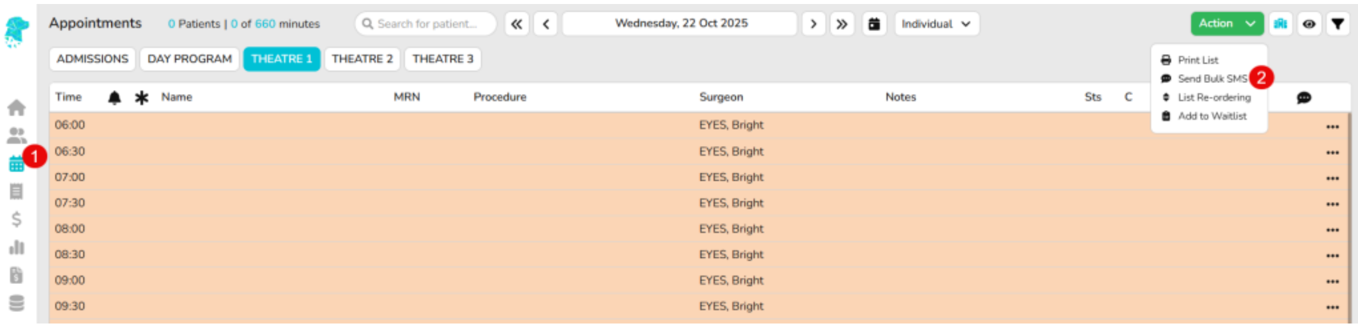
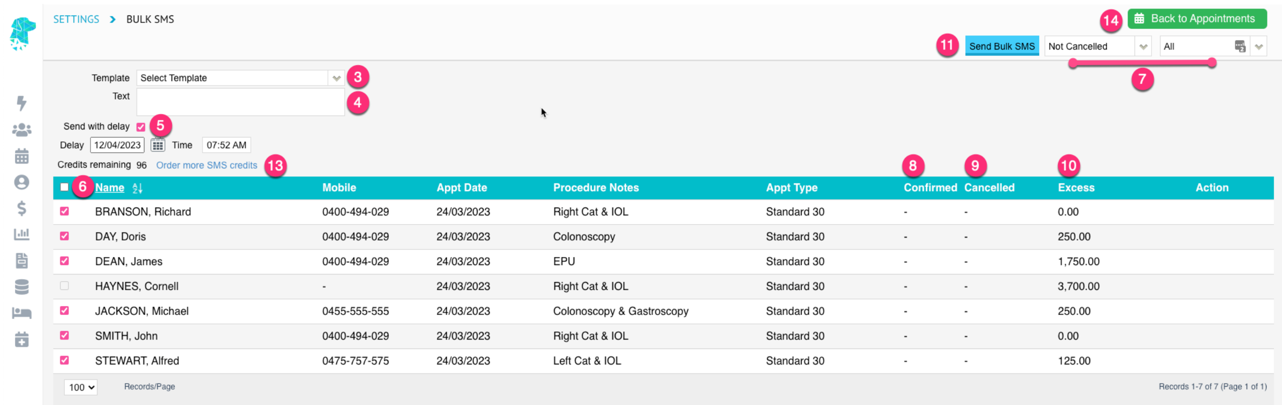
# Sending Bulk SMSs

**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/](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

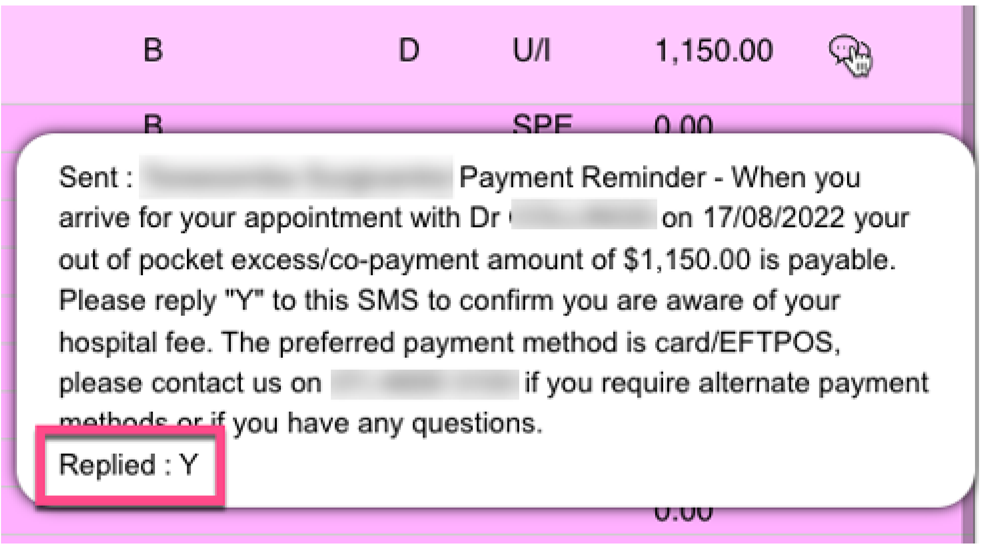
Once the patient has been sent an SMS there will be a visual cue on the Appointments screen. The icon will change depending on the status of the SMS sent. The icons represent the following:

·  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.

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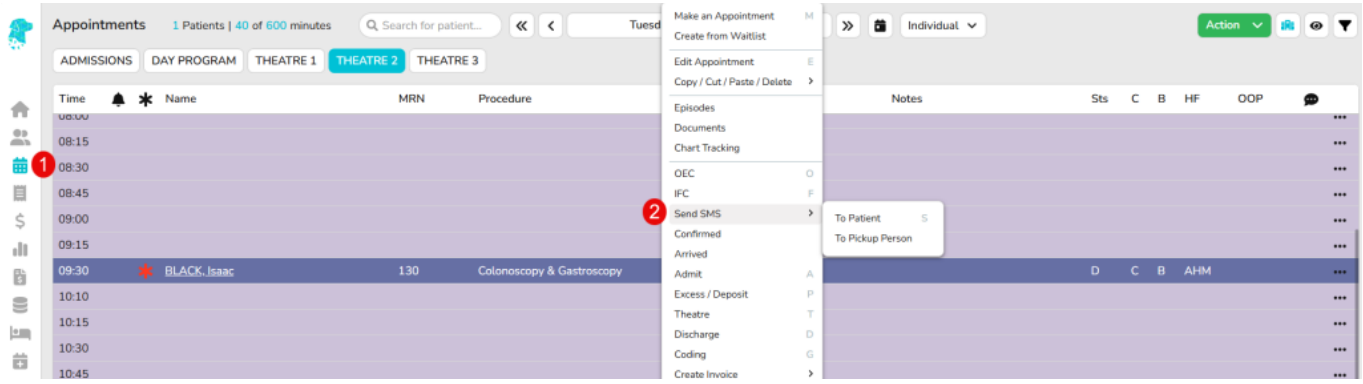
# [Sending Individual SMSs (Hospital)]

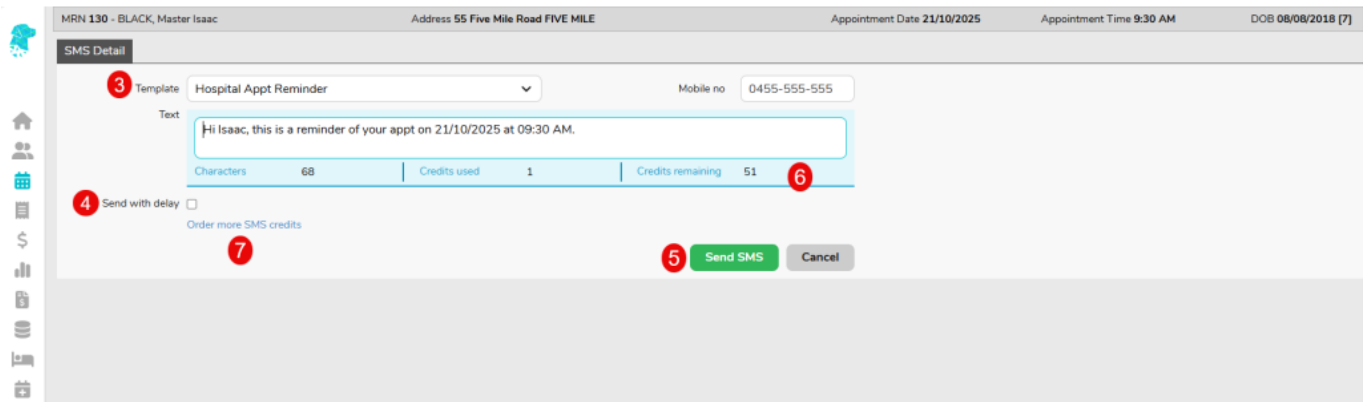
**FYDO allows you to contact patients, and their pick up person, via SMS to assist in efficient workflow. These can be sent one at a time or to a whole list of patients. The system gives the ability to pre-populate the SMS**

**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)*

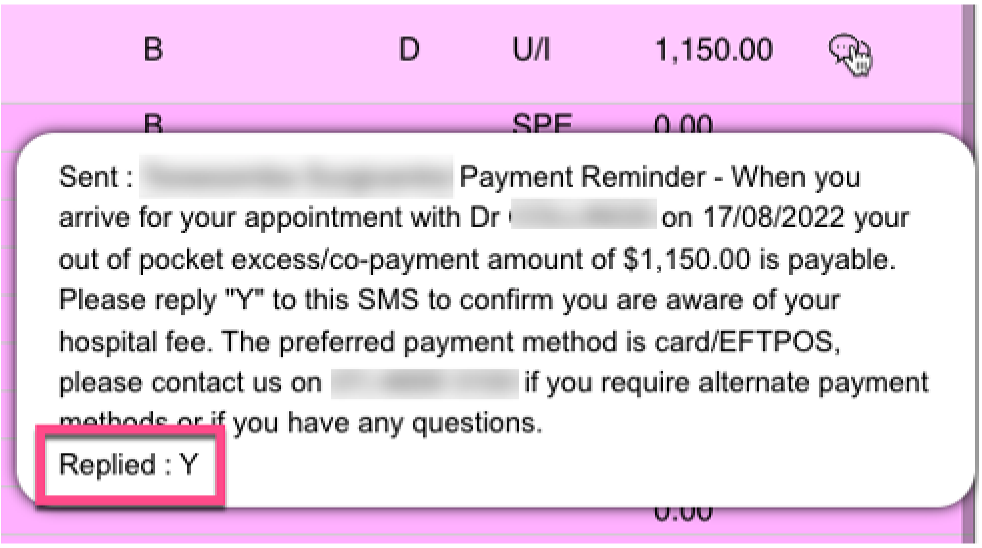



3. Select the required **Template** or free type desired message in the **Text** box
4. Use the **Send with delay** tick box if the message is required to be sent at a specified time, as opposed to at the current time. If you are wanting to use this option, select the **Date** & **Time** that the message 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.

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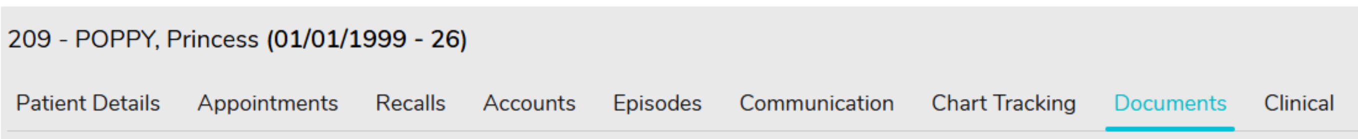
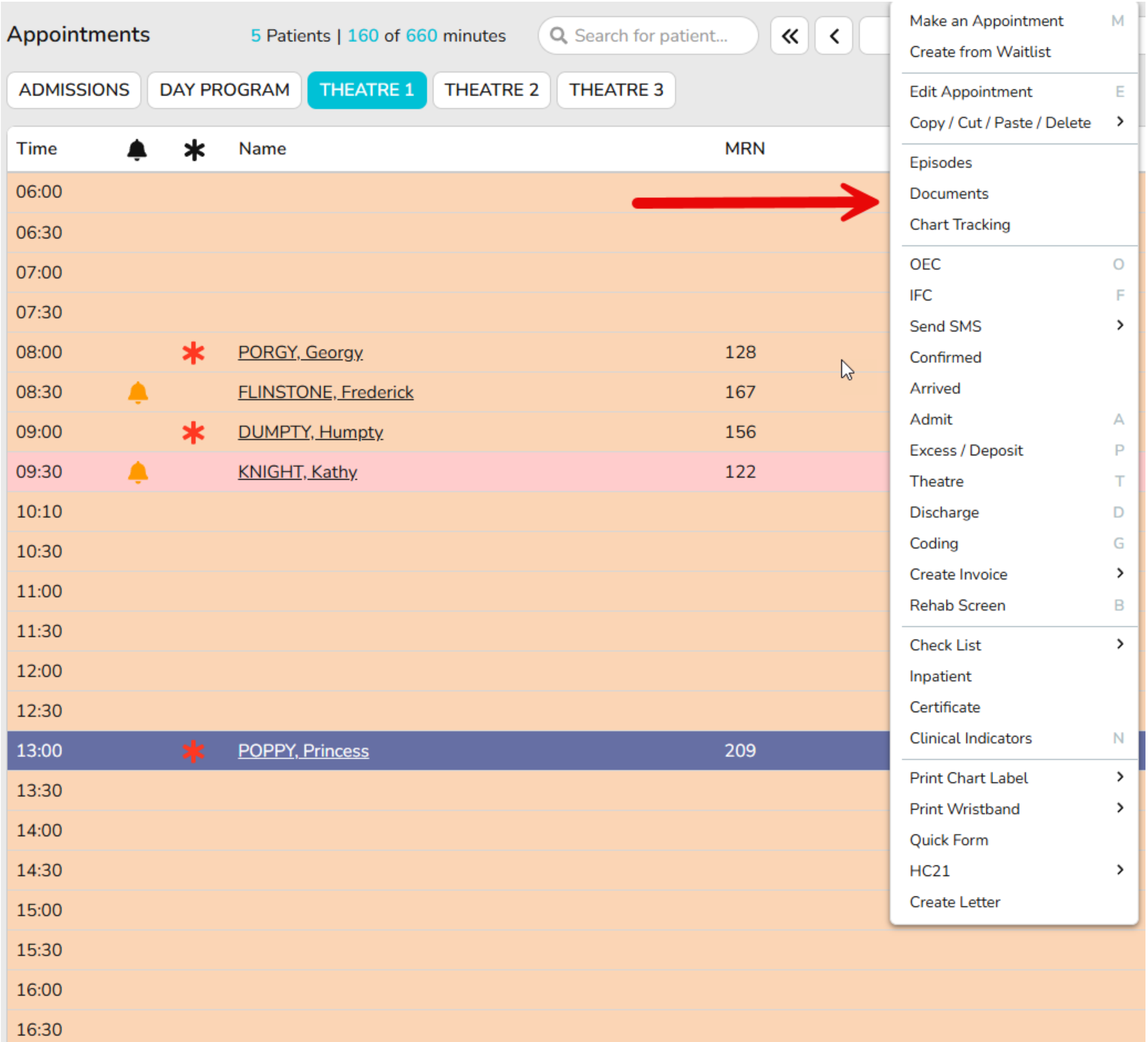
# [Emailing Documents from FYDO]()

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

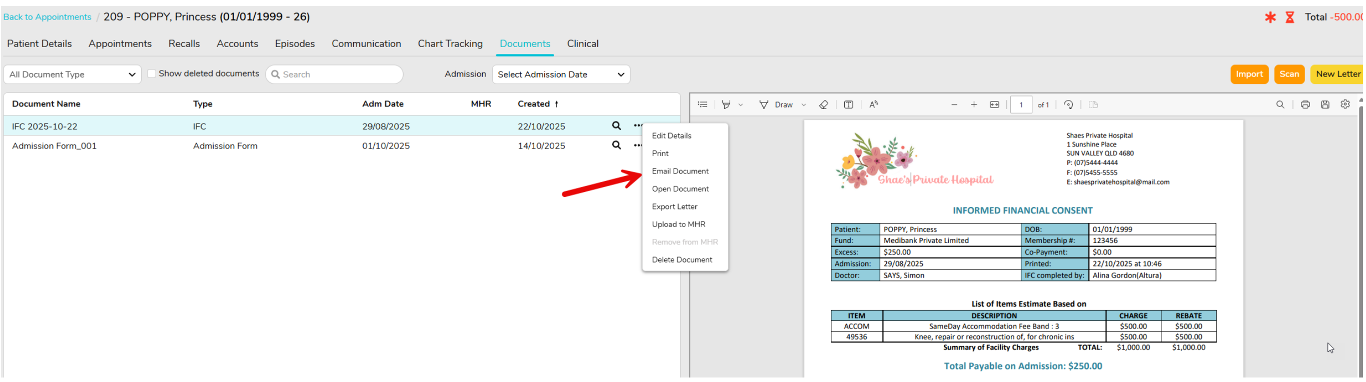
1. Navigate to the required patient, in the Patients tab and once the details are open select the **Documents** tab




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



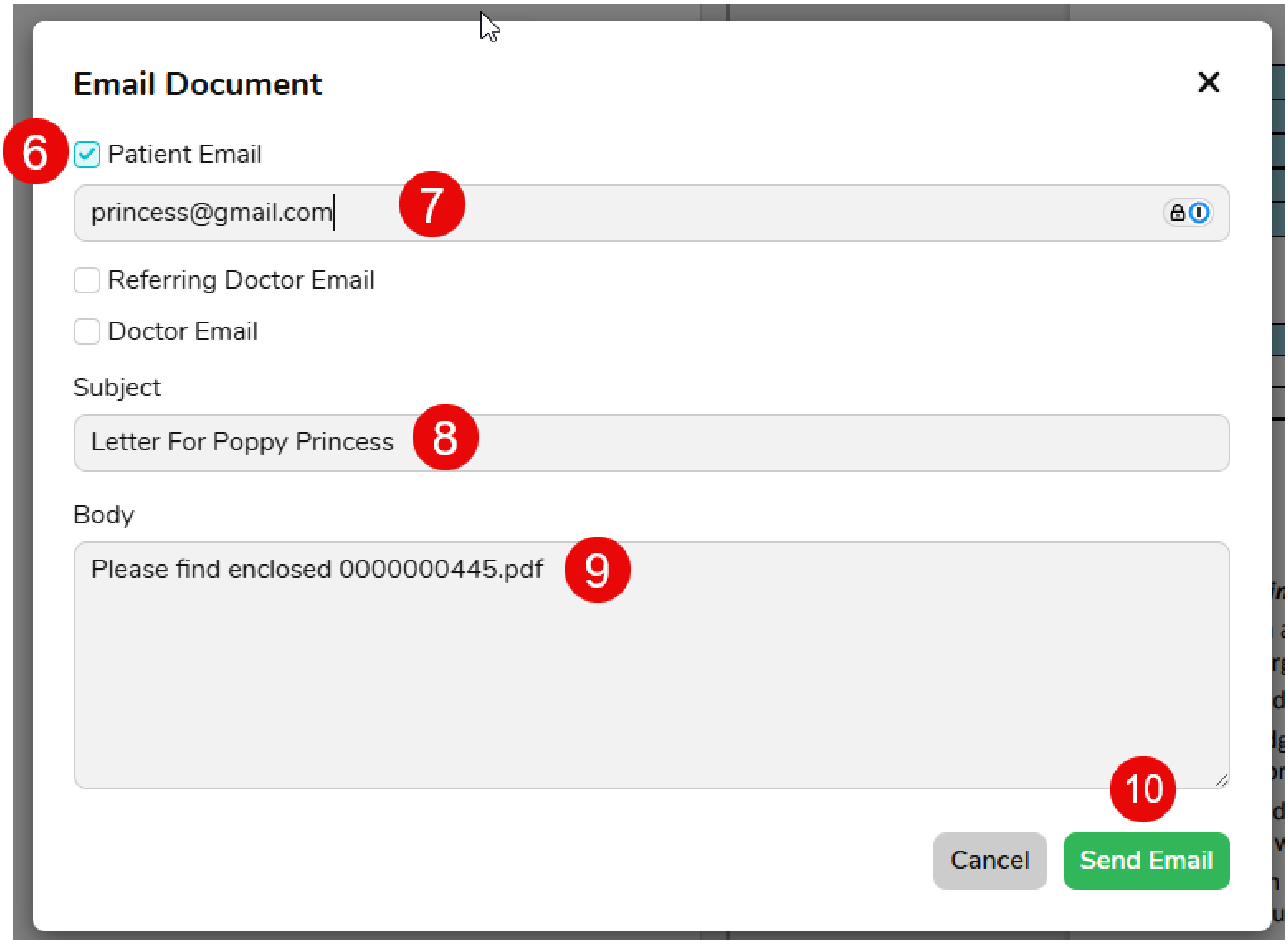

3. Select the document that you wish to email & use the three black dots, on the right of the document, to display the menu options
4. Select **Email Document**



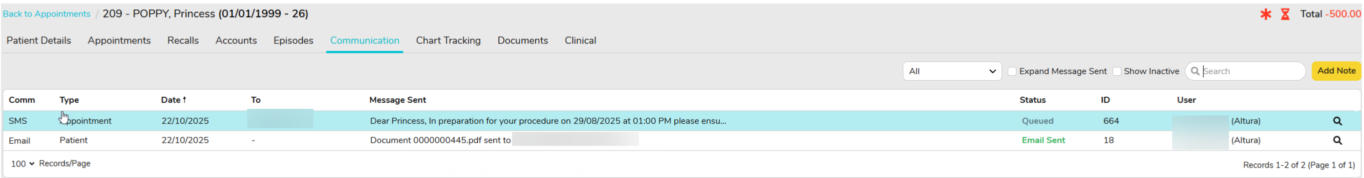

5. The **Email Document** pop up box will be displayed & allow the user to choose who they want to email


**- 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

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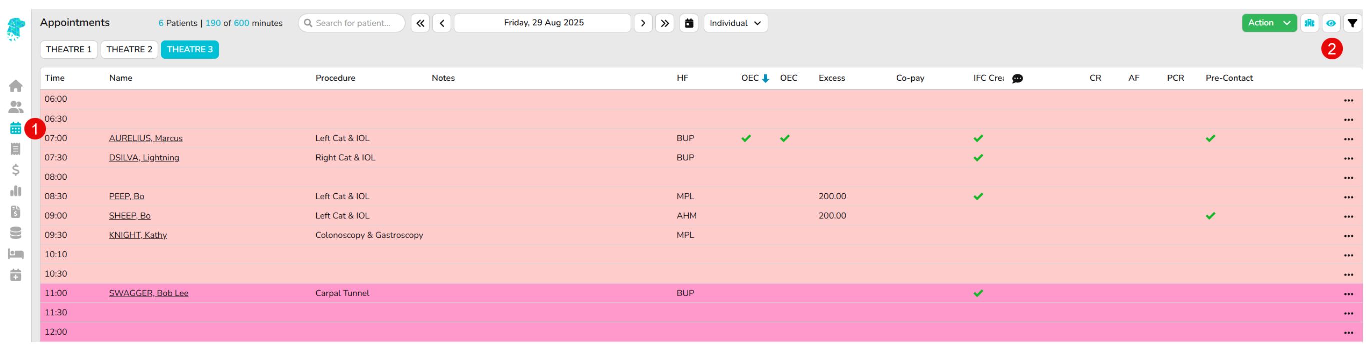
# Creating Custom Hospital Views in the Appointments Screen

**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.**

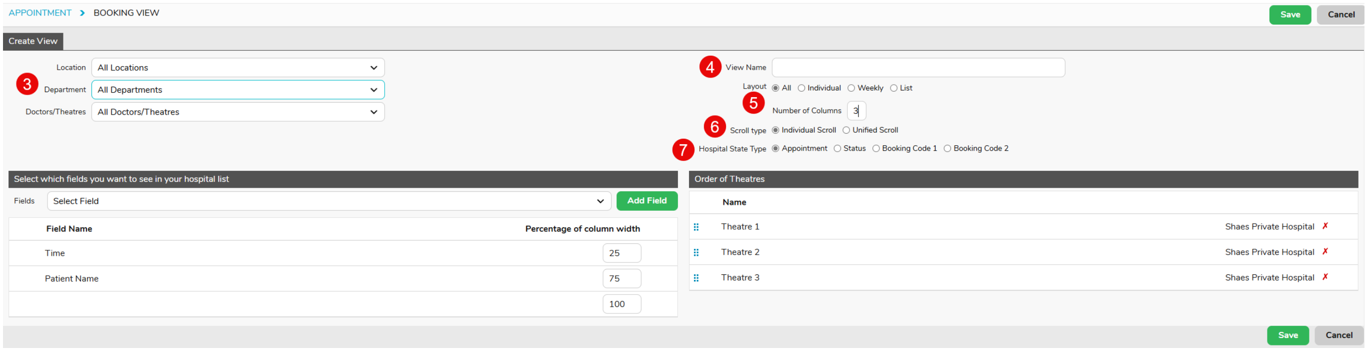
1. Custom views are created in the **Appointments Screen**
2. Hover over the eye icon & select **Add New View**




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

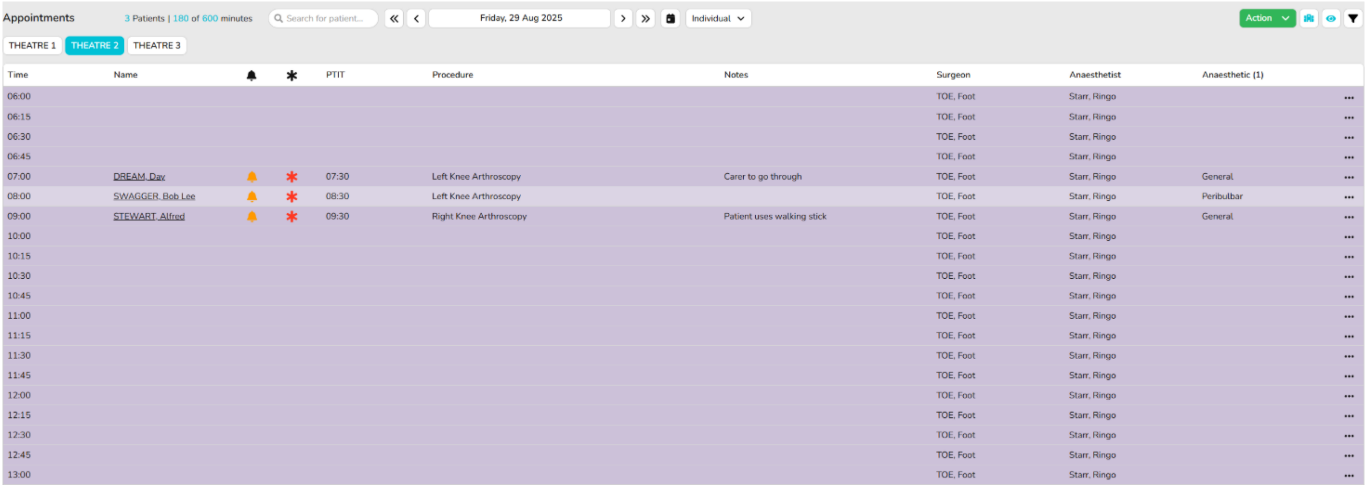
7. Select the **Hospital State Type.** You have the option to set the appointments to display by:
   **- Appointment Type-** This will colour code the bookings as per the Appointment Type in the booking
   **- Status-** Will colour code the bookings according to where they are in the facility
   **- 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



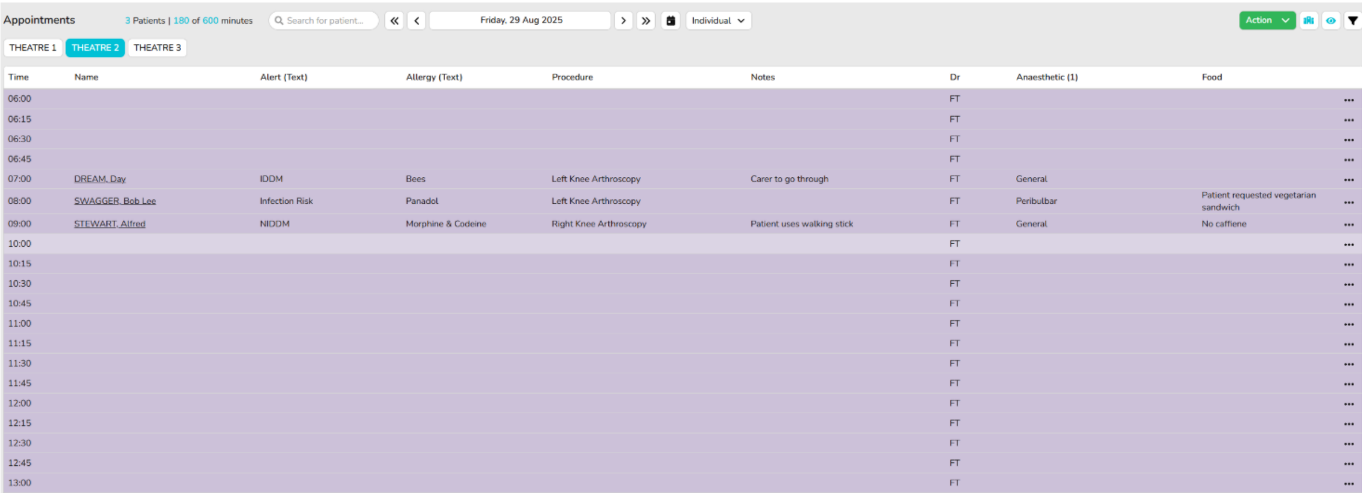

8. Use the **Fields** dropdown to select the type of information that will be added to the custom view
9. Click **Add Field** to add the selected field to the table below
10. Use the on the left of each line to sort fields into the required order
11. Use the **Percentage of column width** fields to determine 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:

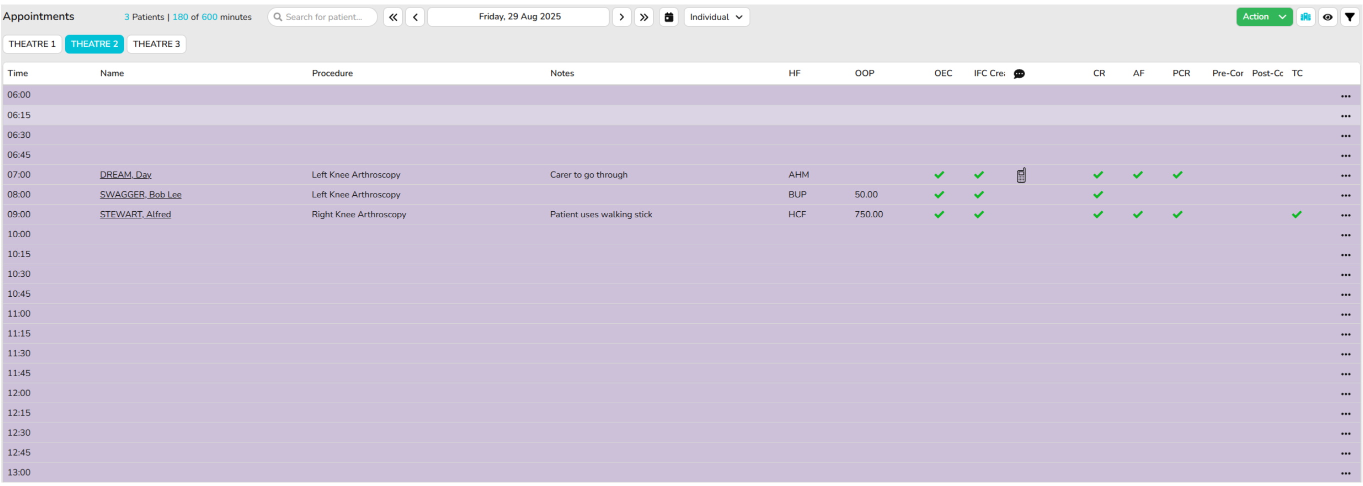
### Administration View




### Theatre View



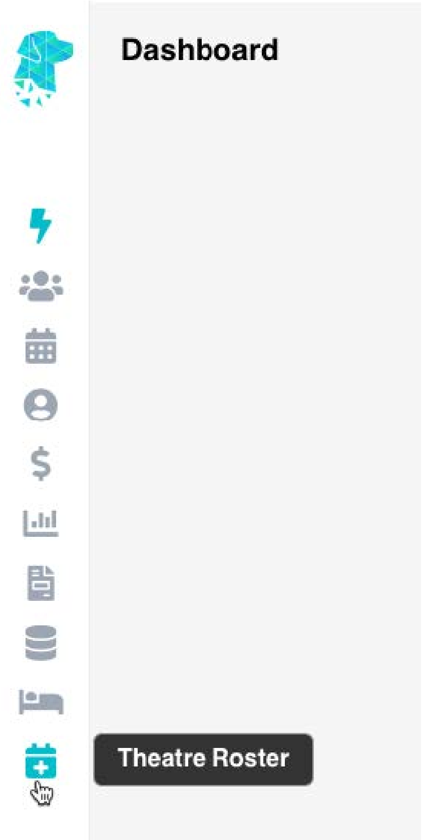

### Recovery View



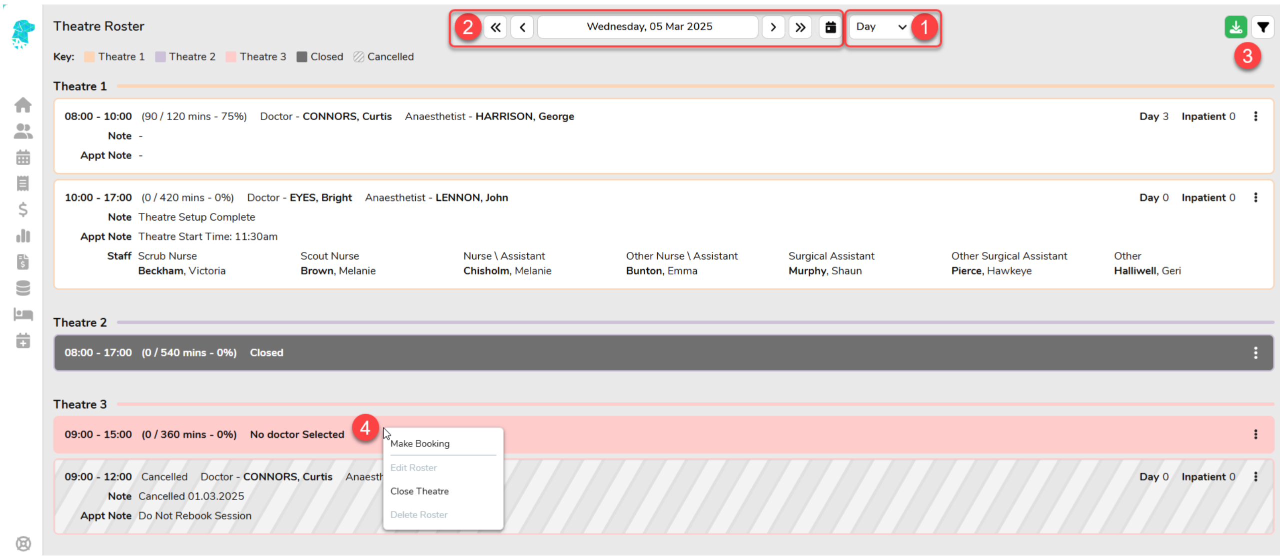
# Theatre Roster

### Creating Theatre Sessions

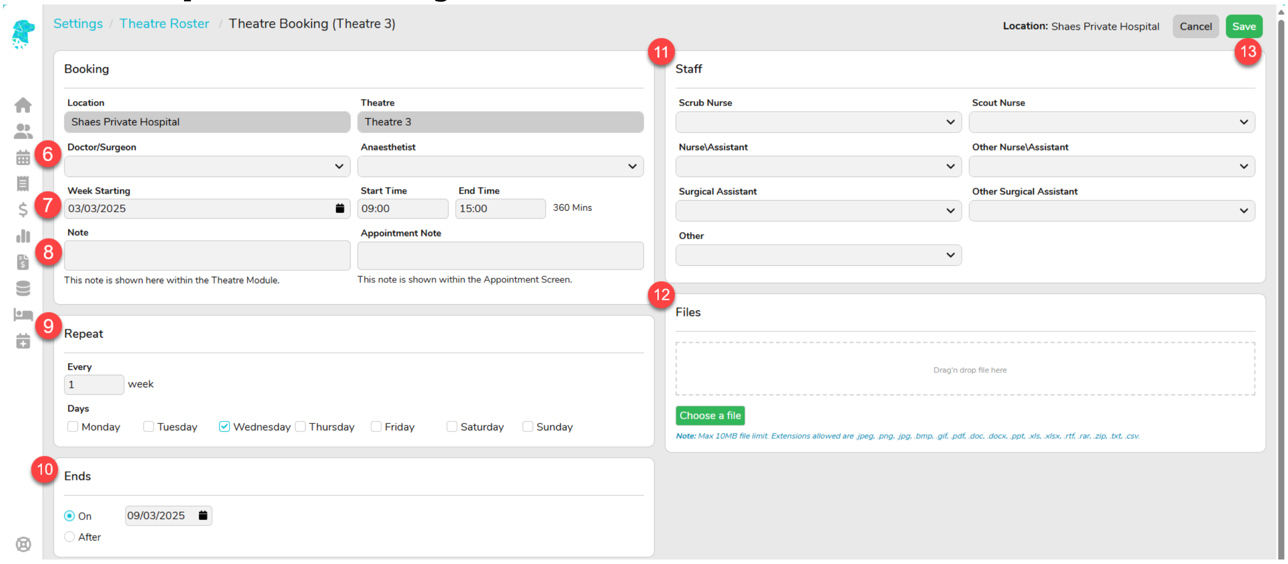
Select **Theatre Roster** from the left-hand menu




1. Select the way you would like to view the roster:
    a. By **Day**
    b. By **Week**
    c. By **Month**
2. Navigate to the date that you require using the **Next** and **Previous** arrows, **Calendar** or **Today**
3. Utilise the **Filter** to customise the information on the screen
   **Print** allows for a screenshot of the current view to be converted to PDF for printing purposes
4. Find the correct theatre & **Right-Click** to expand the options menu
5. Select **Make Booking**




6. Select the required **Doctor/Surgeon** and **Anaesthetist**



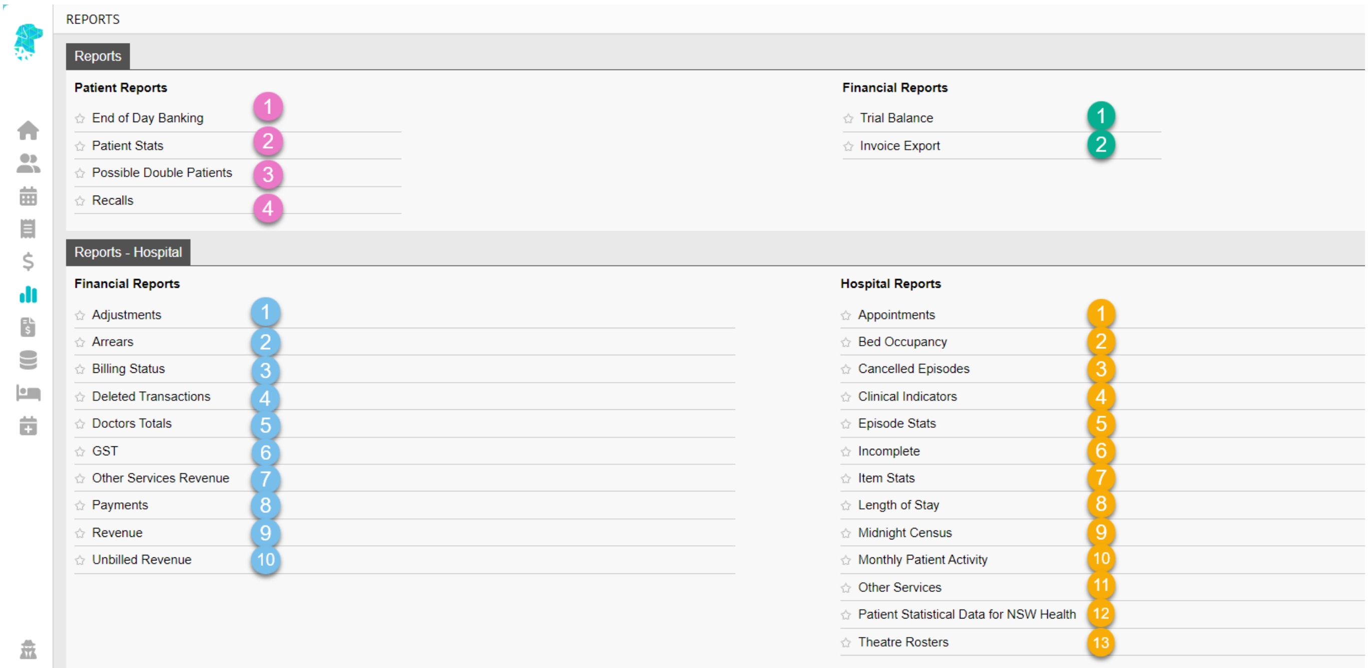

7. Ensure correct **Week Starting Date** and **Session Times** are selected
8. **Notes** and **Appointment Notes** can be added to the booking if required
9. The **Repeat** feature gives the ability to produce a reoccurring booking for the selected surgeon
    a. Use the **Every ____ week** option to enable weekly, fortnightly, monthly bookings etc.
    b. Use the tick boxes to select the days of the week you require the booking to reoccur
10. Use the **Ends** field to set the date that the reoccurring booking will cease. *NB. This feature will produce an **individual booking** on each of the selected days for that surgeon. If this booking changes, each individual booking will need to be amended. Hence, it is not recommended to reproduce the booking for extended periods of time*
11. Add **Theatre Staff** (*if your facility procedure requires*)
12. Import **Files** that are related to the Theatre Booking
13. Click **Save**

This will create a theatre booking that can then be **Edited**, **Cancelled** or **Deleted** with a right-click (*as per #4 in the above image*).
There is a detailed **Audit trail** of changes made located inside the booking (*right-click & Edit Roster*)

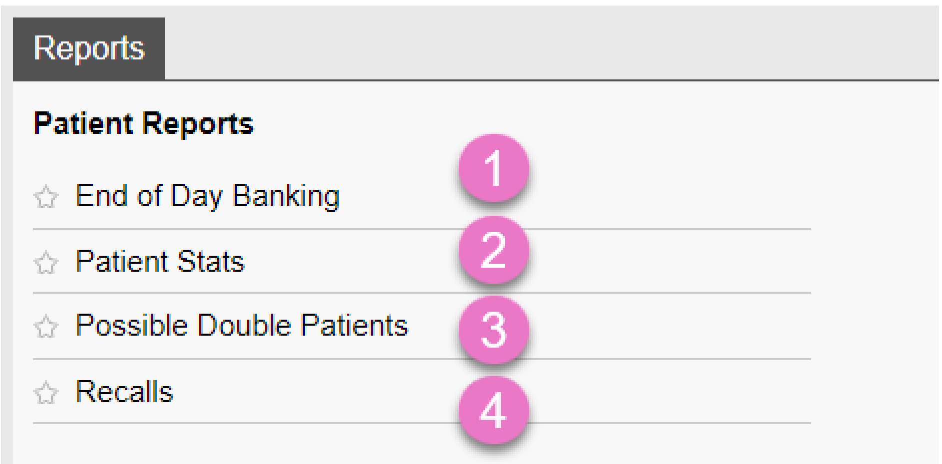
# [FYDO Hospital Reports]()

This document gives a description of all FYDO reports & information obtainable from them. Reports can all be printed directly from FYDO or exported to PDF, Excel Spreadsheet or Raw Data (which is the most detailed option in collating data).
**Reports** also gives the option to **Star** □ your favourite reports. The reports that you have identified as your favourite, by clicking the star next to them, will be available on a Quick Menu that opens when you simply hover over the Reports tab in the main menu.

**For the full list of reports the user will need to click once on the Reports icon.**




## Patient Reports



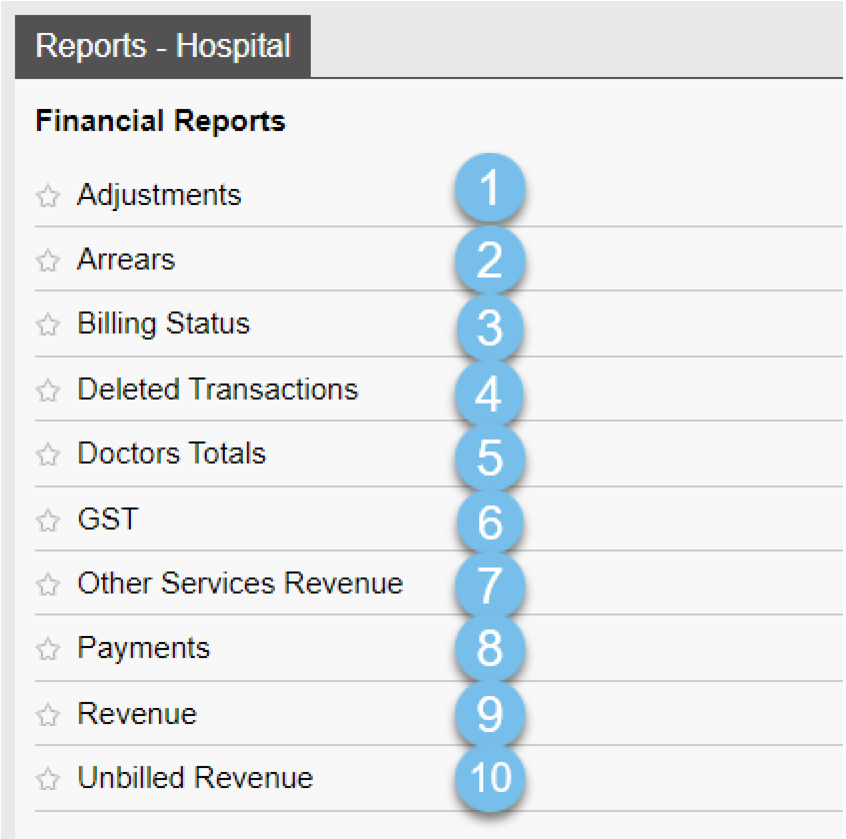

1. **End of Day Banking** – Gives the ability to re-print any End of Day Banking Reports that have been previously completed. *NB. To initially perform the End of Day Banking for the day go to Settings, End of Day Banking.* Users are also able to reset the banking from this report, if they

have made an error when initially processing the End of Day Banking.
2. **Patient Stats –** Gives the ability to obtain extensive patient demographics data. Including:
    a. Medicare Eligibility Status
    b. Deceased Patients
    c. Archived Patients
    d. DVA Patients
    e. Indigenous Status
    f. Referral Expired
    g. Preferred Doctor
    h. Health Fund
    i. Gender
    j. Surveys
    k. Ability to stipulate birth date range
    l. Ability to stipulate created range
    m. Ability to stipulate post code range
3. **Possible Double Patients** – Provides a list of all patients that share similar information. There are several options to base the report on, enabling easy identification of patients that have been entered into FYDO more than once.
4. **Recalls** – Gives the ability to send bulk recalls to patients. Options to sort by recall date, gender, postcode etc. are all available.

## Financial Reports


1. **Trial Balance** – Shows a snapshot of the balances of all categories listed in FYDO for the date range selected.
2. **Invoice Export** – Enables an Excel spreadsheet to be created of all invoices raised for the selected date range and data type.

## Hospital – Financial Reports




1. **Adjustments** – Shows a list of adjustments. Can be sorted by adjustment type, doctor & date range.
2. **Arrears** - Shows all invoices without a zero-dollar balance. It can be run by Doctor, Fund & Period that the account has been outstanding for (e.g., 30 days & over). It can be run as:
    a. **Detail** – Showing every patient & the balance
    b. **Summary** – Showing each health fund & the balance
    c. **Interactive** – Enabling follow up dates & notes to be accessible, to facilitate efficient workflow in debt recovery
    d. **Minimum Balance** – Allowing for a dollar value to be entered & report run to show accounts over that dollar value. *(Handy to exclude accounts with credits from the report)*
    e. **Show accounts requiring a refund only** – Enables the ability to see only the accounts that are in credit, once they have been invoiced, & require a possible refund
3. **Billing Status** – Details information on all episodes billed & unbilled. Reports can be run by doctor & date range & can be filtered to show:
    a. **Show all – inv summary** – Lists all patients that have been invoiced with a summary of charges
    b. **Show all – inv detail** – Lists all patients that have been invoiced, documenting each line of the invoiced charges separately
    c. **Show not billed only** – Is an interactive report that lists all episodes that have not been billed and allows the user to raise the invoice right from this screen! Showing details of the coding status & theatre complete status to assist with efficient workflow. Also providing a column for the Cancelled reason for users to decide if a charge needs to be raised for the episode. When 'Show not billed only' is selected, the user is given another option to **Don't show patients' billed $0** if that is required, and to **Exclude cancelled episodes** if they wish to.
    d. **Not billed in same period** – Shows invoices billed in the following accounting

period

4. **Deleted Transaction** – Lists any transaction that has been deleted/voided from the selected period. Dates can be selected for deleted dates, accounting period or date of service.
5. **Doctors Totals** – gives a detailed view of revenue generated by each doctor. There is the ability to filter by doctor, or if all doctors are selected it will show a page per doctor. Clicking on the next page arrow > will show the next doctor in alphabetical order by surname.
6. **GST** Report – Allows users to obtain figures for GST on a Cash Basis or an Accrual Basis.
7. **Other Services Revenue** – Lists revenue from all other services that have been billed. E.g., prosthesis, surcharges etc. Report can be filtered by doctor, fund, theatre, type or patient category. Then there is the option to obtain data based on Accounting Period or Discharge Date for the date range selected.
8. **Payments** – Gives a list of all payments received in the selected date period either by Accounting Period, Audit Date or Date of Service. Filters are available by Doctor & payment type & data is able to be shown in formats such as Detailed, Summary, Audit date different to Accounting Period or Amount is negative.
9. **Revenue** – Retrieves revenue information by Accounting Period or Discharge Date. Can be displayed in Detail (shows revenue totals) or Summary (showing revenue generated by each category e.g., accommodation, theatre etc). Filters can be applied to show data for a particular doctor, fund, category, theatre etc. Information can then be grouped by various means also (Health fund, Indigenous Status, Postcode etc)
10. **Unbilled Revenue** – Generates a virtual invoice for all unbilled episodes, based on the item numbers entered in the theatre screen. Due to the nature of the information this report obtains, it can take a little longer to generate than other reports. It is designed to show all episodes that are not billing in real time. If the predicted item numbers are not entered in the Theatre Screen, at the time the report is run, it will be unable to calculate an accurate estimate of revenue for the episode. It will not look at dates that an invoice was billed if the "*As at Date*" is changed to a date prior to the current date, as it is designed to be a running tally.

## Hospital Reports

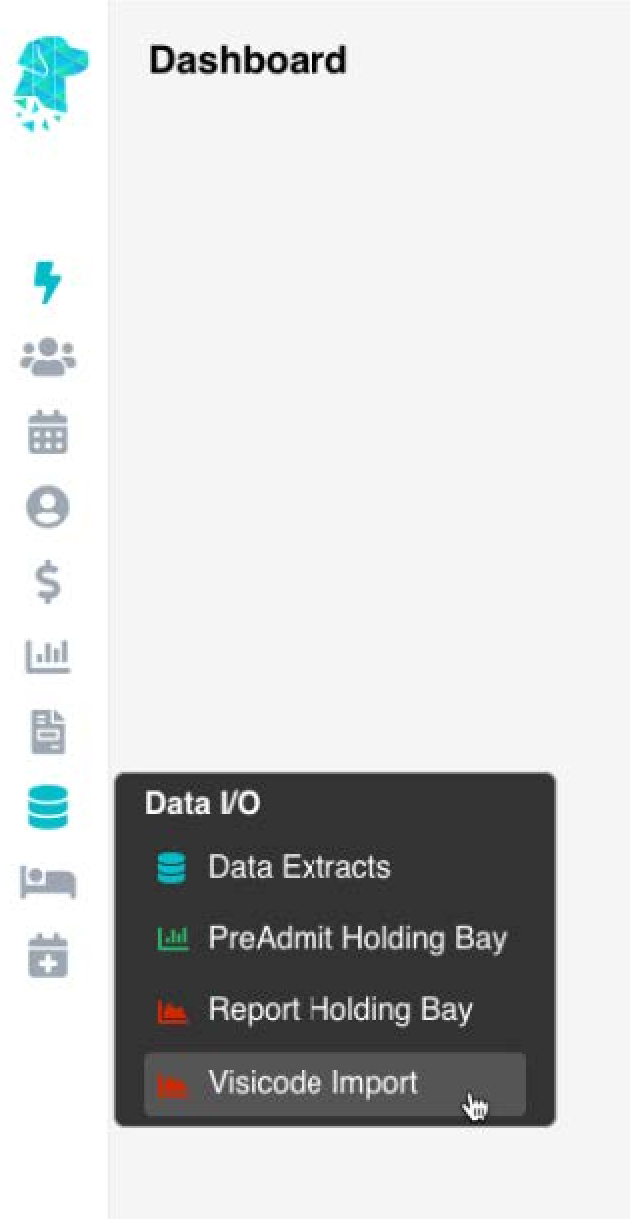

1. **Appointments** – Gives a list of all bookings, including those that are yet to be admitted.
2. **Bed Occupancy** – Gives an overview of bed occupancy for the selected month. Also giving total number of beds, days, bed days available, bed days occupied & the percentage of occupancy.
3. **Cancelled Episodes** – Lists all episodes that have been cancelled with their corresponding reason. It can be filtered by Cancelled Reason to obtain more specific data for the date range selected. Cancelled Reasons can also be customised (Settings > Cancelled Reasons) to assist facilities in collating the data they require.
4. **Clinical Indicators** – Shows all indicators entered & the number that have been answered Yes or No during the date range selected. It can be filtered by Doctor or Theatre & is available in Summary & Detailed. Once the Detailed option is selected there are other fields that display, to ensure the exact information required is obtainable.
5. **Episode Stats** – Allows for an extremely broad range of information to be obtained. There is the option to show the data in a Detailed or Summary format & can filter by a range of options. The report can be generated by Admission Date or Discharge Date. Some examples of information that can be generated from this report, for the selected period, are:
    a. **All episodes**
    b. Episodes for a particular **Health Fund**
    c. Episodes for a certain **Anaesthetist**
    d. Episodes for a certain **Anaesthetic Type**
    e. Episodes in a particular **Theatre**
    f. Episodes for a particular **Specialty**
    g. Episodes relating to a particular **Booking Code**
    h. Episodes for a particular **Sex**
    i. **Indigenous Status** or **ATSI** demographic report

    j. **Age Group** selection available
    k. **Item numbers**
    l. **Diagnosis codes**
    m. **Procedure codes**
    n. **DRG's**
    o. **Referring Doctor**
6. **Incomplete** – Gives the option to show episodes, for a selected date range, that have not been coded, have not been discharged, have not had clinical indicators entered, have not been grouped etc. It also shows the Cancelled reason to enable the user to determine if the episode requires further attention. The **Uncoded Episodes** and **Ungrouped Episodes** reports are both Interactive, meaning the coder can easily and efficiently code all episodes from one screen!
7. **Item Stats** – Gives item number information for primary and subsequent procedures.
8. **Length of Stay** – gives statistical data regarding the time a patient spends in certain areas of the facility. It can be filtered by several different ways & is able to give the following data for the date range selected:
    a. **Pre-operative**
        i. **Admission Time** to **Time in Theatre**
        ii. **Booking Time** to **Time in Theatre**
        iii. **Booking Time** to **Anaesthetic Start Time**
        iv. **Pre-Op Time** to **Time in Theatre**
        v. **Admission Time** to **Pre-Op Time**
        vi. **Admission Time** to **Pre-Op time** or **Anaesthetic Start Time** *if pre-op time isn't entered*
    b. **Intra-Operative**
        i. **Time in Theatre** to **Time out of Theatre**
        ii. **Procedure Start Time** to **Procedure Finish Time**
    c. **Post-Operative**
        i. **Time out of Theatre** to **Discharge Time**
    d. **Total**
        i. **Admission Time** to **Discharge Time**
        ii. **Admission Time** to **Ready for Discharge**
        iii. **Booking Time** to **Discharge Time**
        iv. **Booking Time** to **Ready for Discharge**
    e. **Comparison**
        i. **Planned Time in Theatre** with **Actual Time in Theatre**
        ii. **Booking Length** with **Actual Minutes in Theatre**
9. **Midnight Census** – will show patients that were admitted, but not yet discharged at the "As At" date selected.
10. **Monthly Patient Activity** – Gives an overview of all admissions, broken down into each day of the month. Giving the number of Total Patient Days, resulting in percentage averages for bed occupancy.
11. **Other Services** – Gives a list of all the other services that have been entered into the episodes. It can be filtered by suppliers for any given date range.
12. **Patient Statistical Data for NSW Health** – assists New South Wales hospitals with submitting their statistical data with ease.
13. **Theatre Rosters** – shows all booked theatre sessions & all cancelled theatre sessions grouped by surgeon or theatre. Also shows theatre utilisation minutes and percentages.

# Importing Visicode Data

### After the data has been exported from Visicode

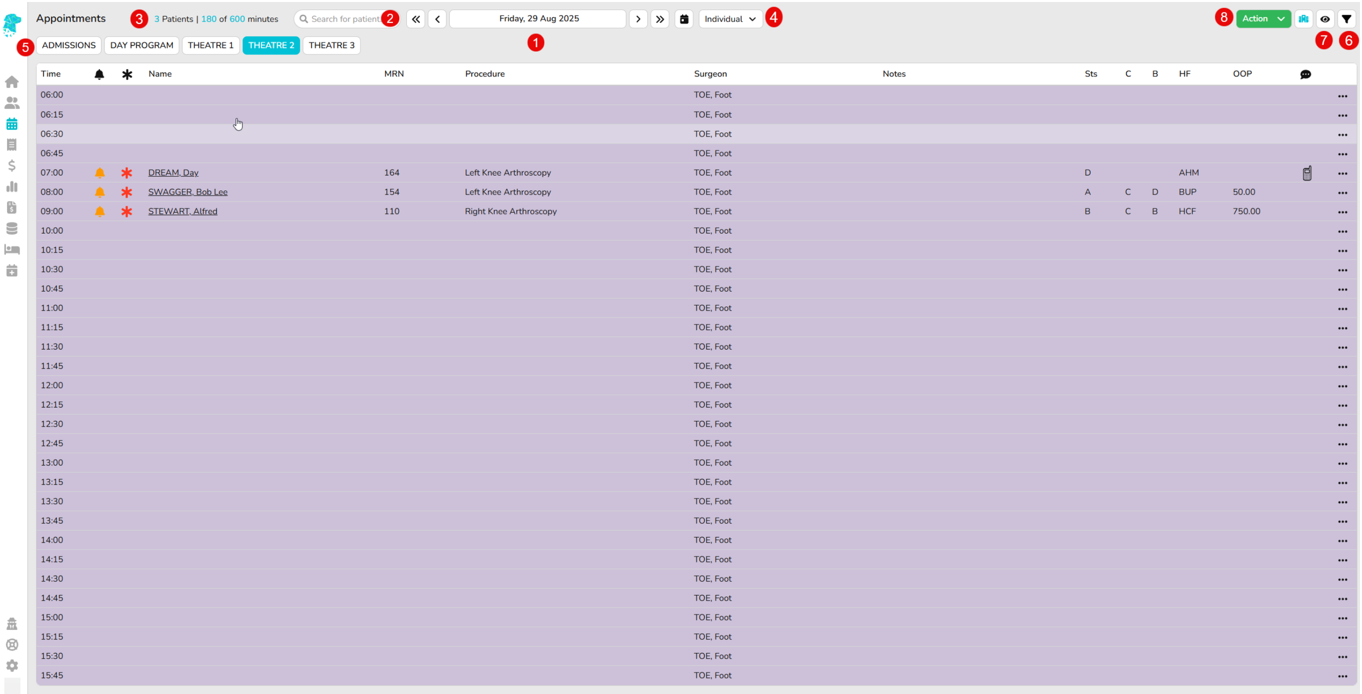
1. In the main menu go to **Data I/O** and select **Visicode Import**




2. Select the **Location**
3. Click **Choose a file**
4. NB. File must be in a **.txt** format to be imported. Other file formats will not work
5. This will produce a list of all the patient information found in the file
6. Click **Import**
7. This will automatically update the **Coding** & run the **Grouper**
8. There will be an Excel spreadsheet download for information purposes. This file will show if any of the data imported was unsuccessful.

# Hospital Appointments Screen

## Navigating the Appointments Screen



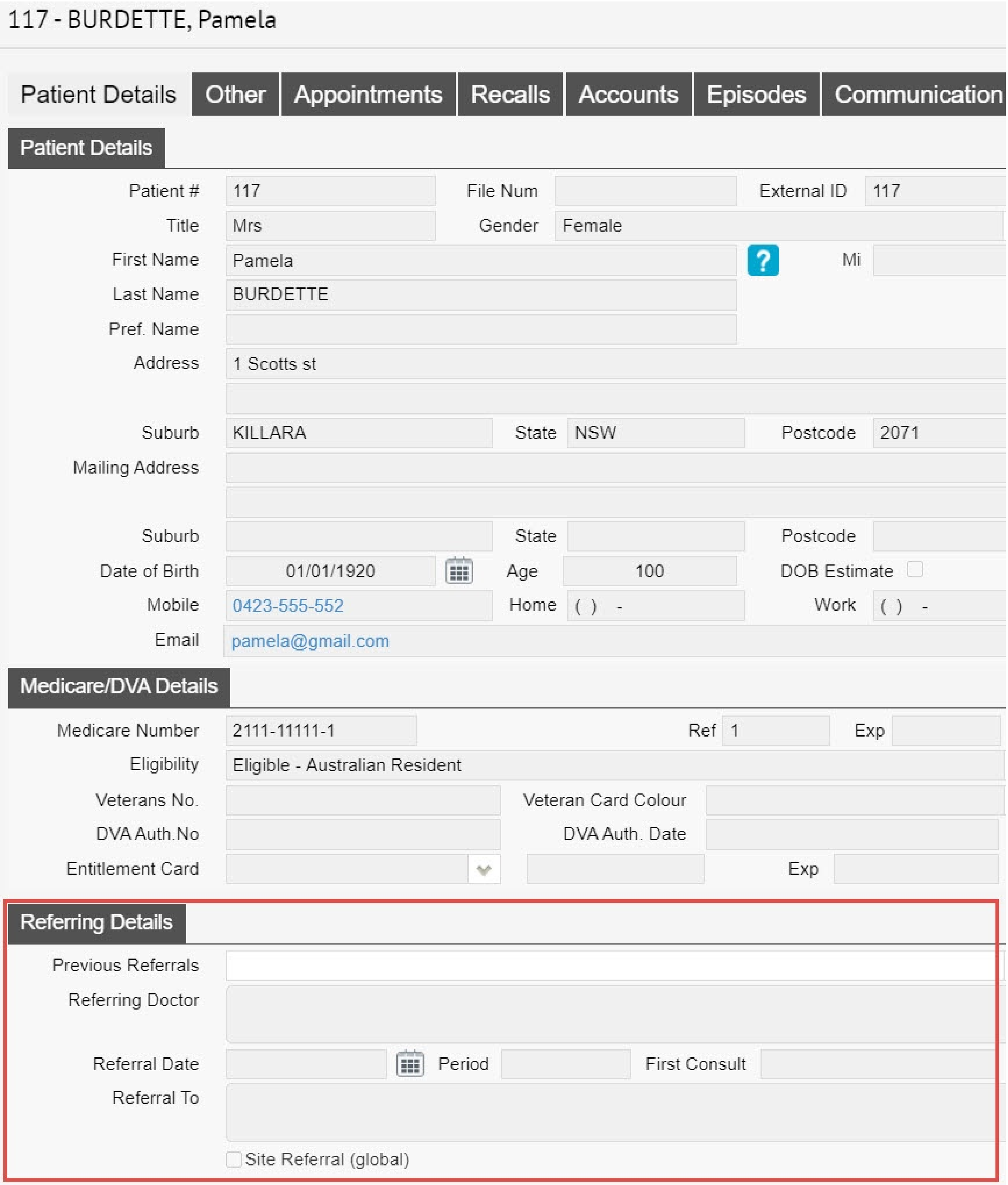

1. **Date** – Click on the date to display the calendar to select required date
2. **Search** – to locate a particular patient/booking
3. **Info –** will display the **Number of patients** booked & **Minutes** the theatre is being utilised
4. **View** – gives the ability to choose how the theatres are displayed
    1. **All** – shows all theatres for 1 day
    2. **Individual** – shows 1 theatre for 1 day
    3. **Weekly** – shows 1 theatre for the whole week
    4. **List** – shows all appointments in 1 list

5. **Theatres** – are able to be selected here
6. **Filter** – the patients viewed to include/exclude cancelled patients etc
7. **Custom Views** – Create and select Custom Views to displayed relevant information
8. **Action** Dropdown allows users to
   **Print Theatre Lists**
   **Send Bulk SMS**
   **Re-Order Lists**

# How to create a referral

If needing referrals applies to your discipline, read on to learn how to create new referring doctors on your FYDO system; and how to create referrals on patient records.

Start off by opening a patient's record. Below is an example of a patient record, with the referral section highlighted.

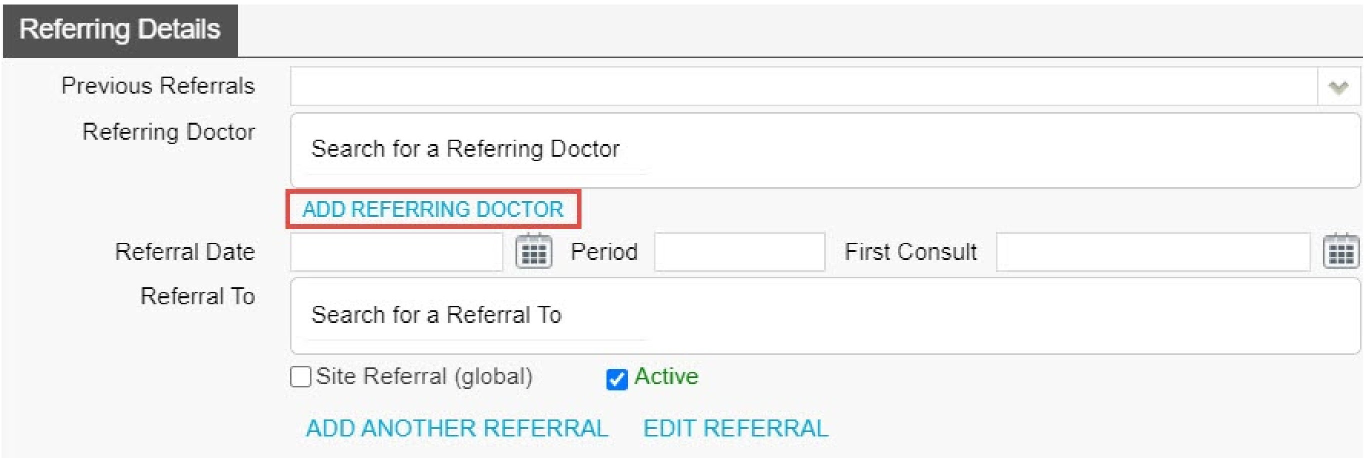



Notice that the data fields on the record are greyed out and you cannot commit any changes. This is because you are not in *edit mode* and therefore cannot make any edits.

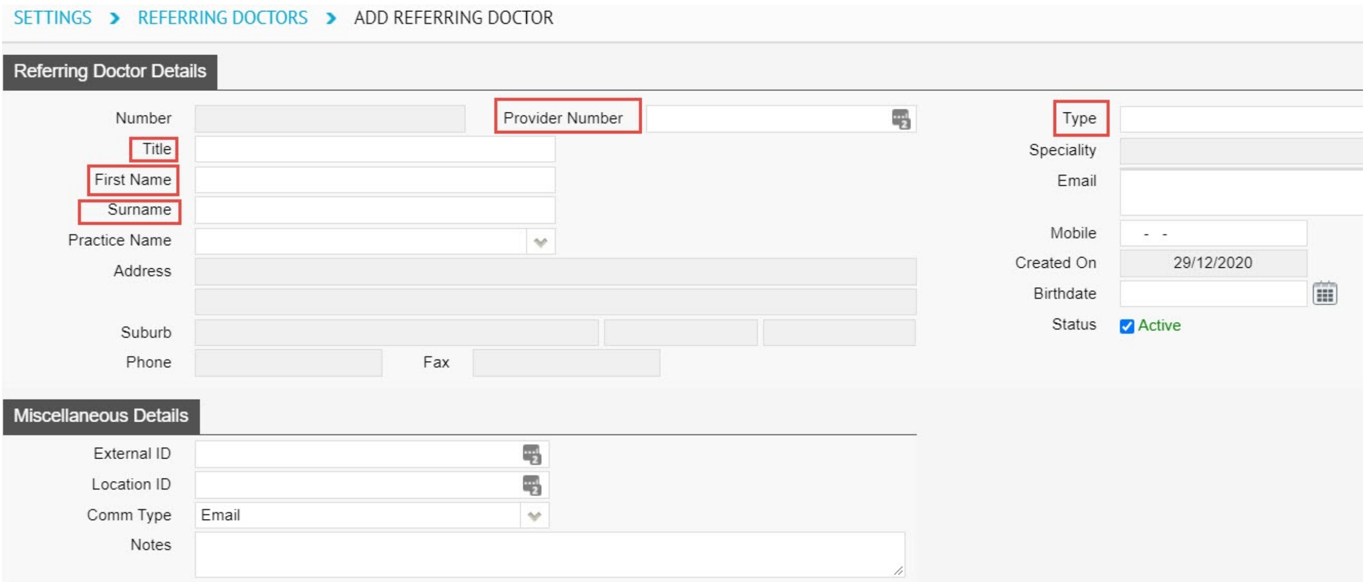
So click on the **Edit** button to continue.


You will now be able to make edits to this record, scroll down to the **Referring Details** section.

If the referring doctor has never been entered into your FYDO system, click on the blue **ADD REFERRING DOCTOR** button to add a *NEW* referring doctor.




This will present you with the below screen, where the main data fields are highlighted. So go ahead and fill this in along with any other additional information you'd like to store about this referring doctor.



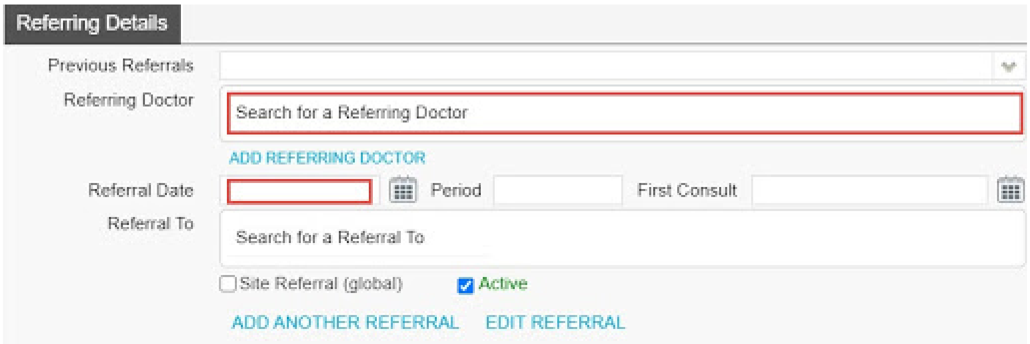

***Note:*** this only needs to be done **once** per referring doctor.

**Referring doctor 'Type'**

- **GP**: by default, GP referrals have a referral period of 12 months
- **Specialist**: by default, Specialist referrals have a referral period of 3 months

If the referring doctor has already been entered into FYDO as a referrer, you will be able to search for them by clicking on the search box pictured below. You may search by the doctor's first or last name.

Next, enter the **Referral Date** and you're done! This is the minimum data set for adding a referral to a patient's record.




**Notes on other data fields in 'Referring Details'**

- **Period**: this is how many months the referral is valid for. It may be overwritten by the user, at their discretion
- **First consult**: if the first *Date of Service* is after the *Referral Date*, you may enter the date of service into this field so that the *Referral Period* is calculated from this date, rather than the referral date
- **Referral to**: this is which provider the referral is for. If left blank, upon billing it will get linked to that provider;
- **Site Referral (global):** allows this referral to be used by any provider rather than one specific provider.

That's it! You've added a new referring doctor to your FYDO system and created a referral on a patient's record. Click on the green **Save** button on the top right corner of the patient record to save your changes.