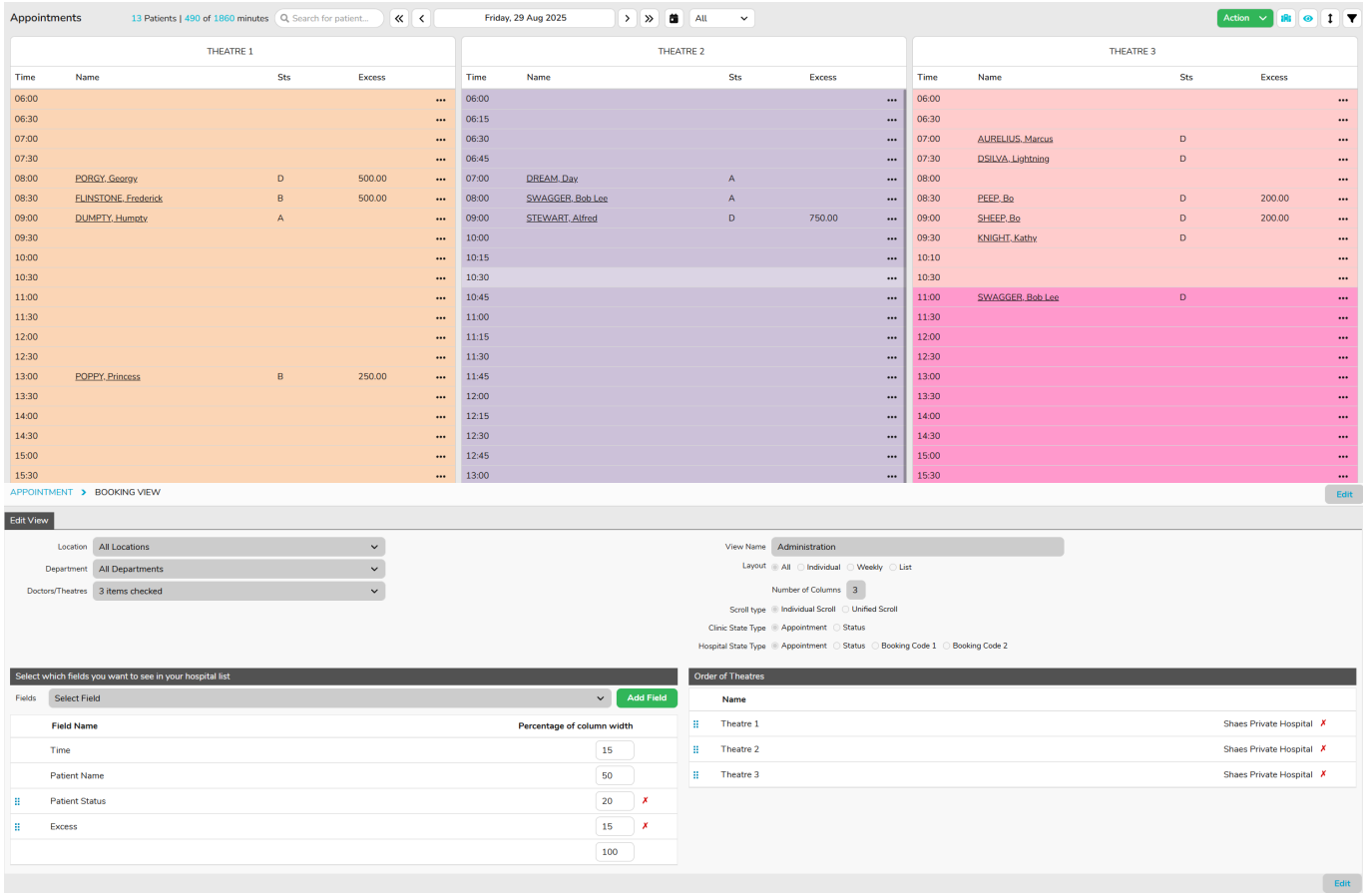
Hospital Appointment Screen Custom Views – All View

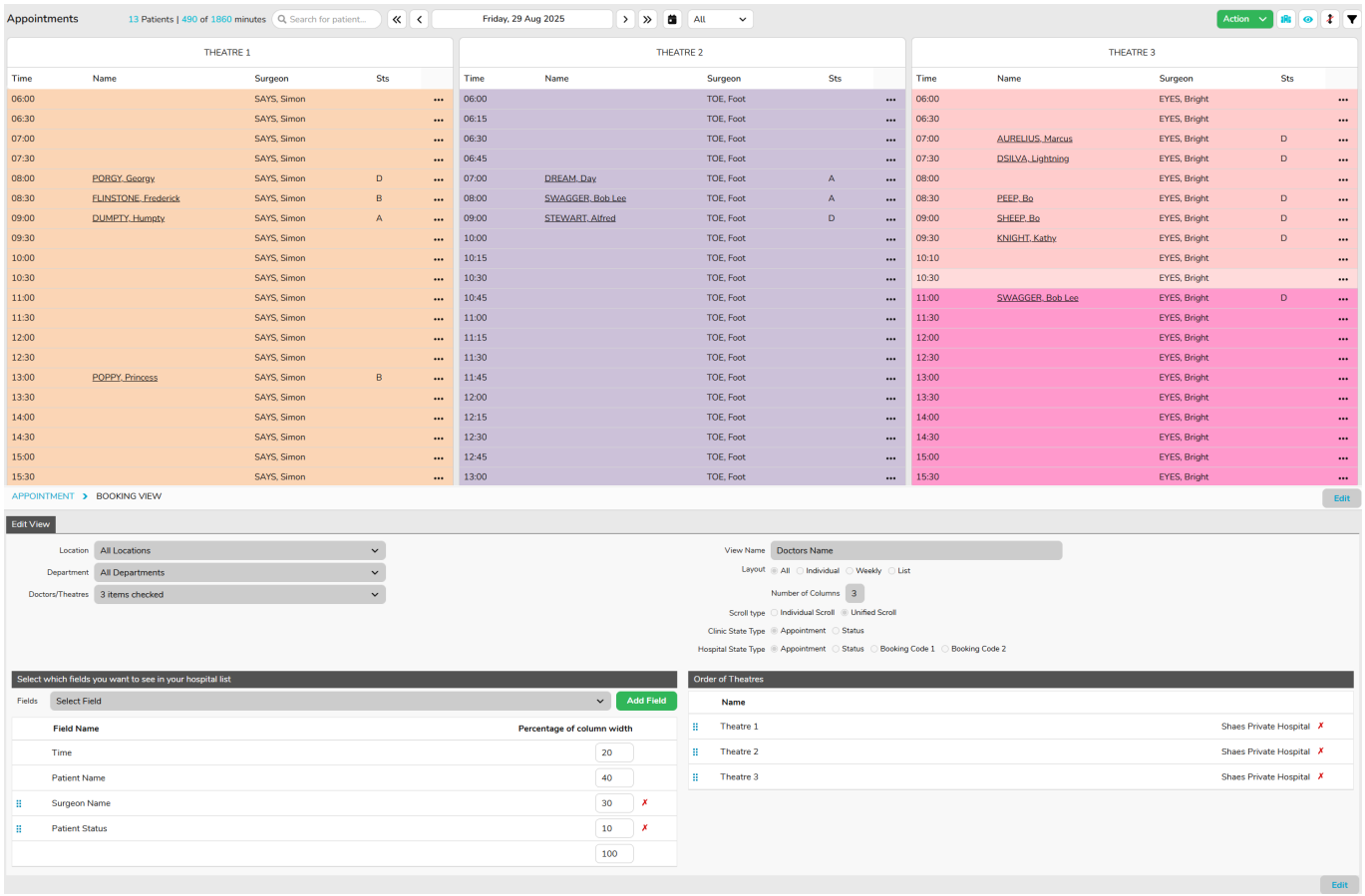
FYDO gives users the ability to customise the Appointments Screen to allow them to view the information that is important to their role. This assists in workflow & efficiency & allows users to view different information depending on the task that they are undertaking.
All custom views that are created for each facility are available to all users. Each user is then able to select their favourite view to open as their default. These instructions will provide ideas for different views & the set up required to accomplish them. For further details on how to create custom views please see the page on [Creating Custom Views]

Included below are examples of **All View** ideas. Please see our other pages on **Individual & Weekly View** ideas for those view types.

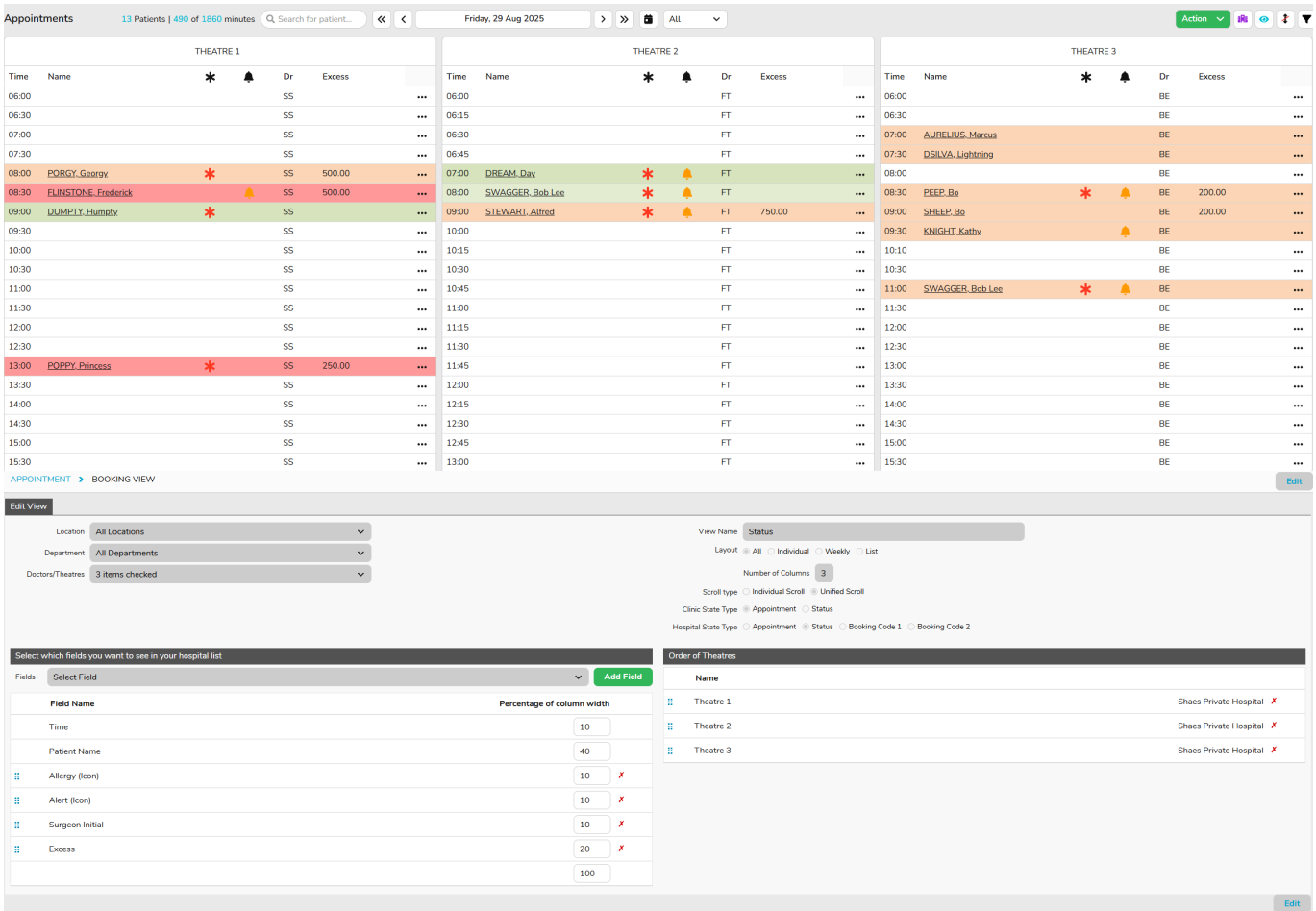
Administration View



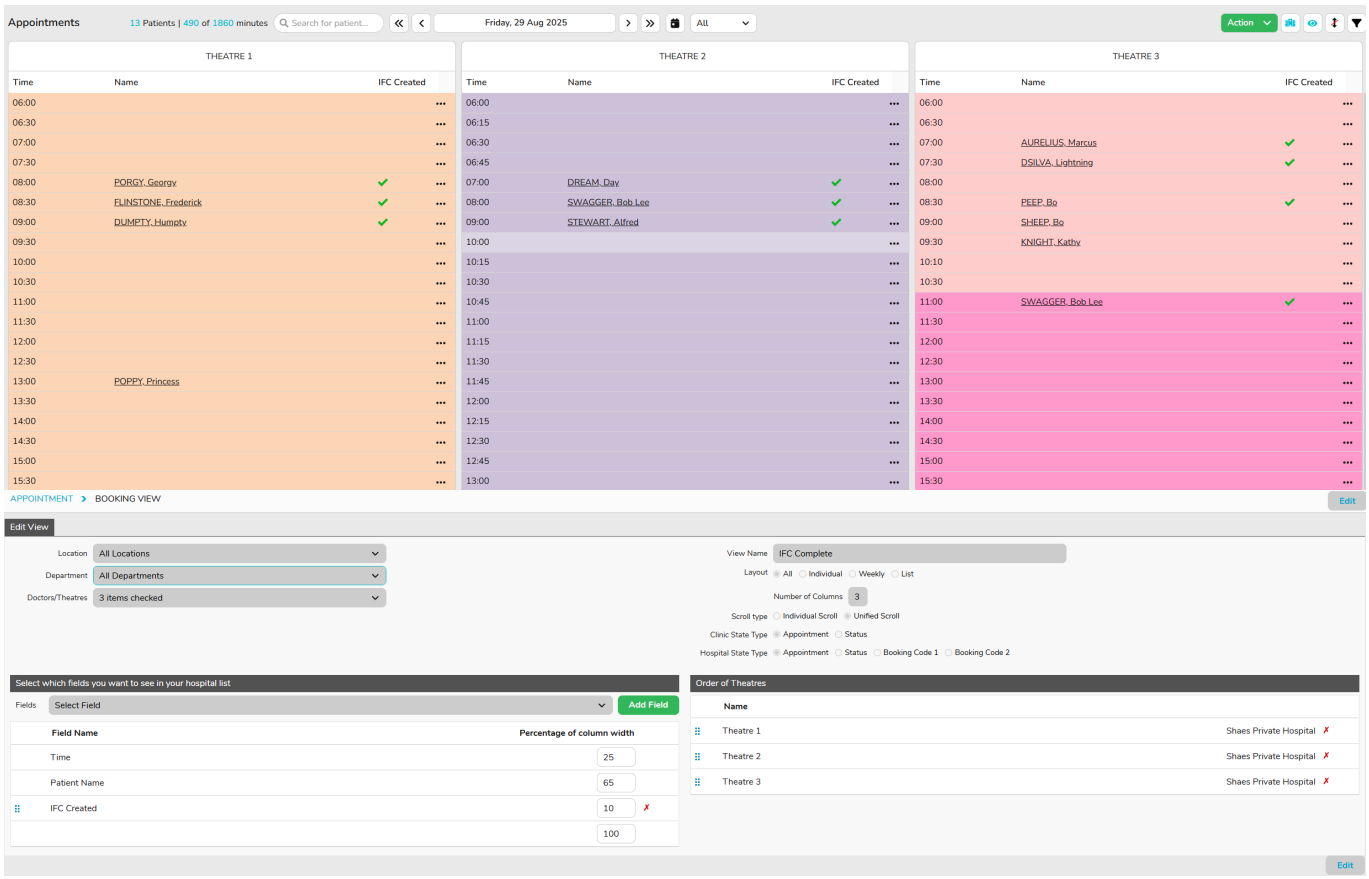
Doctors Name View



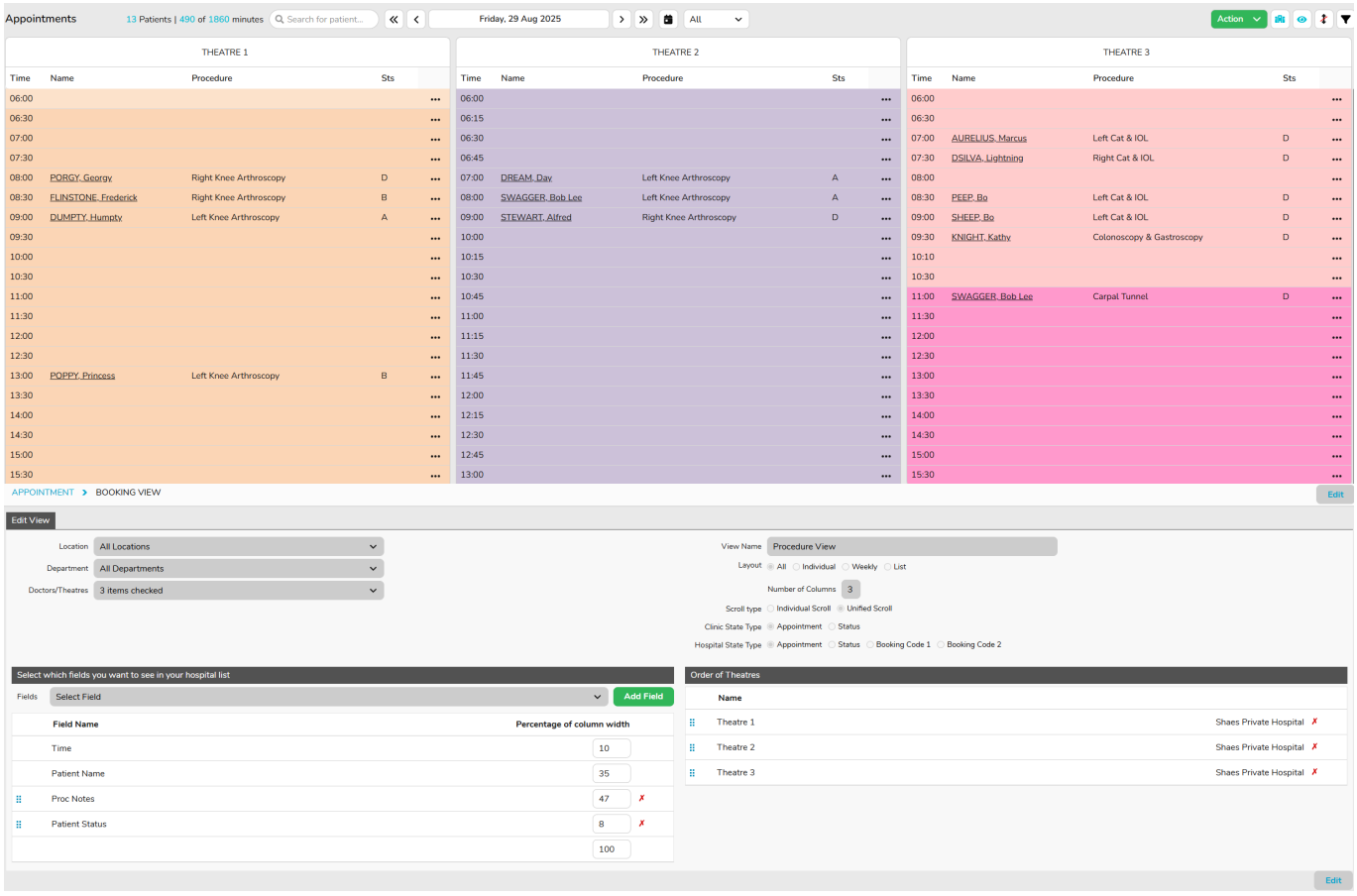
Status Colours View



IFC Complete View



Procedure View

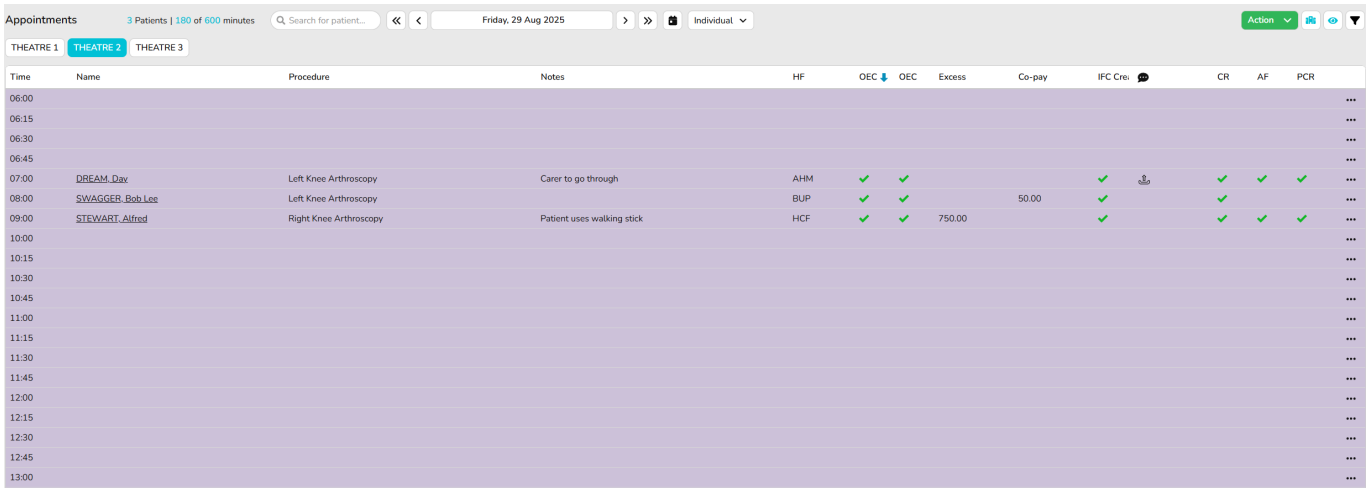


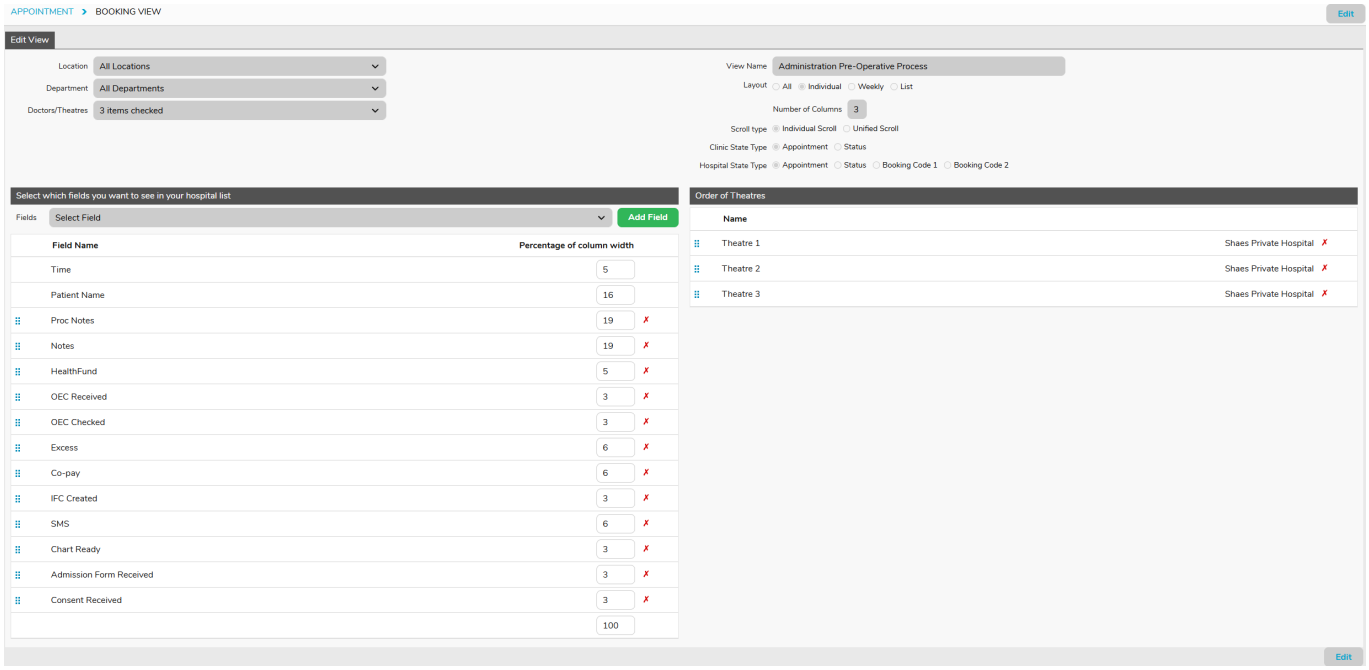
Hospital Appointment Screen Custom Views – Individual View

FYDO gives users the ability to customise the Appointments Screen to allow them to view the information that is important to their role. This assists in workflow & efficiency & allows users to view different information depending on the task that they are undertaking.
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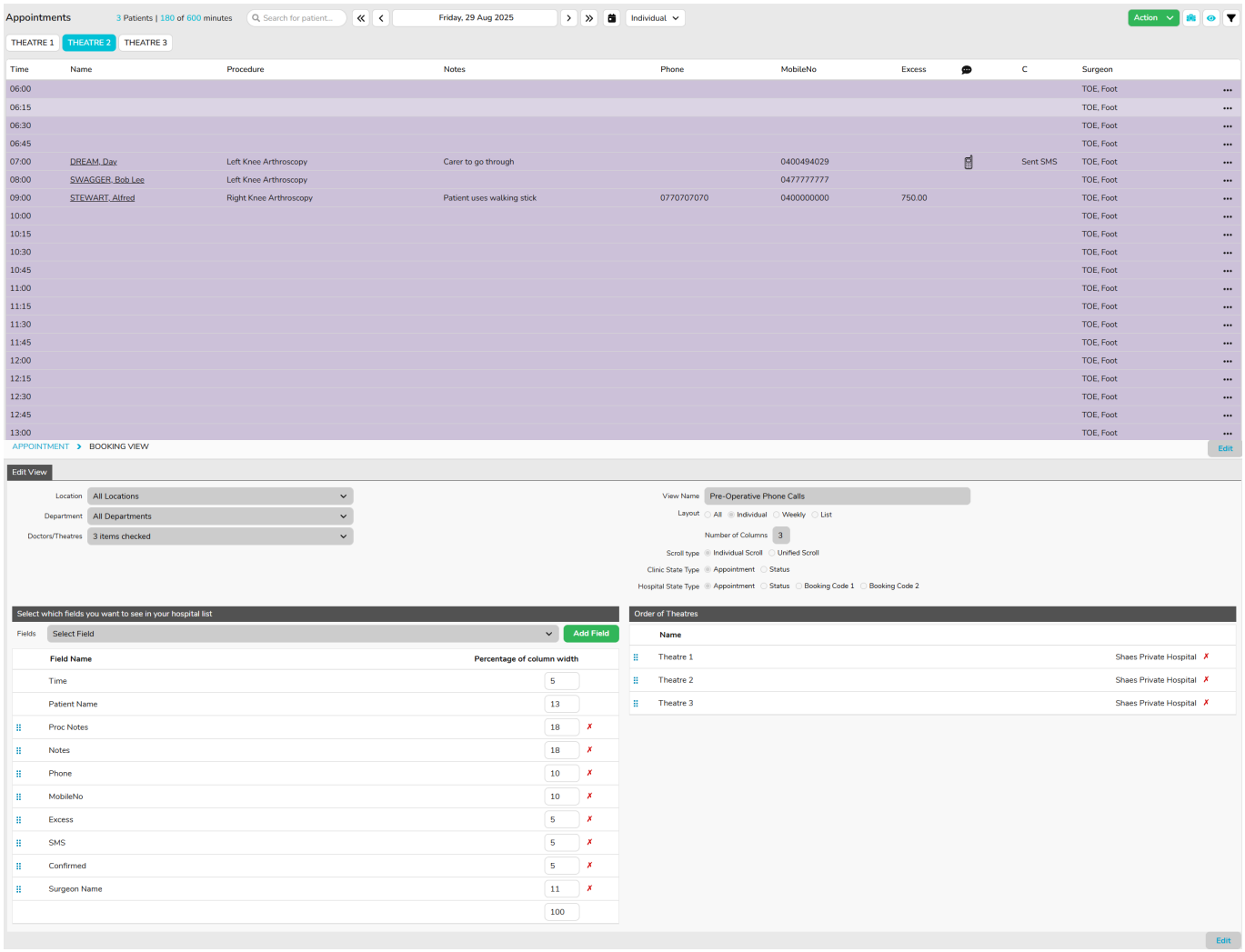
Included below are examples of **Individual View** ideas. Please see our other pages on **All & Weekly View** ideas for those view types.

Administration Pre-Operative Process

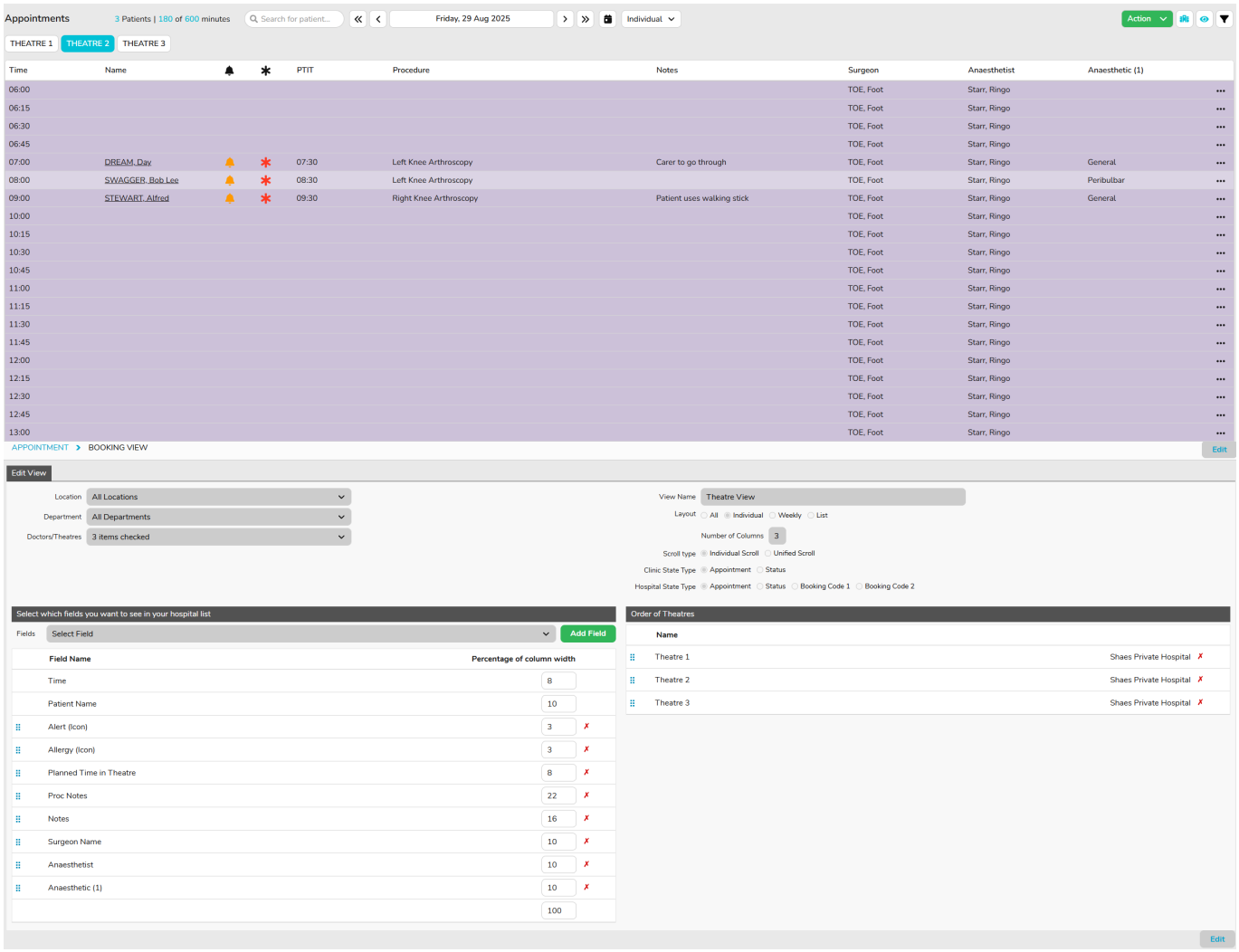




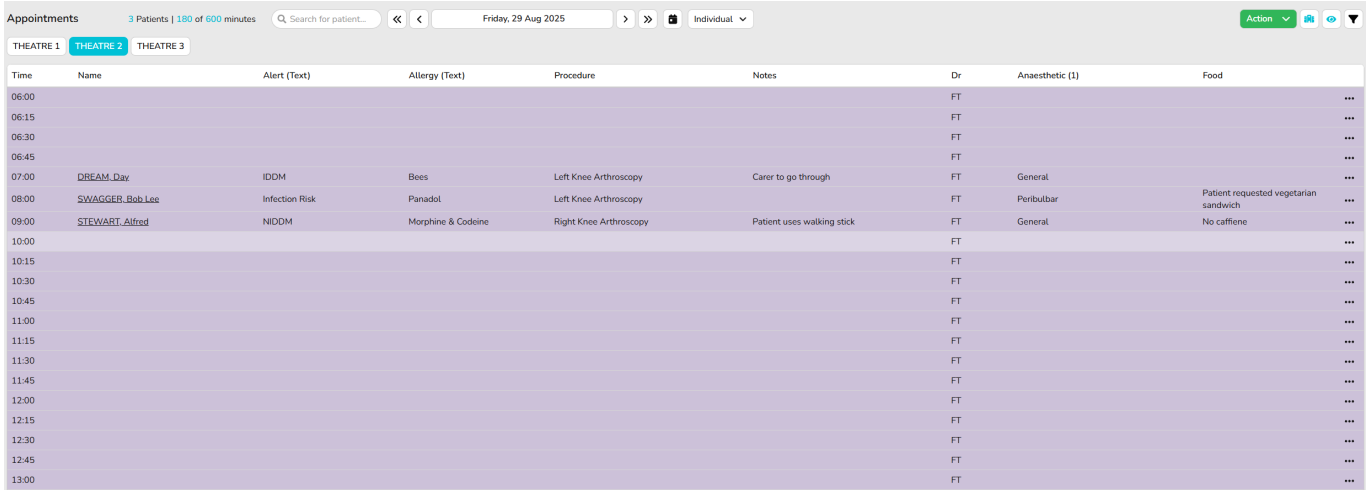
Pre-Operative Phone Calls View

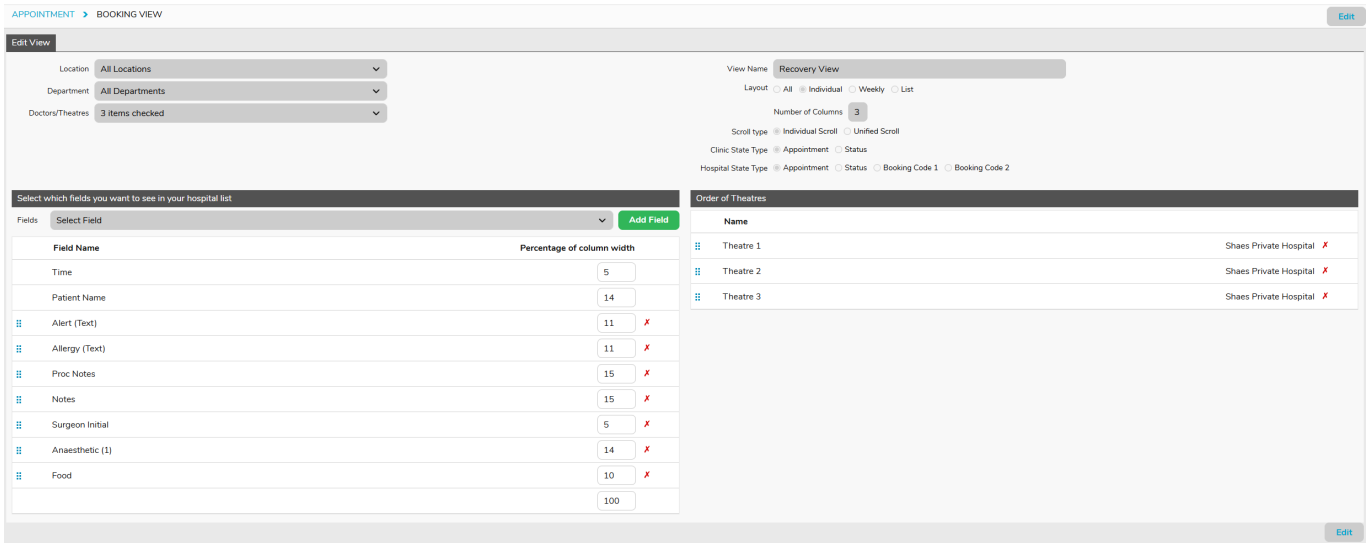


Theatre View

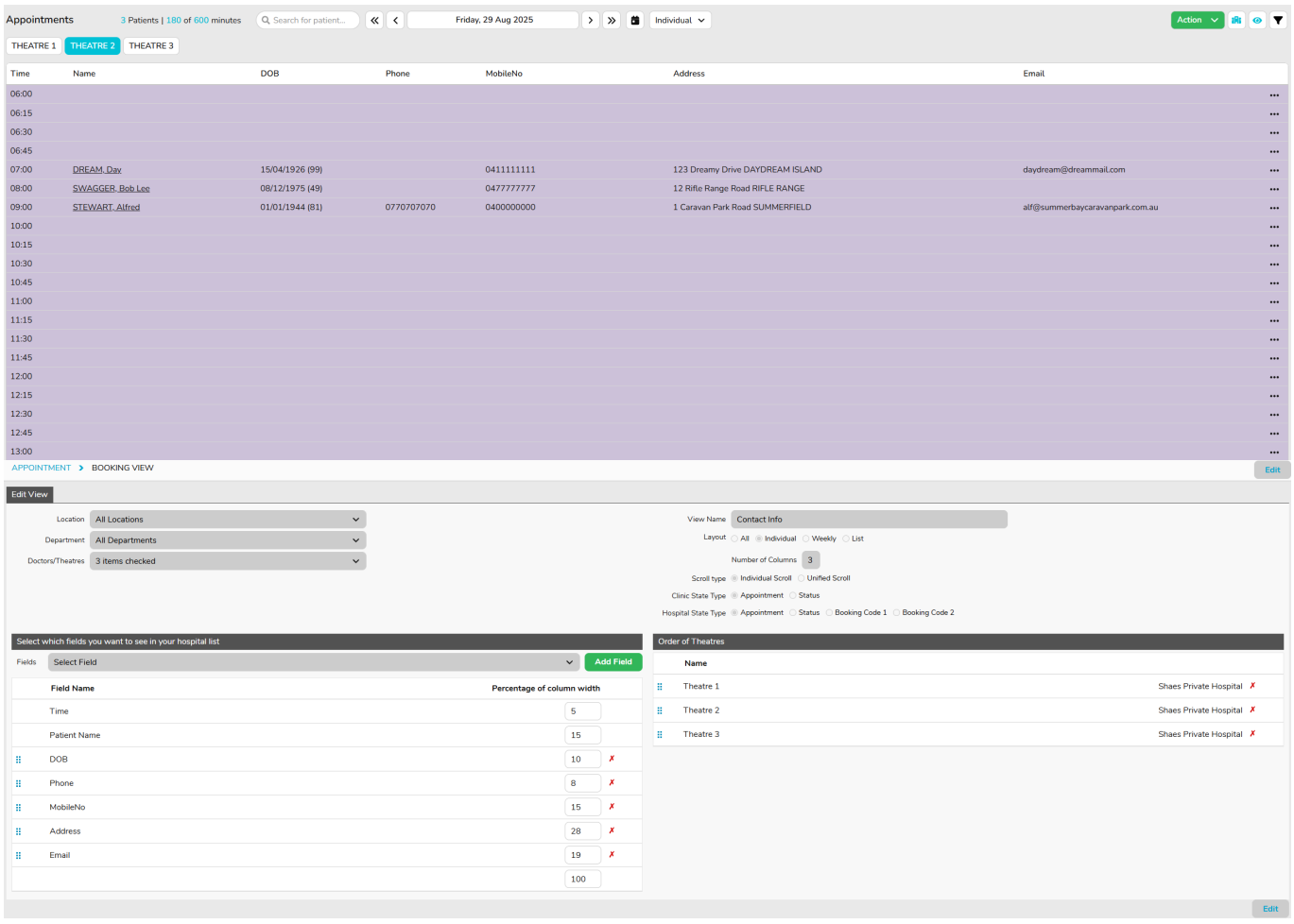


Recovery View

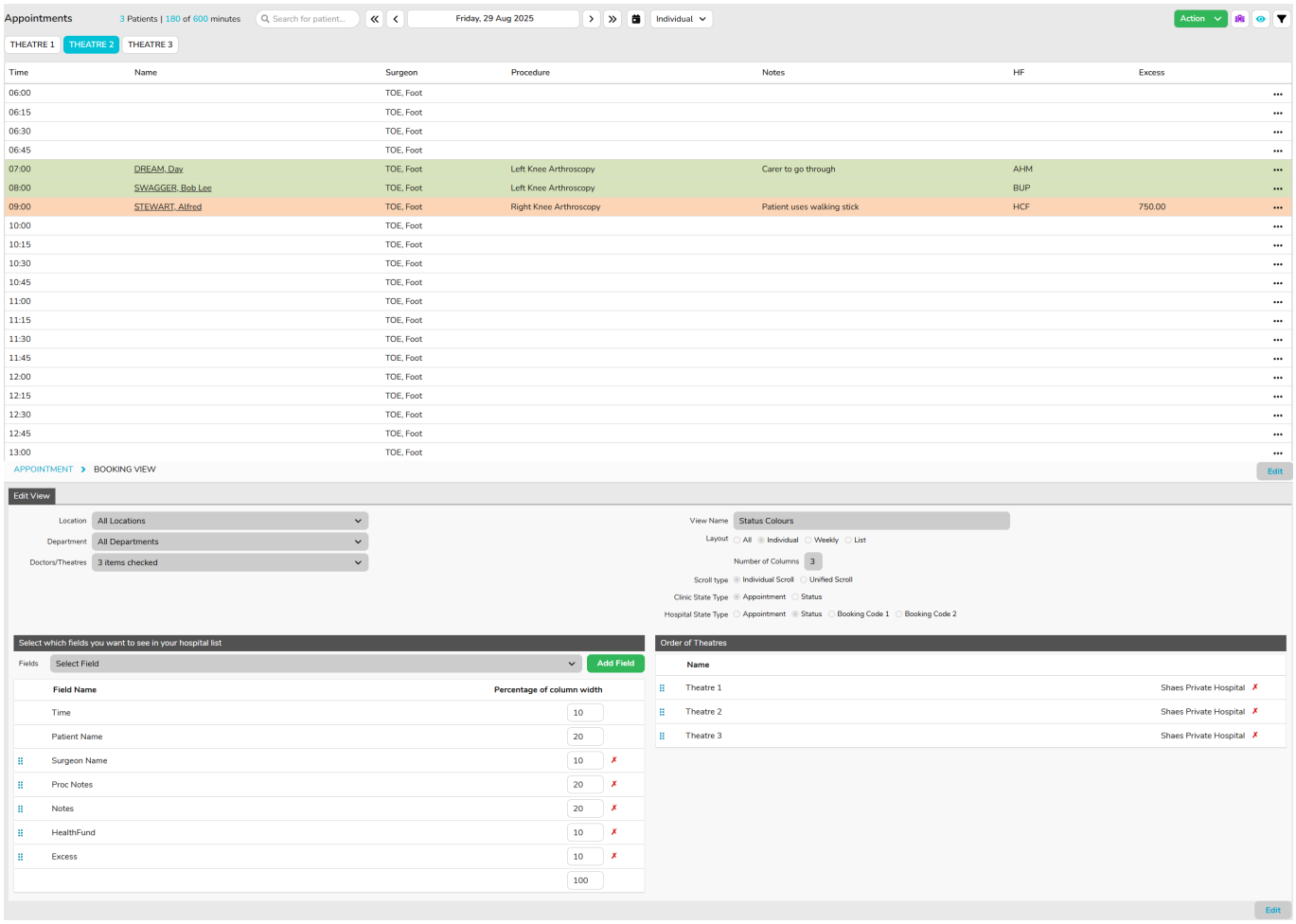




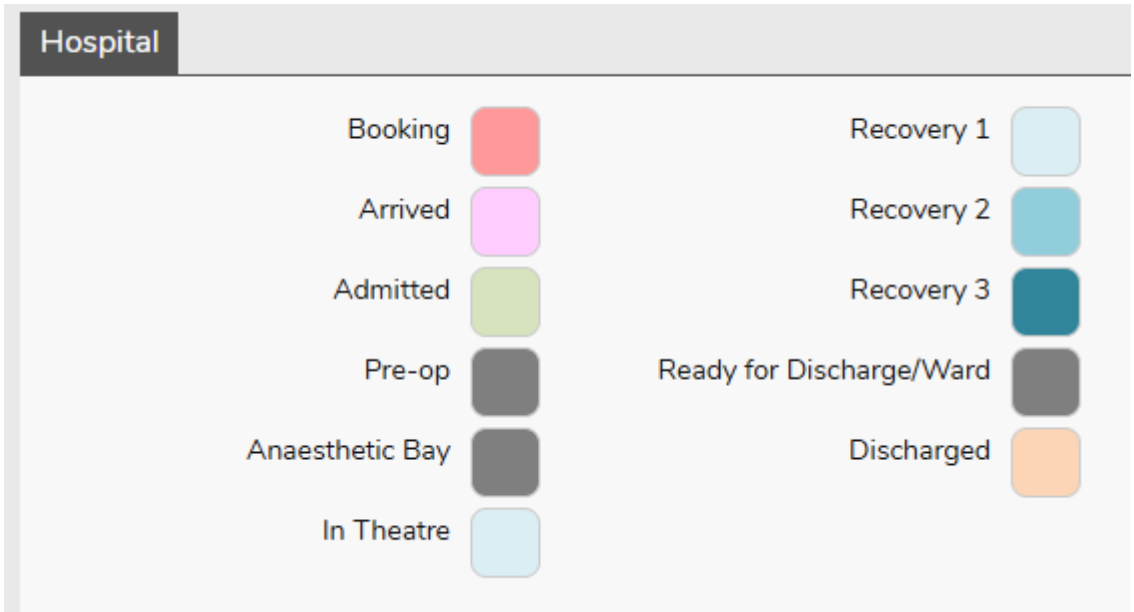
Patient Contact Information View



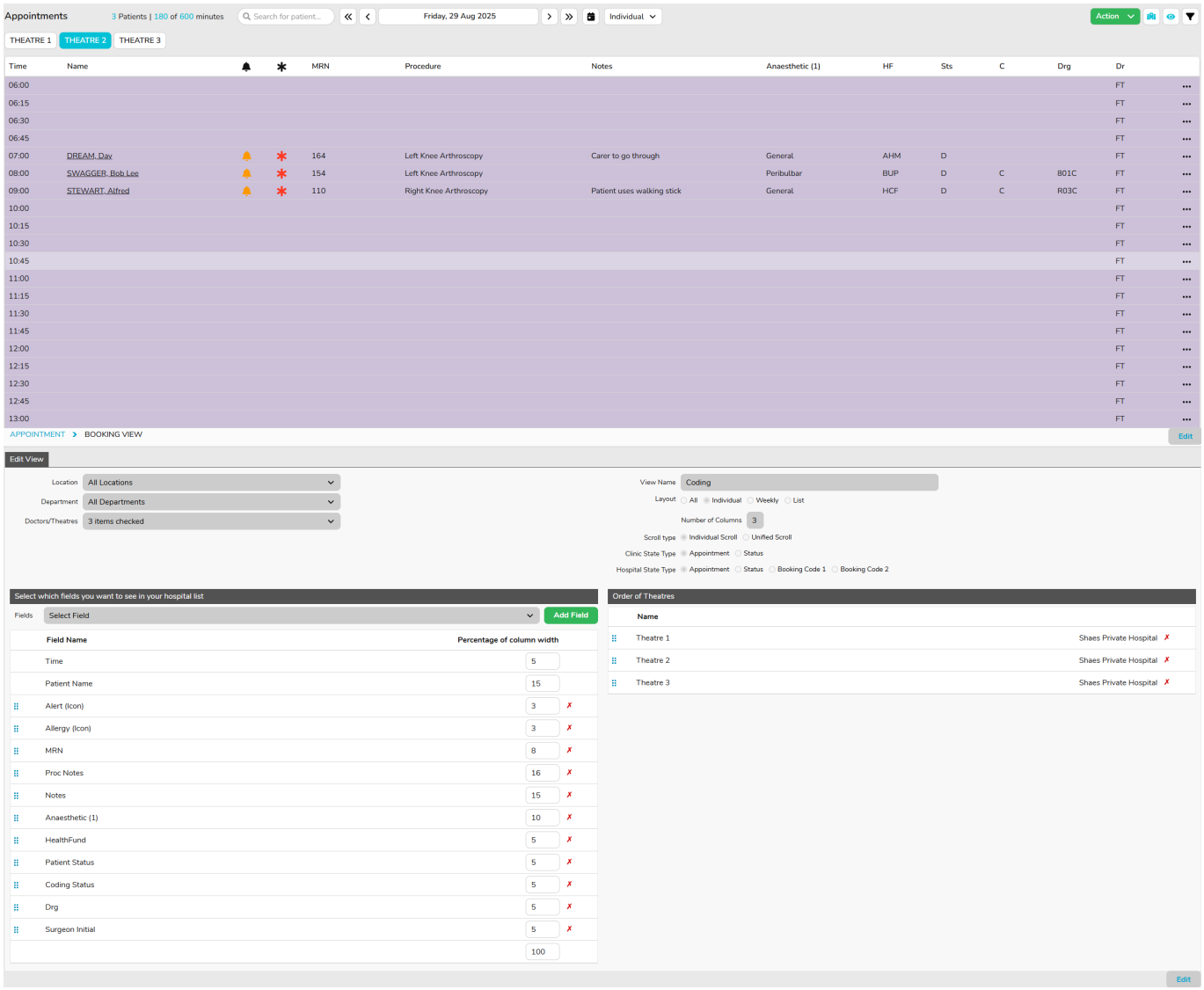
Status View



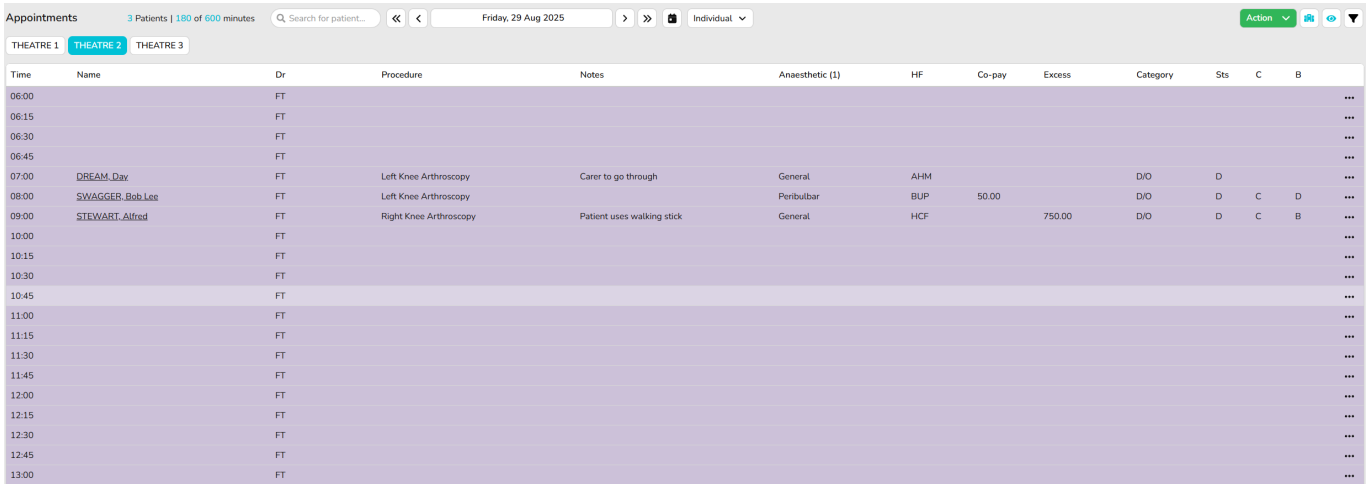
In addition to creating the Status Custom View the user will need to ensure the desired colours are set up in
Settings > System Configuration > Hospital.

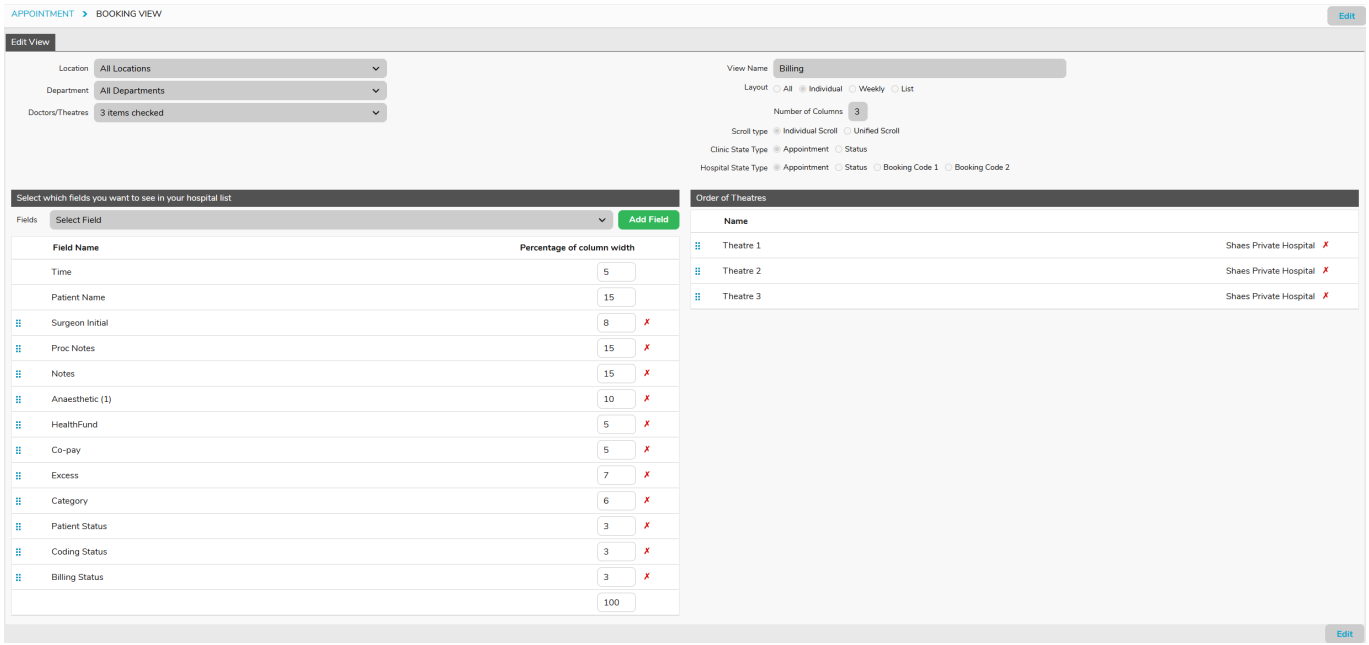


Coding View



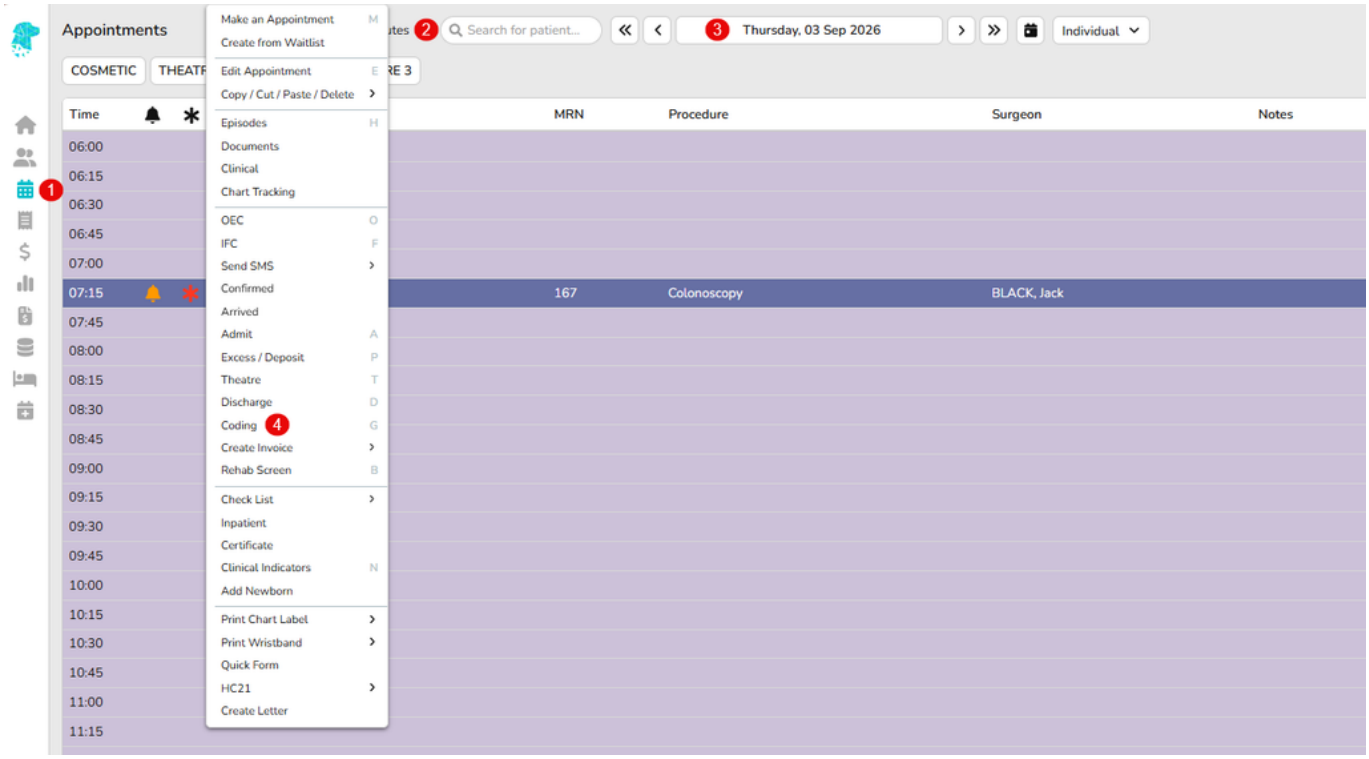
Billing View



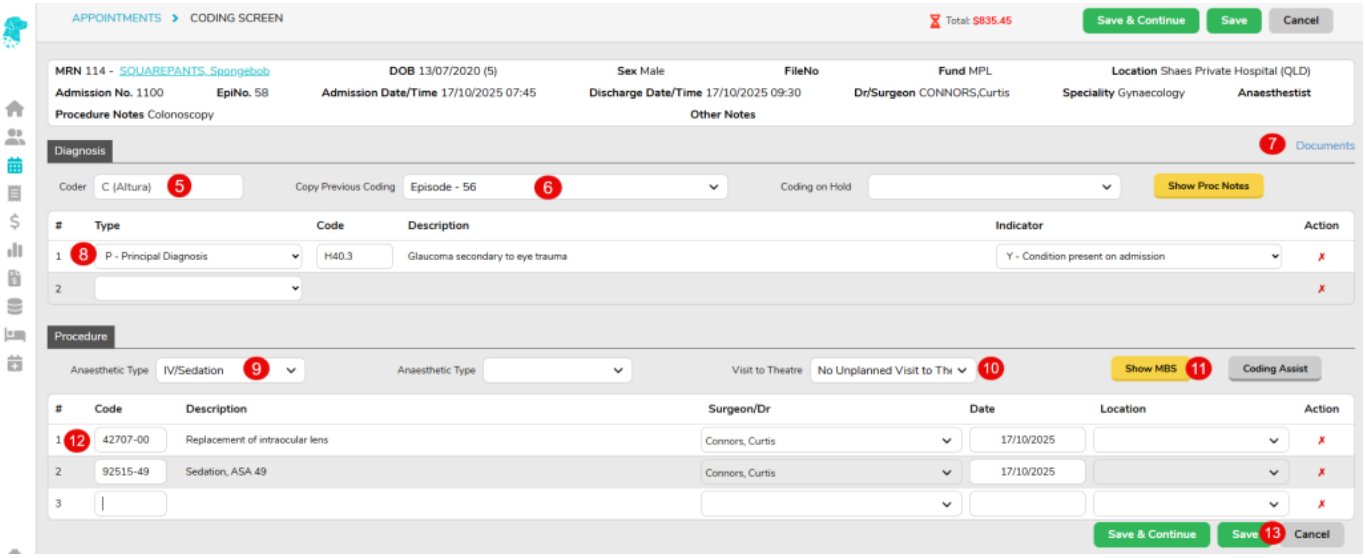


Hospital Coding

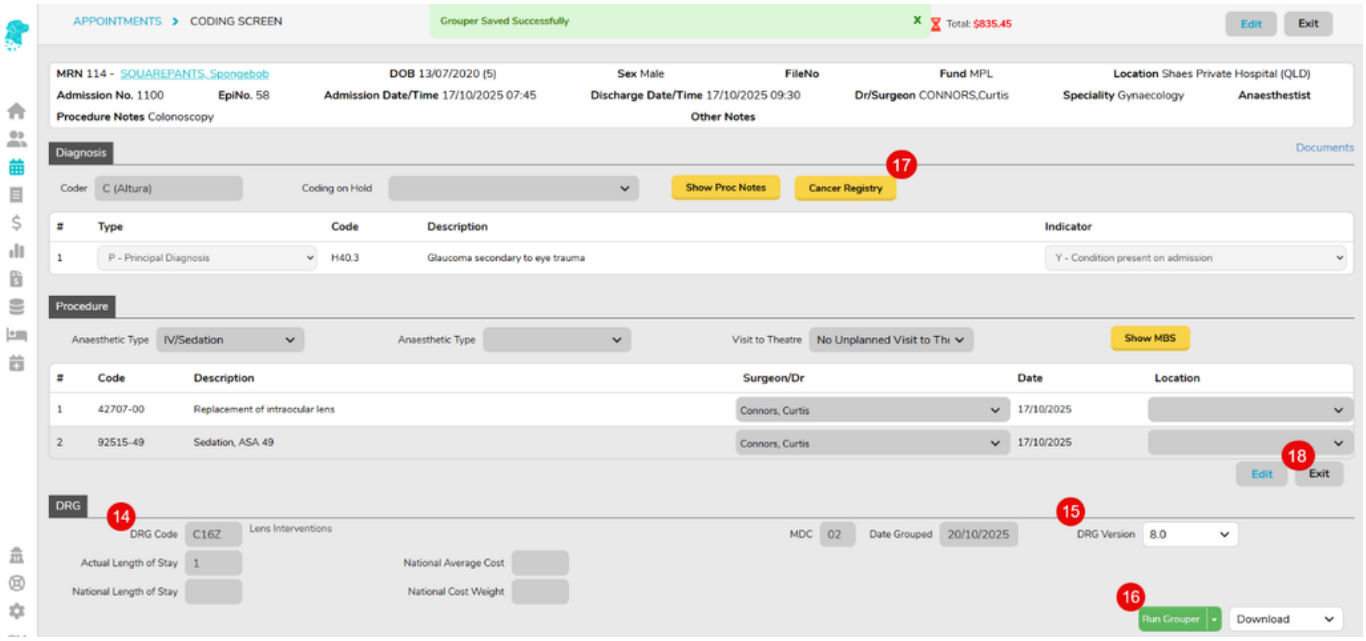
Once the episode is complete it is required to be Coded. The episode needs to be Admitted for the Coding Screen to be made available. FYDO integrates with TurboGrouper & utilising this program, along with FYDO will result in a seamless coding & grouping process.



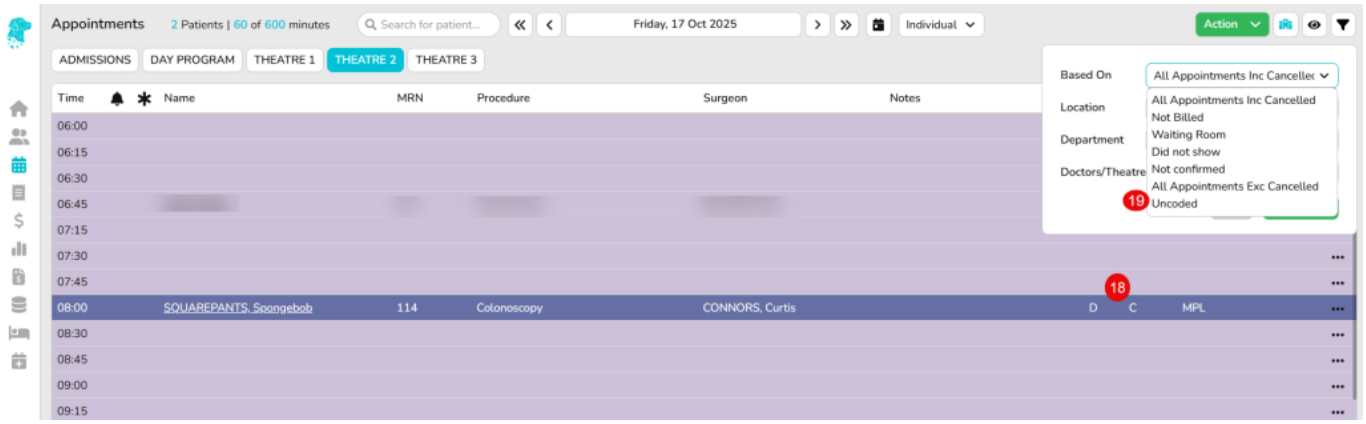
1. The Coding Screen can be located by navigating to the **Appointments Screen**
2. Use the **Search** feature to find a specific patient *or*
3. Use the **Calendar** to view a specific date
4. Once the episode has been located, use the **Right-Click Menu** to select **Coding** *(Or use the Fast Key **'g'**)*



5. The **Coder** field will automatically populate with the current user's name
6. **Copy Previous Coding** will populate all fields according to a previous admission *(This feature is especially handy when a patient has reoccurring admissions for the same procedure)*
7. **Documents** will open a new tab, allowing the user to view scanned documents while coding. **EMR** will also be displayed here if the facility has one linked.
8. When a **Diagnosis Codes** is added, a new line will display below to enter the next code *(This field searches Codes or Descriptions)* The **Type** & **Indicator** can be selected for each individual line
9. **Anaesthetic Types** are populated from the **Edit Appointment Screen** and can be edited if necessary *(Any changes made here will be reflected in the Edit Appointment Screen)*
10. **Visit to Theatre** is populated from the **Discharge Screen** and can be edited if necessary *(Any changes made here will be reflected in the Discharge Screen)*
11. **Show MBS** allows the user to hover over the button to display the MBS items that have been entered into the **Theatre Screen** *(If these items need to be amended the user will need to navigate to the Theatre Screen)*
12. When a **Procedure Code** is added, a new line will display below to enter the next code *(This field searches Codes or Descriptions)*
13. Once all required data has been entered click **Save**. Or utilise the **Save & Continue** button thorough the coding process to save the progress as you go along.



14. Once the coding has been saved the user will be able to obtain the **DRG** by running the **Grouper** *(if TurboGrouper is installed)*
15. Ensure the correct **DRG Version** is selected *(A default DRG Version can be set up for each fund in **Settings > Health Funds** which will then populate in this field)*
16. Click **Run Grouper.** This will complete the DRG Code field, the MDC field & the Date Grouped field
17. If required, you can then select **Cancer Registry** and enter all applicable details.
18. Once complete click **Exit** to return to the appointments screen



18. The episode will now display a **"C"** to identify that it has been coded
19. Users are also able to use the **Filter** dropdown to view **Uncoded** episodes only

How to Find Your Minor ID

The minor ID, also referred to as the Location ID, will sometimes be required by Medicare. It is the same as your ADV client number. Here's how to find it in FYDO:

1. Hover over the **Support** icon
2. Your **Minor ID** will be displayed in the heading

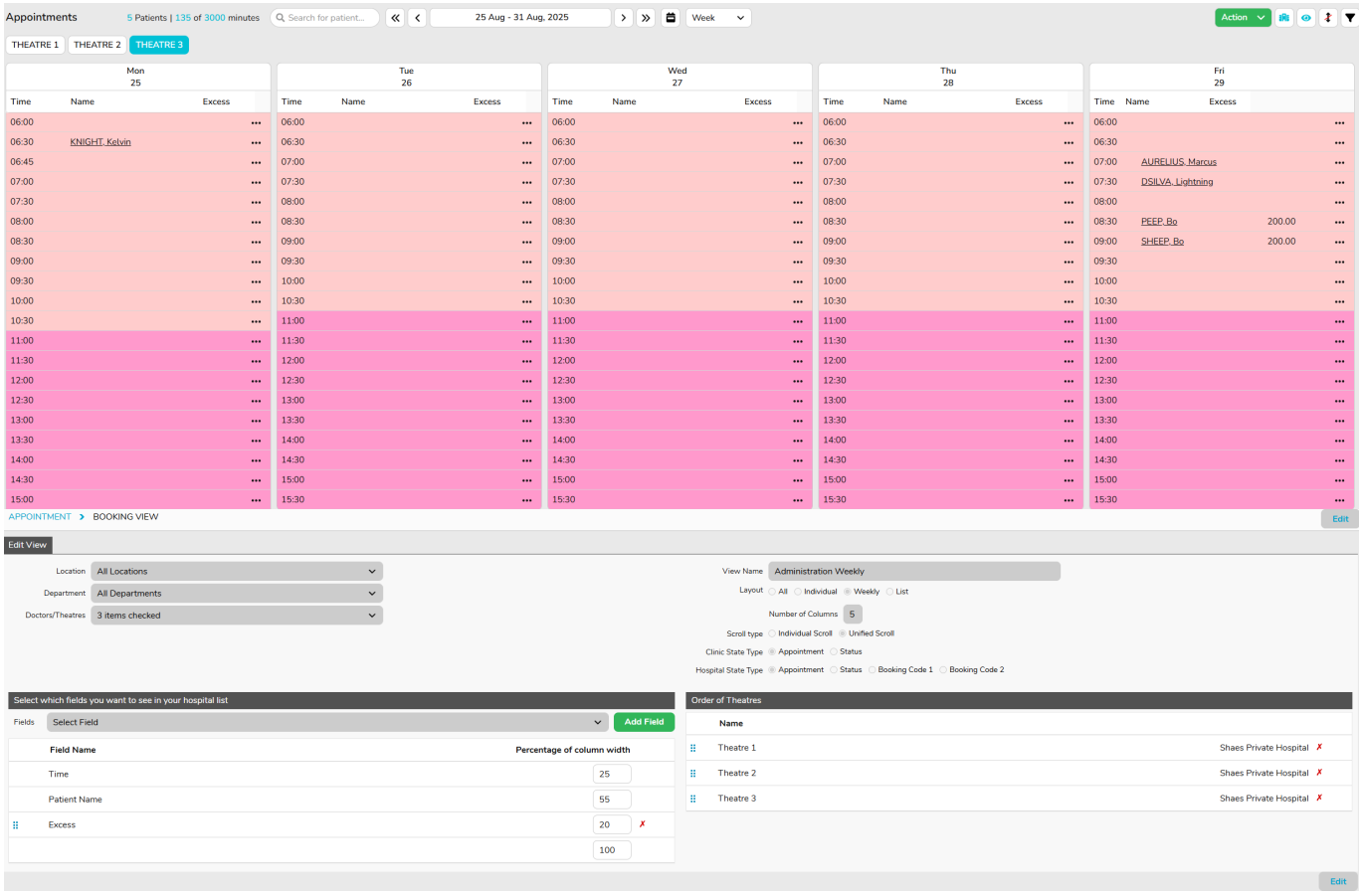


Hospital Appointment Screen Custom Views - Weekly View

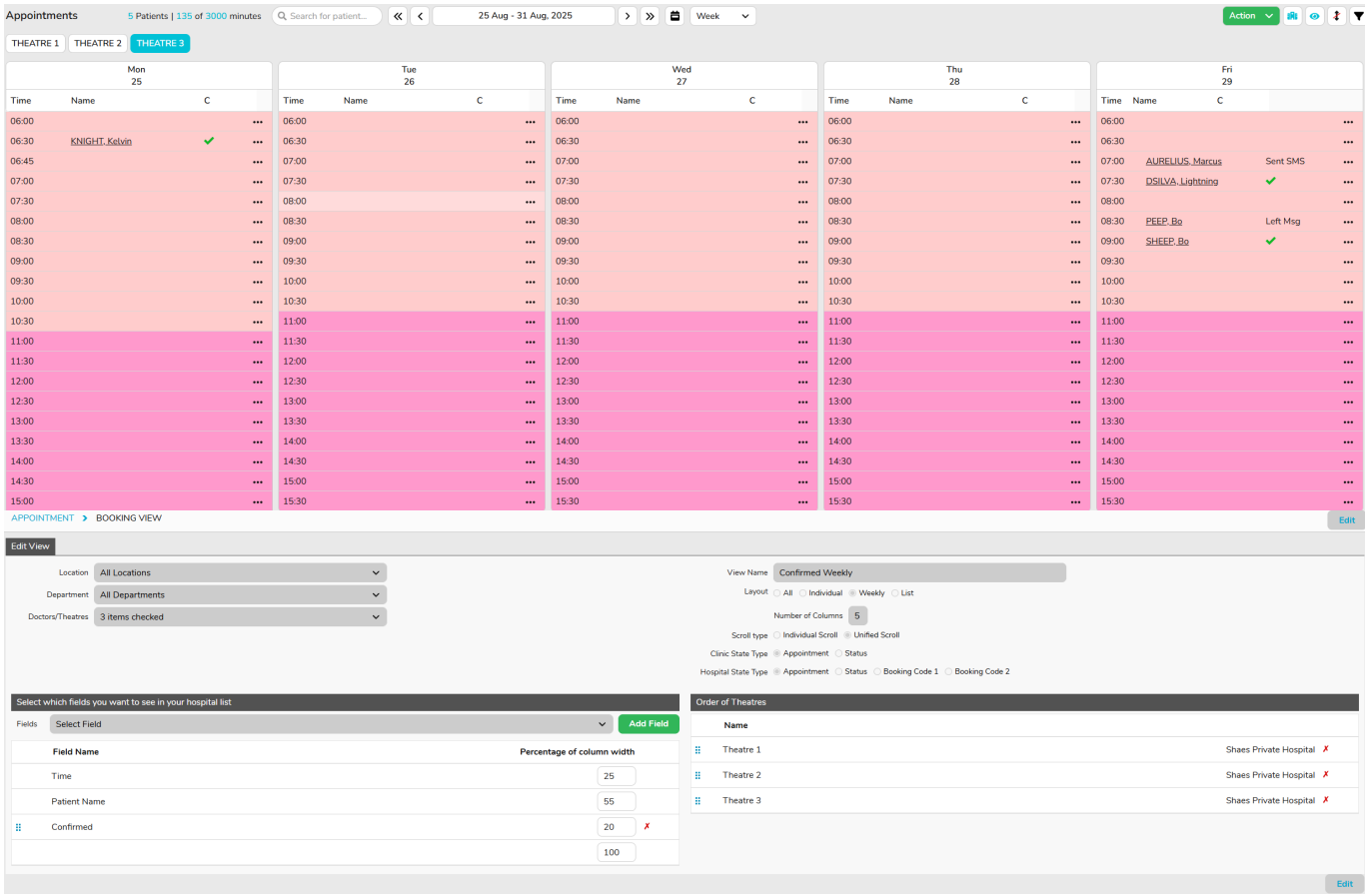
FYDO gives users the ability to customise the Appointments Screen to allow them to view the information that is important to their role. This assists in workflow & efficiency & allows users to view different information depending on the task that they are undertaking.
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Included below are examples of **Weekly View** ideas. Please see our other pages on **Individual & All View** ideas for those view types.

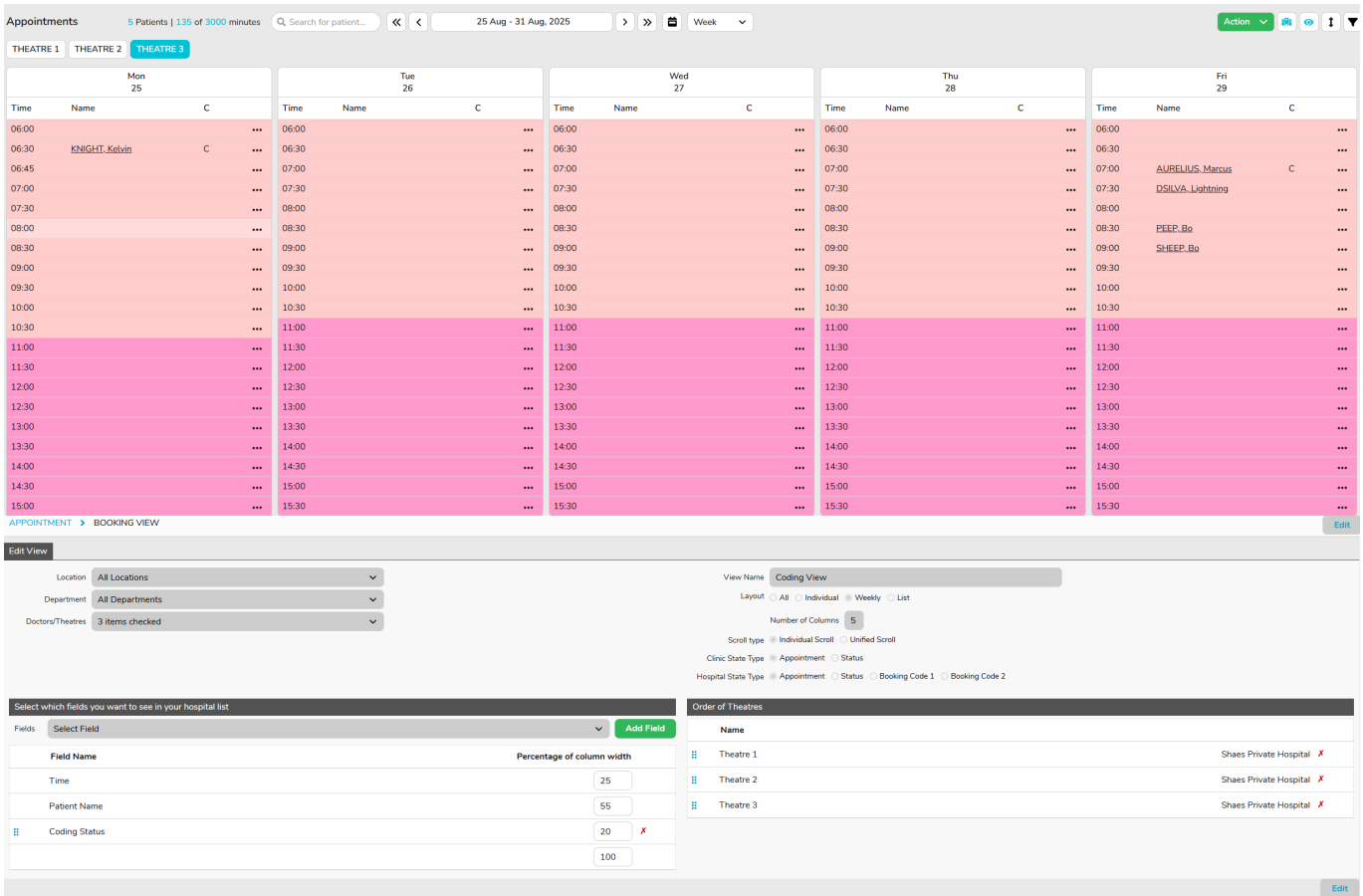
Administration View



Confirmed View

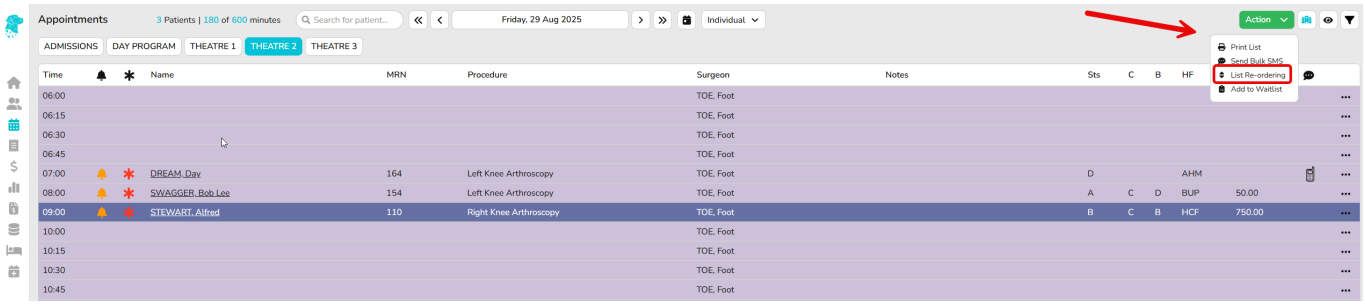

Appointments
5 Patients | 135 of 3000 minutes
Search for patient...
25 Aug - 31 Aug, 2025
Week
Action
THEATRE 1
THEATRE 2
THEATRE 3
Mon 25
Tue 26
Wed 27
Thu 28
Fri 29
Time
Name
C
06:00
06:30
KNIGHT, Kelvin
06:45
07:00
07:30
08:00
08:30
09:00
09:30
10:00
10:30
11:00
11:30
12:00
12:30
13:00
13:30
14:00
14:30
15:00
15:30
07:00 AURELIUS, Marcus Sent SMS
07:30 DSILVA, Lightning
08:30 PEEP, Bo Left Msg
09:00 SHEEP, Bo
APPOINTMENT
BOOKING VIEW
Edit
Edit View
Location
All Locations
Department
All Departments
Doctors/Theatres
3 items checked
View Name
Confirmed Weekly
Layout
All
Individual
Weekly
List
Number of Columns
5
Scroll type
Individual Scroll
Unified Scroll
Clinic State Type
Appointment
Status
Hospital State Type
Booking Code 1
Booking Code 2
Select which fields you want to see in your hospital list
Fields
Select Field
Add Field
Field Name
Percentage of column width
Time
25
Patient Name
55
Confirmed
20
100
Order of Theatres
Name
Theatre 1
Shaes Private Hospital
Theatre 2
Theatre 3

Coding View


Appointments
5 Patients | 135 of 3000 minutes
Search for patient...
25 Aug - 31 Aug, 2025
Week
Action
THEATRE 1
THEATRE 2
THEATRE 3
Mon 25
Tue 26
Wed 27
Thu 28
Fri 29
Time
Name
C
06:00
06:30
KNIGHT, Kelvin
C
06:45
07:00
07:30
08:00
08:30
09:00
09:30
10:00
10:30
11:00
11:30
12:00
12:30
13:00
13:30
14:00
14:30
15:00
15:30
07:00 AURELIUS, Marcus C
07:30 DSILVA, Lightning
08:30 PEEP, Bo
09:00 SHEEP, Bo
APPOINTMENT
BOOKING VIEW
Edit
Edit View
Location
All Locations
Department
All Departments
Doctors/Theatres
3 items checked
View Name
Coding View
Layout
All
Individual
Weekly
List
Number of Columns
5
Scroll type
Individual Scroll
Unified Scroll
Clinic State Type
Appointment
Status
Hospital State Type
Booking Code 1
Booking Code 2
Select which fields you want to see in your hospital list
Fields
Select Field
Add Field
Field Name
Percentage of column width
Time
25
Patient Name
55
Coding Status
20
100
Order of Theatres
Name
Theatre 1
Shaes Private Hospital
Theatre 2
Theatre 3

List Re-Ordering Feature (Session Priority)

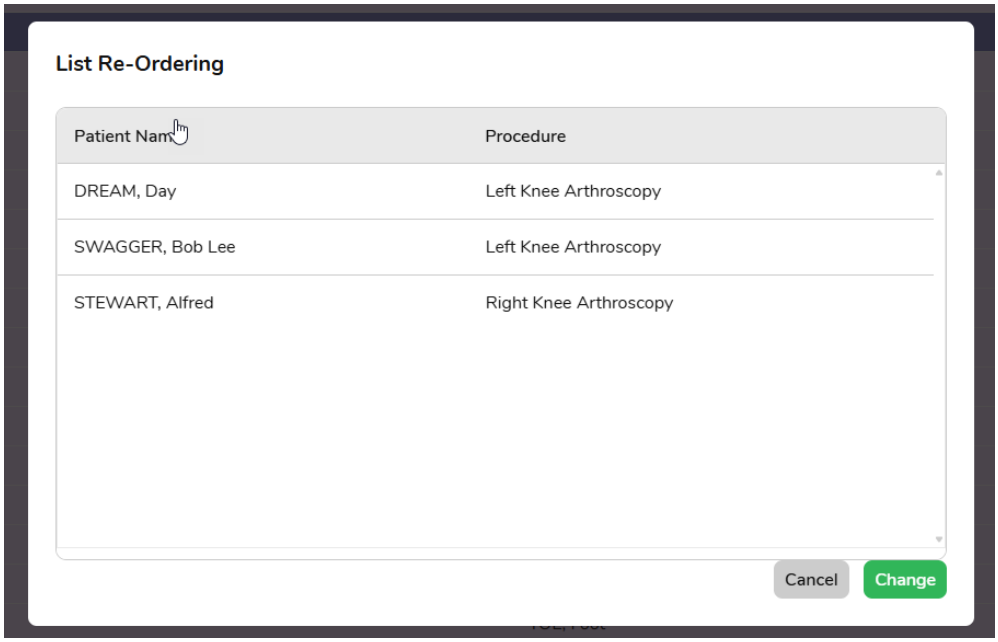
FYDO allows users the ability to re-order lists with a fabulous feature that resembles the SimDay function **Session Priority.** This feature allows users to easily re-order patients', move all patients' appointments up at once *(in the case of a cancellation)* and set appointment times according to each appointment length.
This feature will work from the admission time of the **FIRST** patient on the list. It will then slot all other patients' into their corresponding admission times, according to the appointment lengths.
The difference with using the List Re-Ordering feature is that it allows users to easily move a patients' appointment up or down the list **& will shuffle the other patients' admission times to accommodate.** Whereas other methods of moving appointments do not impact the admission times of any other patients.



To utilise this function, navigate to the **Appointments Screen** and locate the list that you wish to change.

Select an appointment in the required session & use the **Select the Action** dropdown & click on **List Re-Ordering.**

This will display a pop-up box that allows you to drag patients up or down the list.



If you do not wish to change the order of the list, and only wish to move all patients up after a

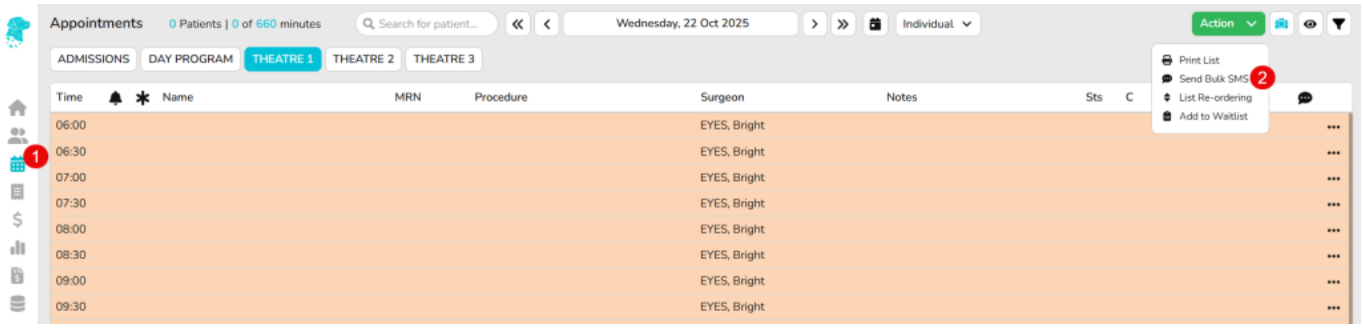
cancellation, then simply open the pop-up box & click Change. This will move all patient's appointment times up the list.

You will notice in the below video that we used the Procedure to sort the patients & once we clicked Change, FYDO also filled in the gaps that were left from cancelled appointments.

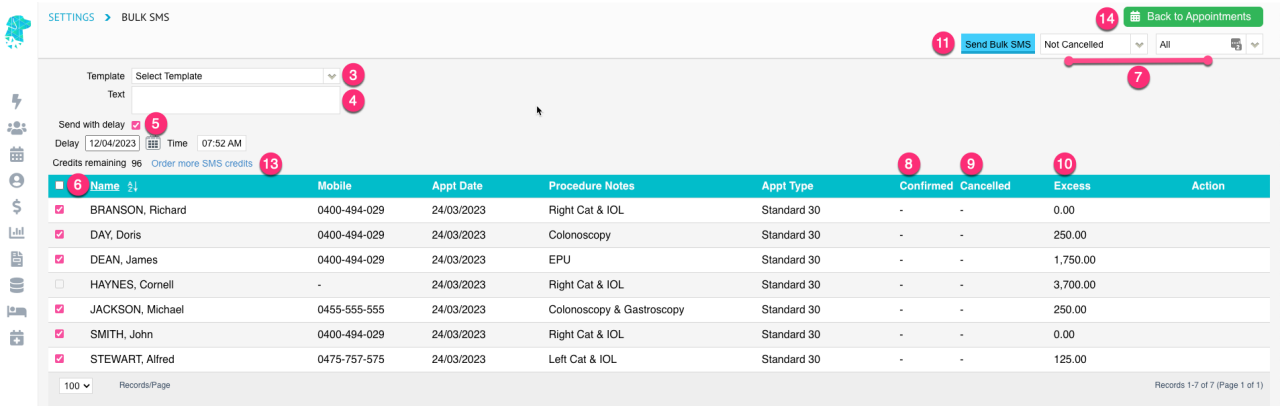
Sending Bulk SMSs

FYDO allows you to contact patients via SMS to assist in efficient workflow. These can be sent one at a time or to a whole list of patients. The system gives the ability to pre-populate the SMS with information regarding the admission/episode e.g., date of admission, time of admission, health fund excess amount etc

Use these instructions if you would like to send a Bulk SMS to a **number of patients at once:**



1. Open the Appointments Screen & navigate to the required date & theatre
2. Use the **Actions** dropdown on the right of the screen to select **Send Bulk SMS**



3. Use the **Template** dropdown box to select from the preloaded SMS templates in your system *(For help with customising these contact Altura Health or visit https://wiki.fydo.cloud/sms-templates/)*
4. Or free type in the **Text** box to customise the text message
5. The **Send with delay** tick box allows the text to be scheduled for a later date & time. If this feature is being utilised enter the **Date** & **Time** that the text will be scheduled to send. However, there is no need to use this feature if the text is intended to be sent in real time

6. All patients with a valid mobile phone number will be selected by default. Use the **tick box** at the top of the column to easily select or de-select all patients' at once. Or use the tick box for each patient to individually select or de-select
7. Use the **drop-down boxes** in the top right to assist in filtering to the desired patient demographics
8. **Confirmed** gives information regarding previous SMSs sent. To assist in determining if they still require an SMS
9. **Cancelled** gives information regarding the patients' cancelled status. However, the screen opens to show **Not Cancelled** patients' only. This column is only relevant if the filter has been set to include the cancelled patients', using the drop-down boxes in #13
10. The **Excess** column displays the amount that has been entered into the Excess field of the patients episode
11. Once all relevant information has been completed, & all desired patients' have been selected, click **Send Bulk SMS**
12. You will be asked to confirm that you wish to send the SMS, click **Yes**
13. The **Credits Remaining** on the account are displayed on the screen & once the credits get low use the **Order more SMS credits** option on this screen to be re-directed to the **Order SMS Credits** screen where you can follow the prompts
14. **Back to Appointments** button returns the user to the appointments screen

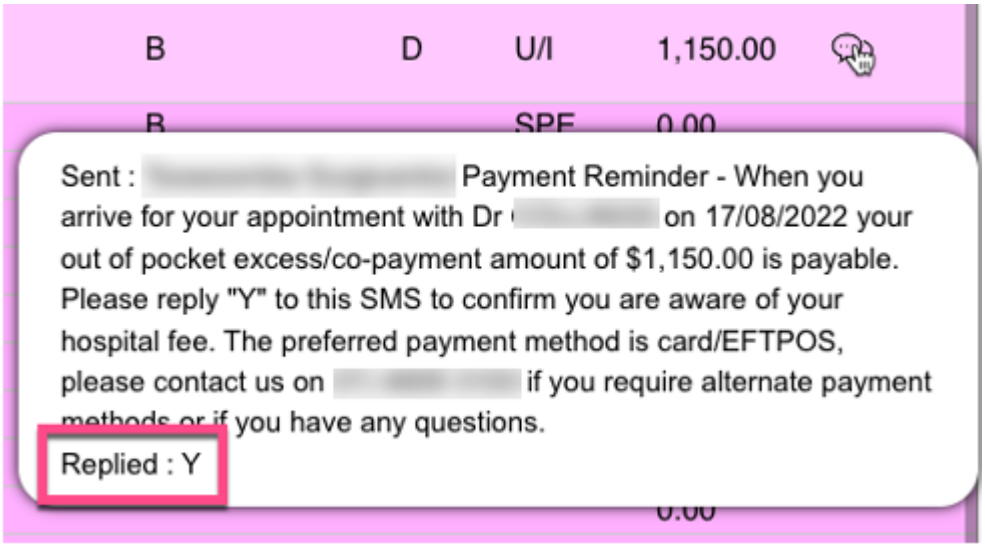
Once the patient has been sent an SMS there will be a visual cue on the Appointments screen. The icon will change depending on the status of the SMS sent. The icons represent the following:

·  This icon will display once the SMS has been **sent** but not yet delivered to the recipient

·  This icon will display once the SMS has been **delivered**

·  This icon will display once the recipient has **replied**

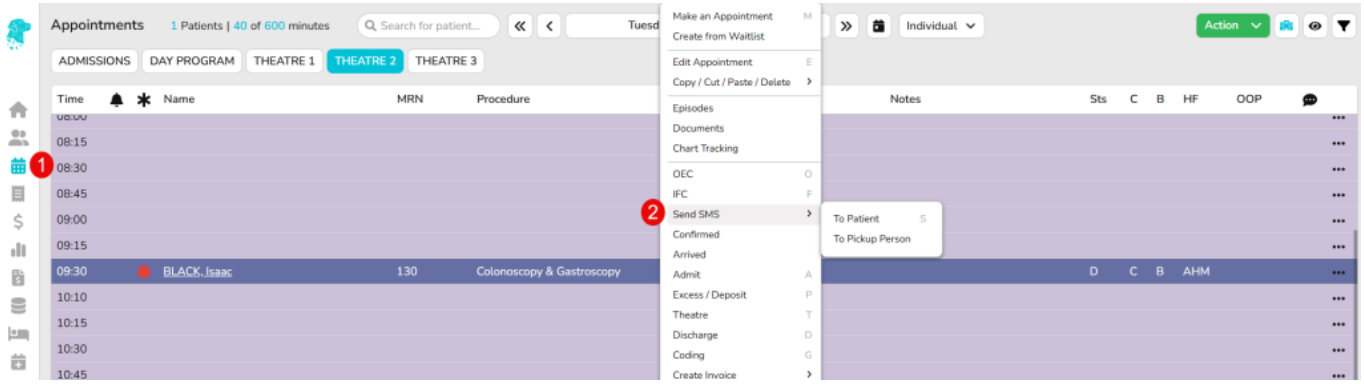
Hover over each of these icons, in the appointments screen, to display the information that the SMS contained. Once a reply has been received it will also be displayed below the message.



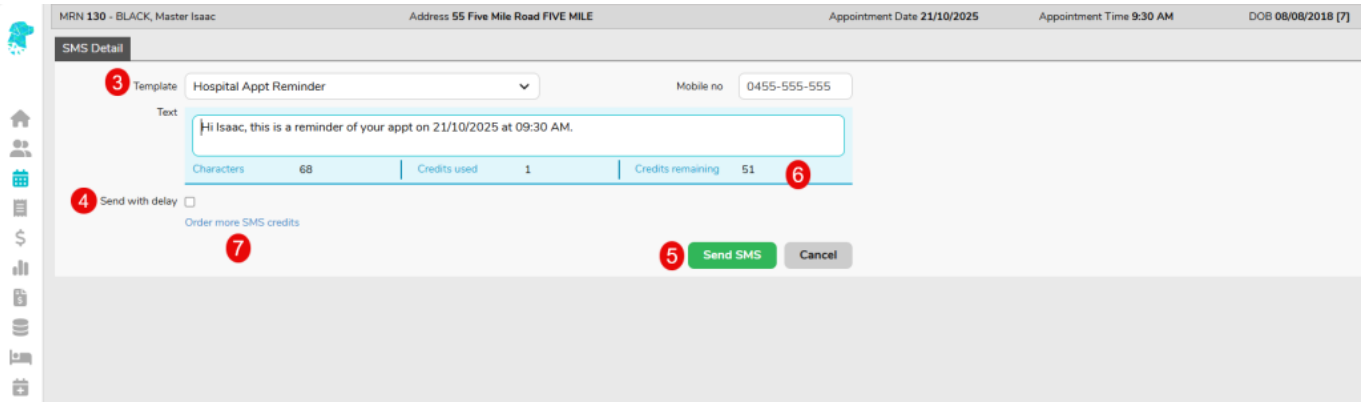
Sending Individual SMSs (Hospital)

FYDO allows you to contact patients, and their pick up person, via SMS to assist in efficient workflow. These can be sent one at a time or to a whole list of patients. The system gives the ability to pre-populate the SMS with information regarding the admission/episode e.g., date of admission, time of admission, health fund excess amount etc

Use these instructions if you would like to send an SMS to an **Individual Patient** or to the patients **Pick Up Person**:



1. Navigate to the **Appointments Screen** & locate the required episode
2. Right-Click on the required episode & hover over **Send SMS** to show the 2 options to either **Send SMS to the Patient** or **Send SMS to the pickup Person** *(Or use the shortcut key "S" after you have selected the required patient to send SMS to the patient)*



3. Select the required **Template** or free type desired message in the **Text** box
4. Use the **Send with delay** tick box if the message is required to be sent at a specified time, as opposed to at the current time. If you are wanting to use this option, select the **Date** & **Time** that the message is to be sent
5. Once all details have been checked click **Send SMS**
6. The information included in Blue explains:
   a. Characters – The current length of the text message. Each individual text message is allowed to be 160 characters long. Once the length exceeds this amount, it will require more credits to be sent

b. Credits – This shows the number of credits that will be used to send the message, depending on the length of the text

c. Credits remaining – Shows how many credits are remaining on your FYDO account

7. Once the credits get low use the **Order more SMS credits** option on this screen to be re-directed to the **Order SMS Credits** screen where you can follow the prompts to purchase more credits

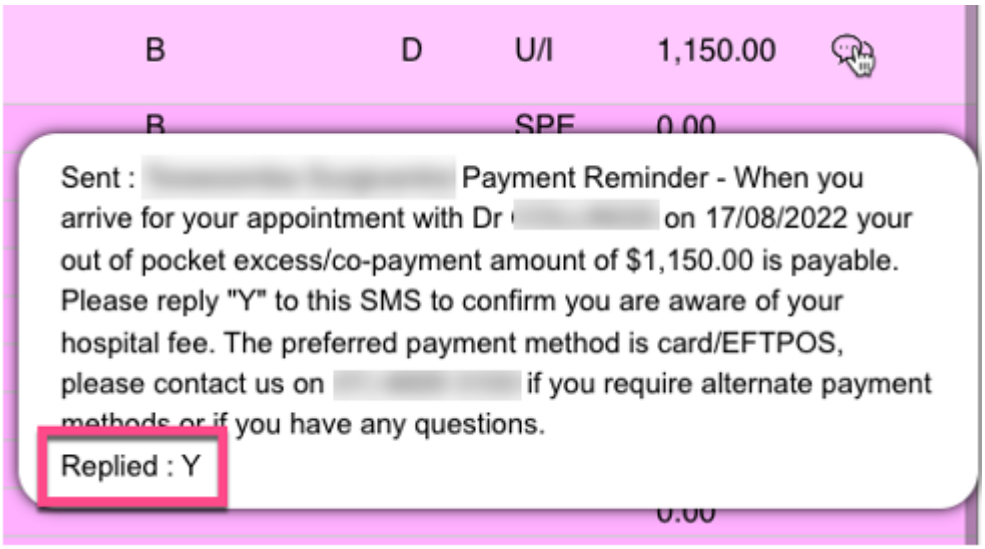
Once the patient has been sent an SMS there will be a visual cue on the Appointments screen. The icon will change depending on the status of the SMS sent. The icons represent the following:

·  SMS has been **sent** but not yet delivered to the recipient

·  SMS has been **delivered** to the recipient

·  Recipient has **replied** to the SMS

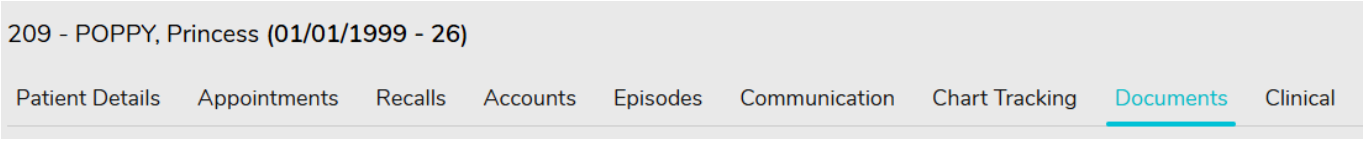
Hover over each of these icons, in the appointments screen, to display the information that the SMS contained. Once a reply has been received it will also be displayed below the message.



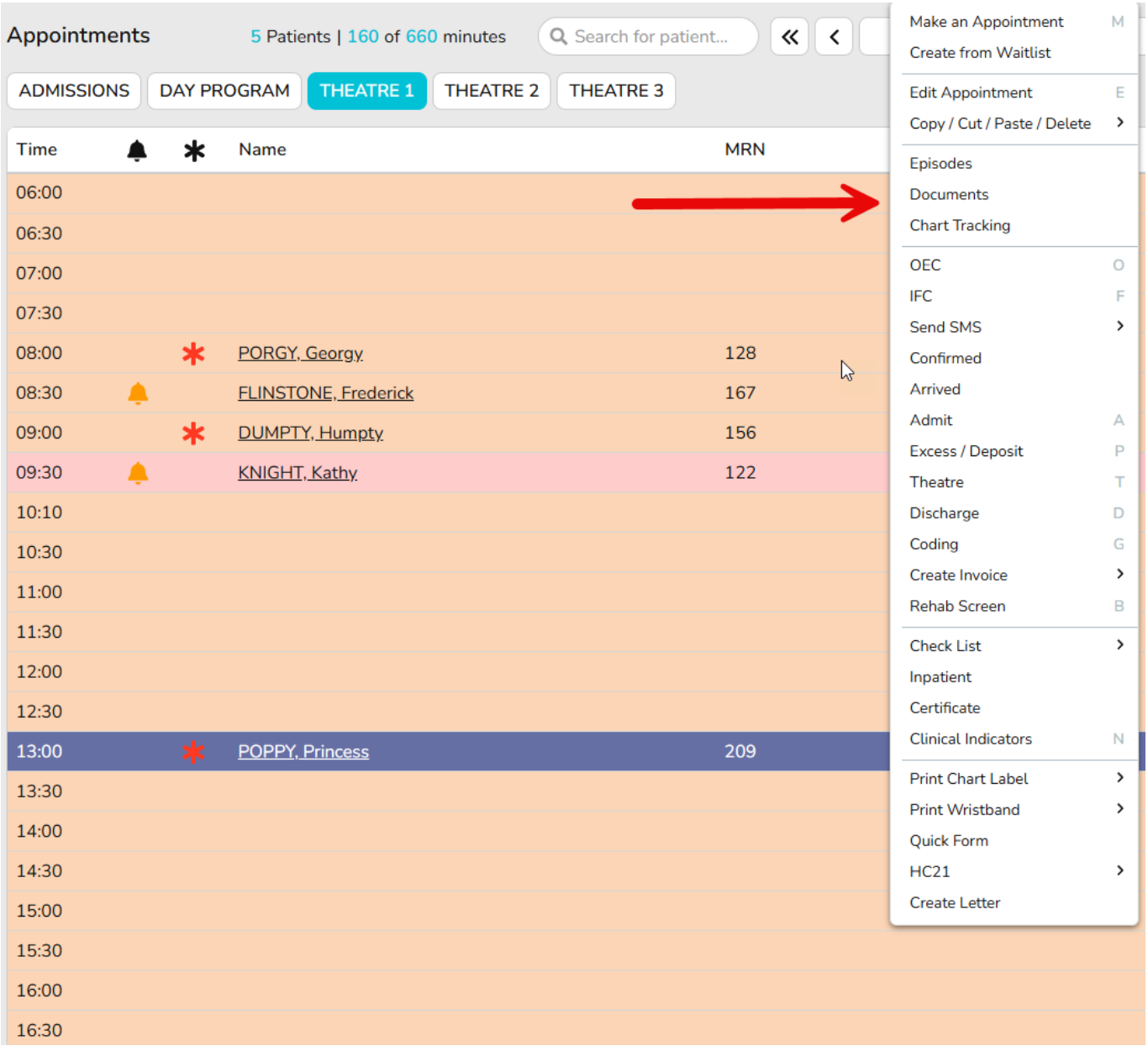
Emailing Documents from FYDO

FYDO facilitates emailing of documents, that are stored in the Documents tab, to the patients, doctors & referring doctors.

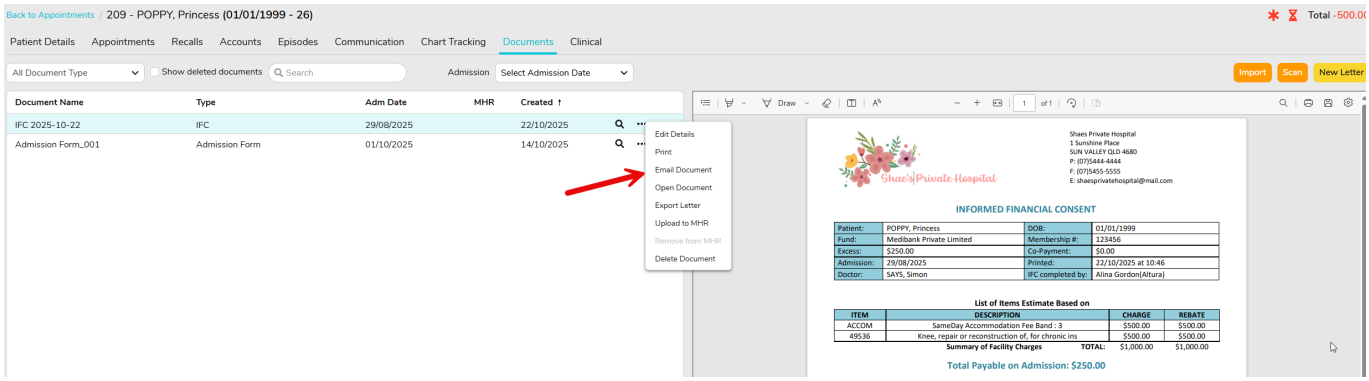
1. Navigate to the required patient, in the Patients tab and once the details are open select the **Documents** tab



2. Alternatively, locate the required episode and use the **Right Click** menu to select **Documents**



3. Select the document that you wish to email & use the three black dots, on the right of the document, to display the menu options
4. Select **Email Document**

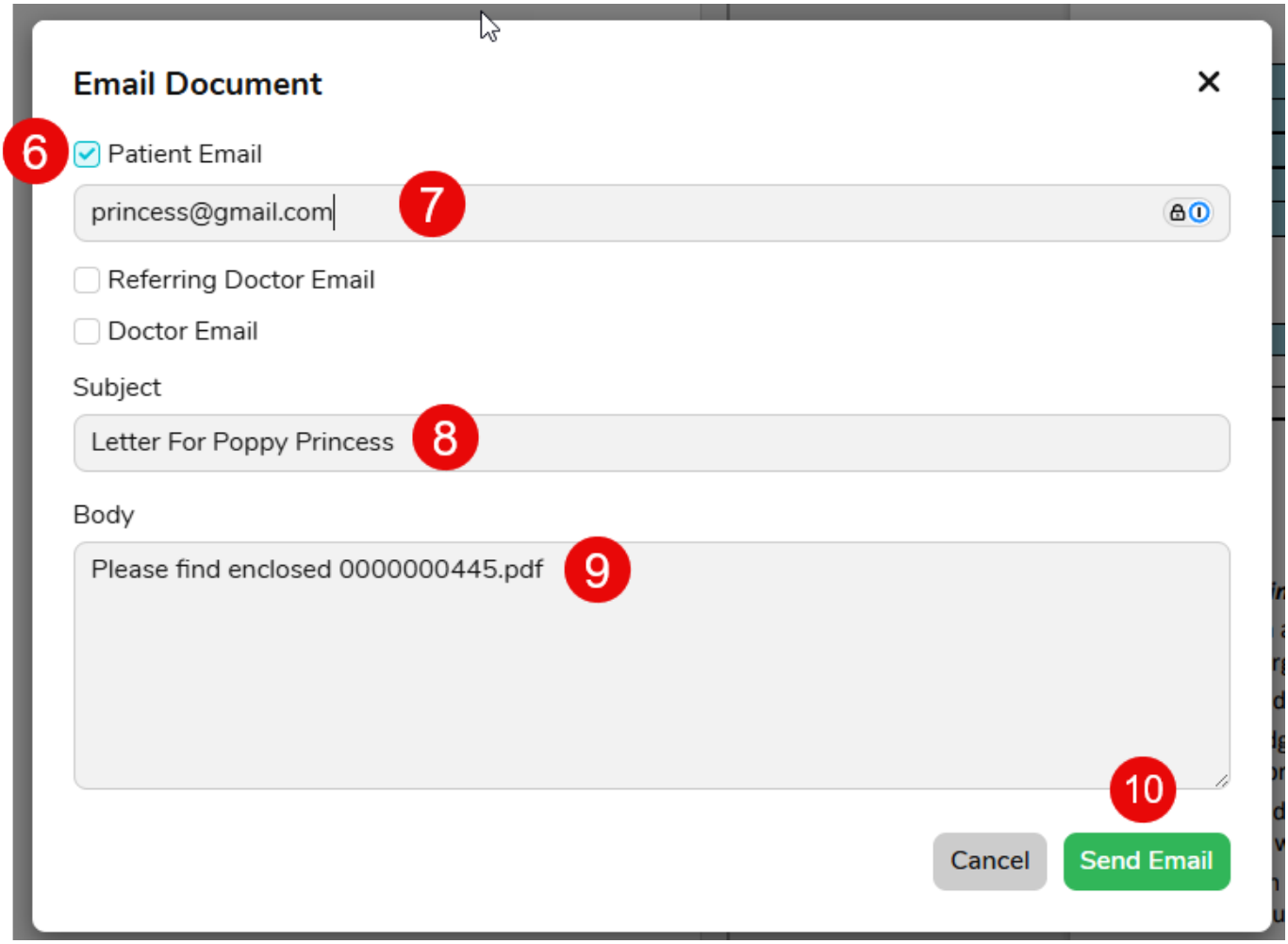


5. The **Email Document** pop up box will be displayed & allow the user to choose who they want to email

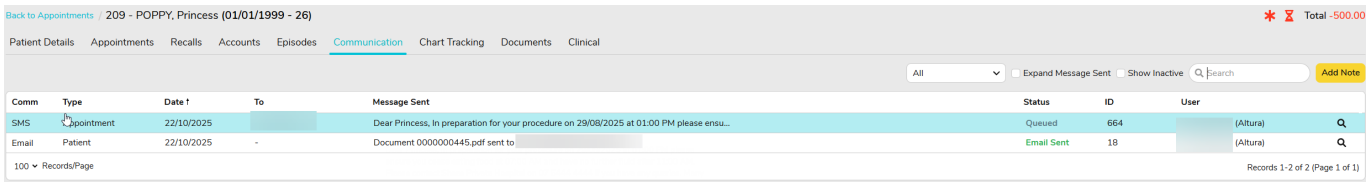


- Patient Email allows emails to be sent to the patient. The email address is automatically populated, from the Patient Screen, if it is entered
- Referring Doctor Email allows emails to be sent to the referring doctor. The email address will automatically populate if the document is linked to a particular admission, that admission has a referring doctor listed & the referring doctor has an email address added in FYDO. *(Referring Doctors emails can be added in **Settings > Referring Doctors**)*
- Doctor Email allows emails to be sent to the admitting doctor. The email address will automatically populate if the document is linked to a particular admission & the doctor has an email address added in FYDO. *(Doctors emails can be added in **Settings > Doctors**)*

If no email address is on file, for any of the above options, the user can add the email manually into the relevant field



6. Select who will be receiving the document via email by ticking the box to the left of their description
7. Check the email address listed is correct, or manually type the email address
8. Subject line will automatically populate however users are able to make changes if required
9. Body of the email will automatically populate however users are able to make changes if required
10. Once all fields have been complete, select **Send Email**
11. A log of all emails sent can be found in the **Communication** tab, along with all SMS history

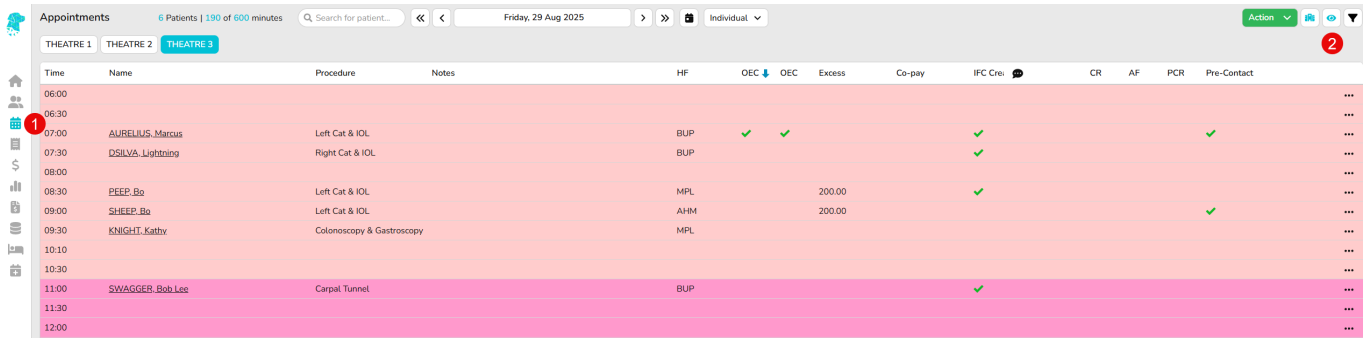


Creating Custom Hospital Views in the

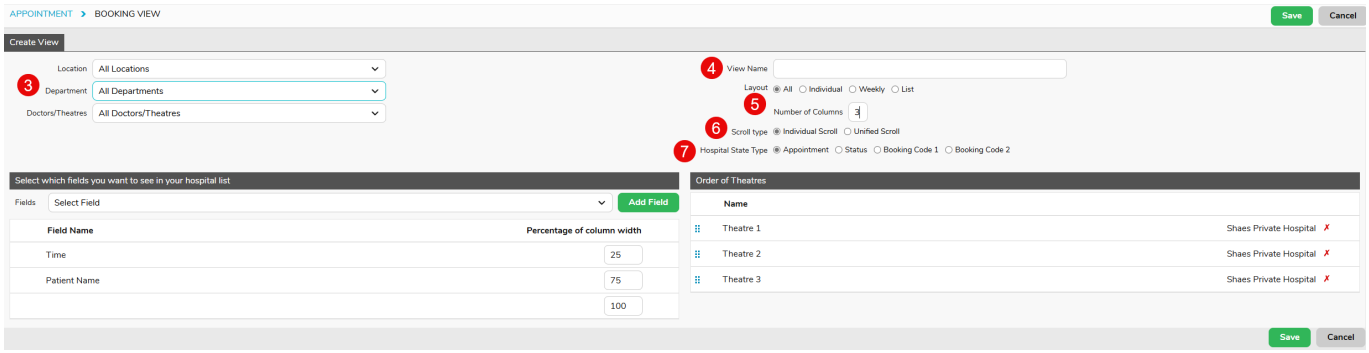
Appointments Screen

The Appointments Screen in FYDO is completely customisable. Creating different views will assist in workflow & efficiency & allow different staff members to view information that is relevant to them.
The views that are created are available to all users on the database & each user can choose their own favourite default view by selecting the heart next to their chosen view.
Users are able to have a favourite custom view for each view type, eg. a favourite "Individual" view, a favourite "All" view & a favourite "Weekly" view.

1. Custom views are created in the **Appointments Screen**
2. Hover over the eye icon & select **Add New View**



3. Select the **Location, Department & Doctors/Theatres** that you want the view to be available for. Or leave with **All** selected for the view to be available all the time
4. Add the **View Name** to identify the view that you are creating. E.g., Theatre, Recovery etc
5. Choose the **Layout** in which you would like the view to open. E.g., Individual theatres, all theatres or weekly view
6. Select the **Scroll type** based on how you would like to view the screen when you scroll.
   Individual Scroll– You will be required to hover over the theatre in which you would like to scroll up or down.
   Unified Scroll- This allows you to scroll anywhere on the page and all the theatres will scroll together
7. Select the **Hospital State Type.** You have the option to set the appointments to display by:
   – Appointment Type- This will colour code the bookings as per the Appointment Type in the booking
   – Status- Will colour code the bookings according to where they are in the facility
   – Booking Code 1– will colour code the appointments according to the booking code 1 that has been entered
   – Booking Code 2- will colour code the appointments according to the booking code 2 that has been entered

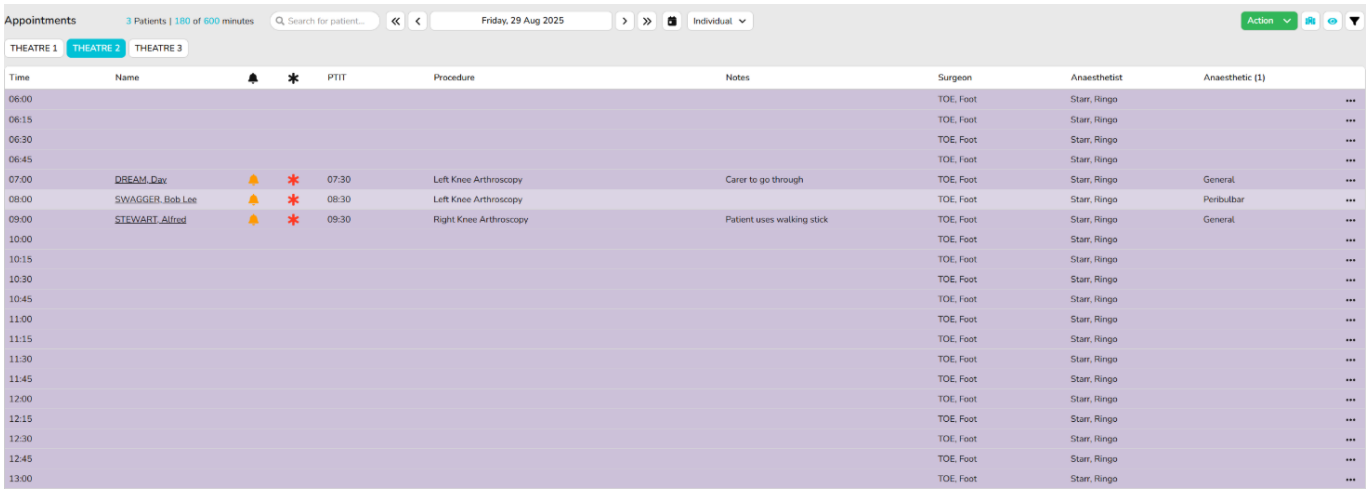


8. Use the **Fields** dropdown to select the type of information that will be added to the custom view
9. Click **Add Field** to add the selected field to the table below
10. Use the on the left of each line to sort fields into the required order
11. Use the **Percentage of column width** fields to determine the width of each column
    N.B. the total of these columns always has to add up to 100.
12. Click **Save** and the appointment screen, with the new custom view that was created, will be displayed

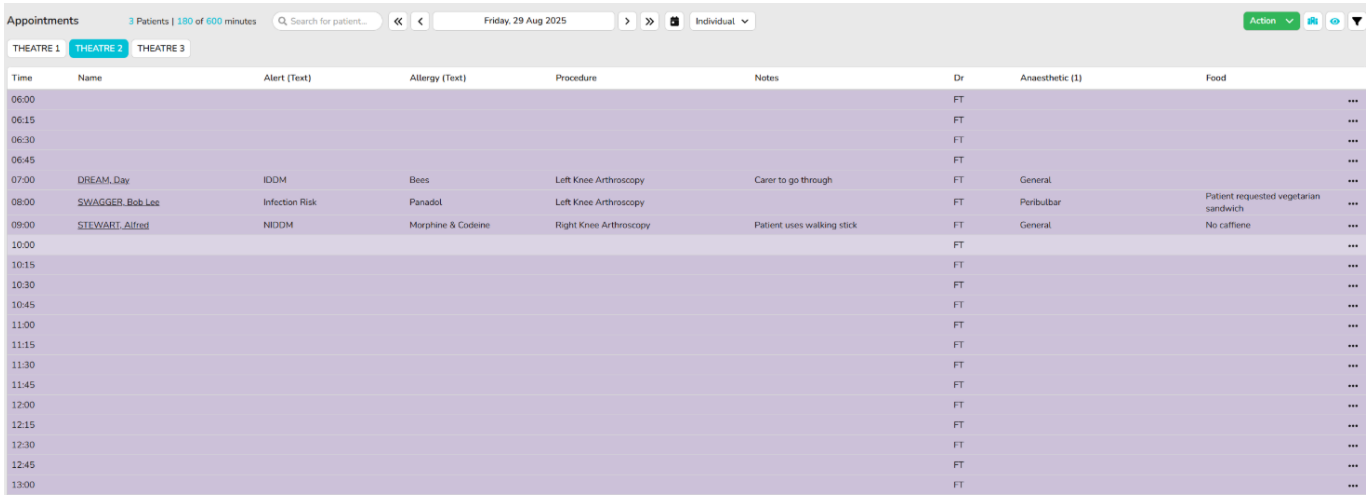


Some examples of helpful views are:

Administration View



Theatre View



Recovery View

