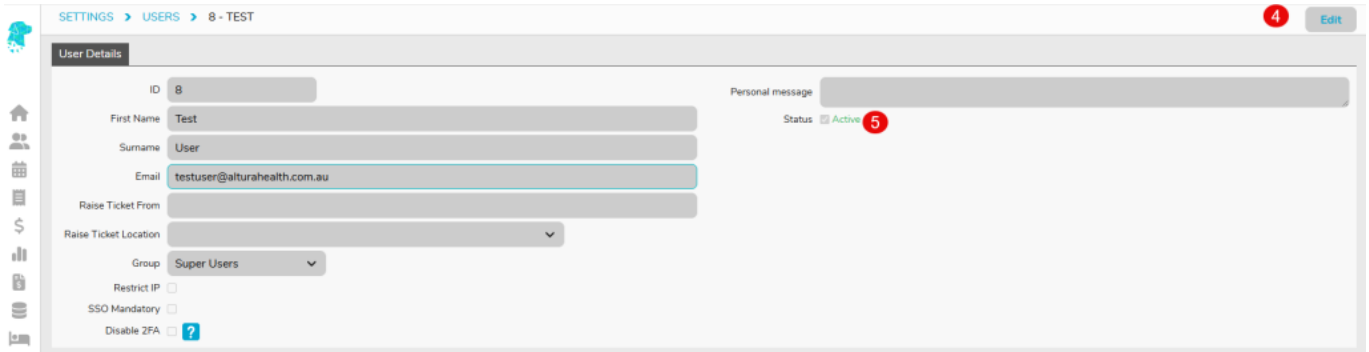
1. Select **Settings**
2. Click **Users**



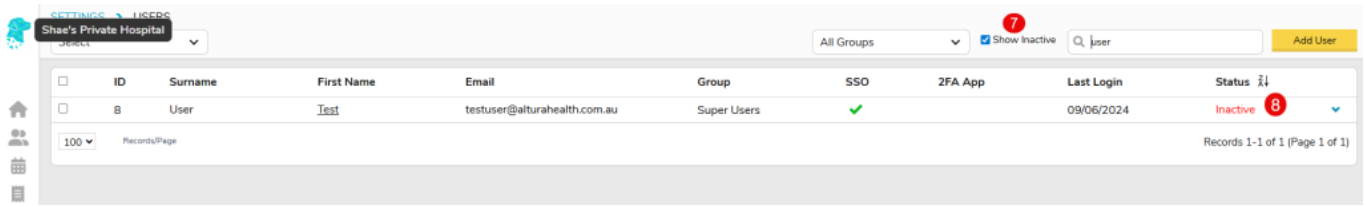
3. **Search** for the required user and **Double Click** on their name



4. Click **Edit**
5. Untick the **Active** box
6. Click **Save**



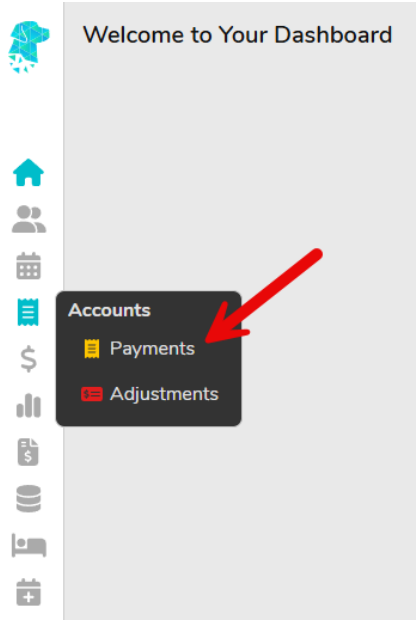
7. Inactive users can always be viewed by utilising the **Show Inactive** option
8. Inactive users will be identified with an **Inactive Status**



Receipt a Manual Hospital Remittance

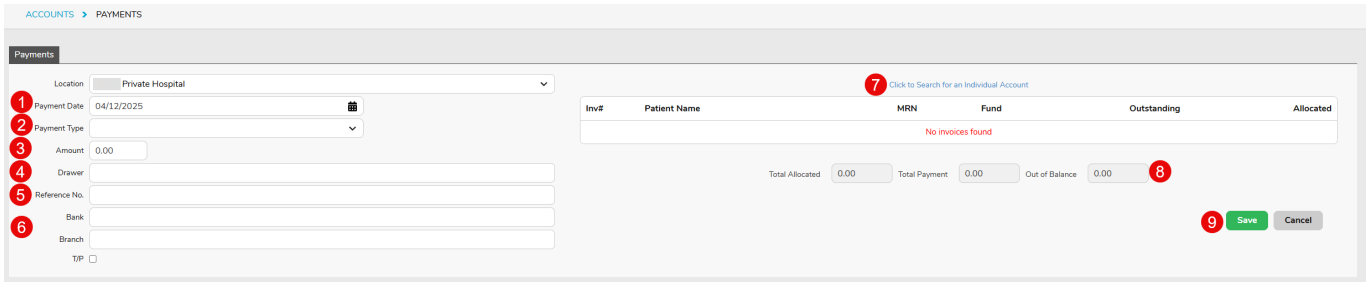
When health funds or companies pay for accounts with a manual remittance *(I.E it isn't electronic through ECLIPSE)* the payment still needs to be receipted in FYDO. These instructions will explain how to do that:

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.
   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**


ACCOUNTS > PAYMENTS
Payments
Location
Private Hospital
1 Payment Date
04/12/2025
2 Payment Type
3 Amount
0.00
4 Drawer
5 Reference No.
6 Bank
Branch
T/P
7 Click to Search for an Individual Account
Inv#
Patient Name
MRN
Fund
Outstanding
Allocated
No invoices found
Total Allocated
0.00
Total Payment
0.00
Out of Balance
0.00
8
9 Save
Cancel